

GENERAL TERMS AND CONDITIONS:

1. Company Identification

Genki Center Educational and Cultural Center, operating under the brand name @genki.japanese (Genki Japanese), henceforth referred to as "the Company," conducts various services tailored to individual needs within the realm of language and culture education.

2. Business Activities

The Company provides customized language services, including Japanese Language Courses ("Language Course"), JLPT Courses ("JLPT Courses"), and Culture and Travel Courses ("C&T Courses"), designed to cater to the requirements of enrolled individuals.

3. Course Structure

Courses are structured into distinct levels, delineated as follows:

- Level 101: Total Beginner 101 – no prior knowledge needed*
- Level 201: Beginner, JLPT N5
- Level 301: Upper Beginner, JLPT N4
- Level 401: Intermediate, JLPT N3
- Level 501: Advanced, JLPT N2
- Level 601: Advanced 2, JLPT N1

Additional sub-levels may be introduced for shorter courses.

4. Class Structure

Each class session (lesson) spans 45 minutes and constitutes an uninterrupted period of instruction within a single working day. All references to time and duration herein are based on weekdays (Monday to Friday), with one day equating to a 24-hour period and one week comprising seven consecutive days.

5. Course Enrollment

A client can first enroll in a Free Trial lesson. A Free Trial Lesson is not mandatory before enrolling in a full length course.

Upon enrollment in a Full Length Course, clients are assigned a Language Teacher, chosen from our qualified professionals with degrees in Japanese Linguistics. Clients select their preferred course from the active offerings. Once enrolled, rescheduling of lessons is not permitted, and all scheduled lessons are subject to full charges.

6. Learning Materials

All learning materials for courses offered by Genki Center are provided exclusively online by the assigned teachers. Physical copies of these materials will not be sent via post under any circumstances. All online learning materials are provided free of charge to enrolled students.

7. Class Availability and Recordings

For now no recording is available for the ongoing course.

8. Certificate Issuance

Certificates of course completion are available upon request for an additional fee of €30.00.

9. Cancellation and Termination Policies

The Company reserves the right to terminate a client's enrollment due to inappropriate behavior, coming to class under the influence of drugs or alcohol, or persistent disruption of class activities. Once paid, no Course fee is returned to the client.



10. Purchase and Payment Policy

Clients have the option to enroll in a complimentary 45-minute trial lesson. This trial lesson is non-binding and free of charge.

Upon deciding to enroll in the full course, the entire course fee must be paid in advance. Access to the course will be denied until full payment is received. Please note that if a client withdraws from the course before completion, no refunds will be issued, and the full course fee remains payable.

11. Language Teacher assignment and lesson cancelation

Clients are taught by the designated teacher of the advertised course. In the event of the teacher's illness or other unforeseen circumstances preventing their presence, a substitute teacher will be assigned. If no teacher is available, a new date and time will be coordinated with the students. If none of the above is possible, the student's fee for the missed class will be refunded, minus payment gateway fees. This applies only when no lesson is conducted. If a student fails to appear for a lesson, the fee is non-refundable. Students unable to attend may request the materials used in the lesson in writing.

12. Data Protection and Dispute Resolution

The Company collects, processes, and stores personal data for administrative purposes and communication, in compliance with GDPR regulations. The Company commits to safeguarding client privacy and will not share personal information without consent. Any disputes arising from these terms and conditions shall be subject to resolution through legal channels.

13. Amendment Clause

The Company reserves the right to amend, modify, or update any and all regulations, policies, and terms of service related to the online language school at any time, without prior notice. Such changes will be effective immediately upon being posted on the official Genki Center website or communicated through other appropriate channels. It is the responsibility of students and users to regularly review these regulations to stay informed of any changes. Continued use of Genki Center services after any such modifications constitutes acceptance of the new terms.

These terms and conditions are subject to periodic review, with the last update conducted on 01.06.2024.

For all additional information, you can reach us at: info@genki-center.com

