

# Terms and Conditions of Sale for Danes Worldwide and Den Danske Sommerskole (The Danish Summer School)

*Valid from 26-10-2021 to 02-04-2024*

## Prices

All of our prices are listed in Danish kroner (DKK). Fees for membership and language courses are exempt from value added tax (VAT), while case processing fees are subject to VAT.

## Payments

The following payment forms are accepted: Dankort, VisaDankort, e-Dankort, Visakort, MasterCard, Maestro, American Express and Visa Electron. In connection with ordering, you must enter your payment card number, expiration date and security code.



## Credit card surcharge

Please note that a surcharge will apply for credit card payments made with private credit cards issued outside of the EU and for all payments with company credit cards regardless of the issuing country. The credit card provider can in addition charge a fee in connection to the payment.

## Security

Our payment provider QuickPay uses the SSL security protocol, which encrypts information between an internet browser (cardholder) and an internet server (the business). This means that the information transferred when paying with your card is

protected during the transfer from your computer to us. SSL is a common standard for encryption in electronic commerce, and is considered to be a very secure solution.

## **Confidential Information**

Your information – name, address and e-mail – are transmitted in encrypted format when you send it to us. You can see a padlock icon displayed in the bottom right corner. After placing an order, you will receive an order confirmation via e-mail. We store information in connection with your purchase for two years to ensure correct processing in the event of any claims.

Our policy on data protection is available [here](#).

## **Delivery**

We deliver by Asendia and Porto Partner ApS at no additional cost.

## **Order Confirmation**

When you purchase a product online, you will immediately receive an order confirmation by e-mail. This confirmation contains an order number, the name and address of the payer, the method of payment, delivery address (if different from payer address), and a detailed overview of your order.

## **Receipt**

The receipt is the last step of the purchase process. We recommend that you print and save the receipt immediately after making your purchase. The receipt must be provided in connection with order cancellation or claims.

## **Right of cancellation**

From the time of purchase, you have a 14-day full right of return for all services purchased from Den Danske Sommerskole (The Danish Summer School) or Danes Worldwide. To cancel an order, you must provide notification in writing to Den Danske Sommerskole (The Danish Summer School) or Danes Worldwide.

Acceptance of these Terms and Conditions of Sale also constitutes a granting of consent to Den Danske Sommerskole (The Danish Summer School) and Danes Worldwide to immediately begin delivering the service. If you exercise your right of cancellation after the delivery has commenced, Den Danske Sommerskole (The

Danish Summer School) or Danes Worldwide will collect payment for the portion of the service that has already been delivered.

## **Claims**

Under the provisions of the Danish Sale of Goods Act (Købeloven), you have a right to submit claims for two years from the receipt of the product. For services, claims can be submitted up to three years after delivery. Vandalism, improper use or the like are not valid grounds for claims under these rights. Claims regarding defects and deficiencies must be submitted to Danes Worldwide within a reasonable period of time after the defect or deficiency has been discovered or should have been discovered. You must provide information about the product's defects/deficiencies.

## **Returning goods**

In connection with order cancellations and claims, goods can be sent to the address listed at the bottom of this page under "company information".

## **The Danish Consumer Agreements Act (Forbrugeraftaleloven)**

Your order and purchase via danes.dk is made in Danish and is subject to the standard provisions of Danish law. In the event of deviation between the Danish and English versions of these Terms and Conditions of Sale, the Danish text shall prevail.

## **Conditions**

Danes Worldwide and Den Danske Sommerskole (The Danish Summer School) cannot be held liable for misprints, incorrectly listed prices, changes in VAT and taxes, or failures in delivery. All special offers apply as long as supplies last.

## **Special terms and conditions**

Danes Worldwide and Den Danske Sommerskole (The Danish Summer School) offer stays at Den Danske Sommerskole (The Danish Summer School) and Familie-Sommerskolen (The Family Summer School), Online Danish Instruction, and legal advisory and case processing services. Please note that special terms and conditions apply for the individual products.

All products or services by Danes Worldwide and Den Danske Sommerskole (The Danish Summer School) bought at a reduced price for members, require a valid membership for the entire duration of the product or service.

## **Den Danske Sommerskole and Familie-Sommerskolen**

In the event of cancellation of Summer School stays, the following rules apply: In the event of cancellation no later than the end of 31 January Danish time in the year of the stay, the course fee will be refunded with the exception of an administration fee (currently DKK 1,500 per person for the Den Danske Sommerskole (The Danish Summer School) and DKK 750 per person for Familie-Sommerskolen (The Family Summer School)). For cancellations after this date, the course fee less the administration fee will only be refunded if the place can be sold to another participant. Cancellations due to illness after 31 January are subject to the same provisions as above, and refunds will be subject to the same conditions. However, refunds of the course fee less the administration fee will be provided if the place left vacant by the cancellation is sold to another participant.

In the event of extraordinary situations such as but not limited to acts of war, terror, epidemics, fire, natural disasters, national bankruptcies, blockades, embargoes, sanctions, breakdowns in public and/or private infrastructure, including consequences of extended duration, which can be characterised as force majeure as this term is understood under Danish law, and if, as a result of such circumstances, the activities of Den Danske Sommerskole (The Danish Summer School) or Familie-Sommerskolen (The Family Summer School) are fully or partially limited or cancelled, Den Danske Sommerskole (The Danish Summer School) cannot be held liable for compensation. In such cases, registered participants have no claim to refunds of any kind.

## **Online Danish Instruction**

You may cancel any purchase of an online Danish course within 14 days after the transaction and receive a refund of the purchase price less an administrative fee of DKK 500 per student.

However, once the program starts, you cannot cancel your purchase and registration.

The purchase of any online Danish course provides access to the teaching materials from the day the course starts until one month after it ends. Danes Worldwide guarantees that individual feedback will be provided for all assignments submitted on time.

We are not liable for any technical difficulties experienced by the purchaser (including but not limited to an intermittent/unstable internet connection, technical matters, geoblocking, obsolete equipment, local conditions, and weather conditions).

## **Membership**

Membership of Danes Worldwide is automatically renewed.

If you wish to cancel membership of the association during a membership period, the cancellation will take effect as of the following year. This also applies for cancellation of membership due to dissatisfaction with services included with membership.

## **Case processing**

When Danes Worldwide has commenced case processing, the buyer will only be able to claim partial refund in the event of order cancellation, as portions of the service have already been delivered. In the event of order cancellation, Danes Worldwide will keep DKK 200 per day after the time of purchase.

In the event of rejection by the Danish authorities of applications prepared with the assistance of Danes Worldwide, the buyer in this case has no claim to refunds of any kind.

## **Company Information**

Please note that Den Danske Sommerskole (The Danish Summer School) and Danes Worldwide are two separate legal entities. Den Danske Sommerskole (The Danish Summer School) and Familie-Sommerskolen (The Family Summer School) are under the auspices of the independent institution Den Danske Sommerskole (The Danish Summer School), while Danes Worldwide offers Online Danish Instruction, legal advisory services and case processing services. Therefore, these respective entities cannot be held financially liable for each other.

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