

General rules and policies of the courses Metropol

The goal of the Language School Metropol with the right to administer the state exam is high-quality education and preparation of students for admission and further education in educational institutions in Prague. This goal is subject to all conditions, rules and policies of the courses.

General terms

1) Rules and regulations:

METROPOL undertakes responsibility to provide the student with the selected program in the amount and on the conditions determined by the price offer for the training program offered by METROPOL when registering / booking the Program.

Teaching groups on the Program are formed in accordance with the initial / basic level of language proficiency, joint training with adult and minor students is possible.

The relationship between students and METROPOL is governed by the laws of the Czech Republic.

2) Course fee:

The course fee is set in Czech crowns / Euro. When paying and returning, the current exchange rate of the crown and the euro is applied. All exchange differences are borne by the student.

Payment can be made in the following order:

- a) On an instantaneous basis for the entire course;
- b) In two installments (For example: the first payment, paid upon conclusion of the contract, includes a non-refundable registration fee; the second payment includes the cost of the course and is paid after obtaining a visa, but before the start of classes)
- c) Only in the case of a yearly / two-year course, payment is possible in installments on the basis of an agreed payment calendar.

Payment for the Program must be made within 5 business days from the date of receipt of the invoice for payment.

Payment details METROPOL

Language school with the right to take the state exam "Metropol"

Address: Jaurisova 515/4, Prague 4, 140 00

Director Mgr. Dana Gaykova

Jazyková škola s právem státní jazykové zkoušky Metropol, s.r.o., se sídlem Jaurisova 515/4, Praha 4, 140 00
ředitelka Mgr. Dan Hájkova

Registration Number / IČ: 24659452

Tax Registration Number / DIČ: cz24659452

IZO: 691002185

Payment in EUR

Account number: 2900898695/2010 registered with Fio Banka a.s., at V Celnici 1028/10, 117 21 Praha 1
IBAN: CZ6920100000002900898695

SWIFT: FIOBCZPPXXX

Payment in CZK

Account number: 2600898693/2010 registered with Fio Banka a.s., at V Celnici 1028/10, 117 21 Praha 1

IBAN: CZ8820100000002600898693

SWIFT: FIOBCZPPXXX

WHEN PAYING, PLEASE STATE THE STUDENT'S NAME AND SURNAME!

Payment is considered completed when the funds are credited to the METROPOL account.

3) Arrival and departure:

Accommodation is organized from any day if the student has warned METROPOL of arrival at least 10 days before arrival. Meeting at the airport is free of charge, if it is provided for by the Program and only if the student arrived on the course without delay, i.e. before the day class begins.

4) Late arrival, vacations and absence:

If a student arrives late or does not attend classes, reimbursement rules do not apply. The course cannot be extended for the period of absence of the student. Holidays are included in the program of the academic year and semester; students cannot change these dates. Absence on other dates will be considered as non-attendance. Failure to attend more than 30% of classes for any reason is the reason for an application to the Police for Foreigners and the Ministry of Internal Affairs of the Czech Republic about the student's use of a visa for other purposes.

5) Public holidays:

Classes are not held on public holidays. Courses start on Mondays. If the holiday falls on Monday, classes will begin on Tuesday. Compensation for classes canceled due to a national holiday is not paid.

6) Duration of classes:

All classes are 45 minutes long, unless otherwise indicated. Classes are held Monday through Friday at scheduled times. The course program may provide for a different procedure for conducting classes and cultural and recreational activities. The schedule of classes and activities under the program will be sent along with instructions before the start of the course.

7) Late classes:

If the student is late for classes for more than 10 minutes, the teacher has the right not to allow them to attend classes. A delay of more than 10 minutes counts as a lesson absence.

8) Textbooks and teaching materials:

Textbooks (teaching materials) are not included in the course price.

9) Medical insurance:

METROPOL does not provide and does not pay for student medical insurance, or other expenses for treatment incurred during their stay and training. Student, in the case of minor students, parents (legal

representatives) take into account that they will pay all medical expenses that are not covered by the student's medical insurance.

10) Expulsion from school / Refund:

In the event a student commits a criminal offense, a serious violation of discipline at school, a violation of the student's Code of Conduct or an extremely poor attendance at the discretion of METROPOL (whether it is in accordance with the visa rules for attending classes or not), they can be expelled from school. Compensation is not provided, and the immigration authorities are informed, payment of any expenses in connection with the student's return home is the responsibility of the student.

11) Responsibility:

METROPOL is not responsible for any loss due to negligence, violation of laws or other reasons.

12) Force Majeure:

METROPOL is not liable in cases where METROPOL is not able to fulfill its obligations in connection with a fire, natural disasters, actions of state authorities, refusal by suppliers or contractors, strikes or due to other circumstances outside METROPOL control.

13) Student Code of Conduct:

The student agrees to abide by the student's rules of conduct and other standards for the course period. In order to ensure successful studies for our students, METROPOL does everything possible to create optimal conditions for study and expects students' behavior taking into account the interests of the people around them. Inappropriate behavior includes, but not limited to:

- 1) violation of the educational process (profanity, insults, using a mobile phone in the classroom, being late for a lesson for more than 10 minutes);
- 2) intentional damage, mistreatment or theft of property of METROPOL or property of other students;
- 3) violence or the threat of violence against people, property of students or course personnel at METROPOL;
- 4) violation of copyright or criminal law prohibiting the misappropriation, copying or modification of materials protected by copyright;
- 5) transfer of training materials to third parties;
- 6) copying, including photographing materials intended only for work in the classroom.

Violation of the student's code of conduct may be a reason for expulsion from the course without reimbursement of the course fee.

The student is fully liable for damage to property and METROPOL equipment, as well as property and health of third parties. Proceedings in such cases are carried out in accordance with the internal rules of METROPOL, as well as on the basis of the current legislation of the Czech Republic.

14) Other provisions:

If the student uses a visa obtained on the basis of an invitation issued by METROPOL, it is considered that they have started studying, at any early withdrawal from the course, the relevant immigration authorities are notified about the student.

RECOVERY POLICY

Refunds are made to the same bank account and in the same manner as the payment was made. Compensation is made within 15 days from the date of written notice. In case of cancellation or withdrawal from the course by the fault of METROPOL, the compensation for the remaining part of the course will be in full.

REIMBURSEMENT POLICY

The reimbursement of the paid funds shall be carried out in the amount and on the conditions determined by the price offer for the training program offered by METROPOL when registering / booking the Program.

At the same time, METROPOL also has the right to withhold other expenses incurred as a result of the student's refusal to study (bank services for making a chargeback, postal services, etc.).

VISA REFUSAL

In the event of a visa refusal, the student is required to provide a written visa refusal certificate with the explanation of refusal grounds. METROPOL will refund tuition fees only if the school or its documents caused a refusal to issue a visa to the Czech Republic, but the registration fee for tuition and the registration fee for accommodation are withheld. This clause is applied only if the student has not started classes before receiving visa refusal.

The student, or the parents of a minor student or their legal representatives, paying the bill, declare their consent and confirm their understanding of the "GENERAL RULES AND POLICIES OF METROPOL COURSES", as well as the PRICE in accordance with which the payment was made.

The relationship between METROPOL and the Student, or their legal representative, is governed by the current legislation of the Czech Republic, in particular Act No. 89/2012 St. Civil Code. The parties undertake to make every effort to ensure that all disputes arising are resolved peacefully. If this cannot be achieved, then the dispute will be referred to the judicial authorities of the Czech Republic for resolution on the merits.