



general information and conditions

General conditions courses and training

These conditions apply to and are inextricably connected to all agreements made with YourVisions for all courses, training, workshops and other educational possibilities that will be generally referred to as 'courses'.

1. Application

Applying to a course can only be done in writing. The application should be sent in by regular mail and contain date and signature. It should be in at least 14 days before the start of the course. The application is strictly personal and your signature implicates you agree with the general conditions. Signing the application also means the student agrees with full payment of the tuition fees.

Under special circumstances there can be a deviation from these rules, but only after explicit written permission by YourVisions. The circumstances will be evaluated for every case separately.

2. Payment

Payment should be made in full at least 13 days before course start. Call us if you need a different payment term. The student will be billed for all additional expenses coming from not paying in time or not in full, such as incasso costs. Call us if you need special conditions.

The fees should be payed through our banking account. Under certain circumstances payment can be made in cash but this will have to be looked into before agreeing to it. If the student payes in cash this does not mean the next payment can automatically be cash too.

3. Changing a lesson date by YourVisions

YourVisions is at all times entitled to change a lesson date in case of sickness of a teacher or unforeseen circumstances. The students will be told in time and we shall try to find a good solution for all parties. YourVisions can not be held responsible and is not liable for any unwanted effects of a changed date.

YourVisions will always do it's best to find the best possible solution so students will have the least possible hinder from a changed lesson date. If YourVisions proposes a date that is accepted by the majority of the students this will be the new lesson date.

4. Cancellation of a lesson by a student

Personal training

This should be done **by telephone** at least 24 hours before the lesson start. Since personal training demands a special schedule that is planned in accordance to the regular courses it is not possible to postpone a lesson or change it's date. If you feel special circumstances apply let us know so we can evaluate the situation.

Examples: the flu does not allow you to reschedule, an accident or death of a family member however, does.

Group training

This can be done by telephone the day of the course.

Cancellations through email, fax or any other means than telephone will not be accepted.

If you must cancel a lesson you will still receive the lesson material to study it at home or work. If there are any problems you can call us or send an e-mail so we can help you get back on track.

5. Cancellation of a course by a student

Cancellations should be sent in writing at least 14 days before the start of the course.



general information and conditions

6. Reimbursement of tuition fees

If a course is cancelled at least 13 days before course start 70% of the fee will be reimbursed.
If the cancellation is done less than 13 days before the start of the course 30% of the fee will be reimbursed.
Cancellation after course start means there will be no reimbursement.

7. Using the study material

Lesson material used in the course is strictly bound and limited to the person who receives the training at YourVisions. It may not be used by others. The original student may never hand out the lesson material for educational or other purposes to persons who did not attend the course at YourVisions. Printing the material is allowed for use by the original student. The printed material may not be used by others than the original student unless he or she obtains written, signed permission by YourVisions.

8. Copyright study material

All course material and documentation YourVisions will supply is protected by law. The lesson material should not under any circumstances be made public, reproduced, printed or multiplied unless a written, explicit permission from YourVisions has been obtained.

9. Sending of lesson material by YourVisions

YourVisions usually sends the lesson material by email within 24 hours after the lesson. The material sometimes consists of rather heavy PDF documents so the student will have to have enough space available in his mail box or create an e-mail account that allows for the reception of big files.

If the lesson material did not arrive within 24 hours it is the student's responsibility to let YourVisions know this by telephone to ensure resending of the material. Letting us know by e-mail, fax or any other way than telephone can be subject to communication problems and will sometimes mean the problem will not be fixed in time.

In the event of special circumstances that prevent YourVisions from sending the lesson material YourVisions will do its utmost to resolve the problem as soon as possible. YourVisions can not be held responsible for any unwanted effects caused by not receiving the material in time.

10. Sending in questions by e-mail

Since we're very busy and receive many emails per day an email sent by the students will have to comply to certain rules to be addressed in time, if at all.

If an email does not meet the following requirements the email will most likely be removed by the spam filter.

- 9.1** The subject line should not contain any special characters or spaces. The only characters that are allowed are letters, numbers, the underscore (_) and dash (-). No special characters such as dots, comma's, exclamation marks, dollar signs or asterixes are allowed.
- 9.2** The subject line should not contain more than 20 characters: keep things short and to the point.
- 9.3** The subject should start with the date, followed by a dash or underscore. The date should be in the following format: monthdayyear. If you write an email on April 11th 2007, the start of your email should be '041107_' or '041107-'.
- 9.4** No other recipients should be in the 'To' or 'BC' field. If you want to send the email to another recipient at the same time the addressees should be placed in the 'BCC' field.

Example

You want to send us an email on how to create links in a webpage on April 11th. A correct subject line is:

041107_createlinks



general information and conditions

11. Receiving the course material

To be able to attend the course your e-mail address should function properly: the lesson material is sent in by email. YourVisions is not responsible if you can not receive the e-mails. Always let us know as soon as possible if you encounter problems with your email account or if your internet connection is not working properly. Please use the telephone to do this, YourVisions is not responsible for not responding to e-mail requests in time.

Hotmailers

There have been problems with students using a Hotmail account. Emails are filtered out, attachments are removed. We encourage you to get a Gmail account since this is free too. But we do stress the importance of keeping a sharp eye on your personal information, there are privacy issues concerned with the use of Gmail.

12. Recording of lessons

It is strictly prohibited to make recordings of the lessons or part of the lessons. If we notice a recording is in progress class will stop immediately and the recording device will be confiscated.

The offending student who was responsible for the recording will not be allowed to attend the remainder of the course. The course will not be reimbursed and the use of lesson material by this student will be prohibited.

13. Using YourVisions hardware and software

Students will be asked to make homework and show this by sending in files by e-mail. It is the responsibility of the student to check all material with a virus scanner prior to sending files to YourVisions by email and to remove viruses, malicious code and other malware, from this point on referred to as 'malicious code' from the device the student will plug into the YourVisions machines or from files that are sent in.

Malicious code can be transferred through all computers, so the Mac machines are not an exception. If malicious code has been placed on the machine by a student he or she will be billed for all costs of having it removed. The costs will be specified in an invoice that should be paid within two weeks. All costs that follow from not paying the invoice in time, such as factoring costs, will be for the student.

14. Installing hardware and software by students

Students are not allowed to install any hardware or software on any of the YourVisions machines unless explicit, written permission has been granted.

This includes insertion of USB sticks, floppy disks and CD's or DVD's. If a virus or other malicious code resides on the disk the fees to repair the damage will have to be paid by the student who inserted the malware.

The approval of YourVisions to insert a disk or other device can never be used as a reason for not paying for the damage: YourVisions has to rely on the word of the students. It is the responsibility of the student to insert hardware that is free of viruses and other malware.

15. Liability

YourVisions can not be held responsible for any direct or indirect damage to the person attending the course, any other student or the student's properties. Deliberate damage or damage due to neglect is not exempt from this.

YourVisions can not be held responsible for theft, damage, loss of other unwanted alterations to personal belongings of students that are placed in one of the YourVisions places or the YourVisions surrounding area.

Extra attention should be paid to the following: the company building is set on a square with a wooden finish. This finish can get very slippery when wet. We strongly advise you to put on appropriate shoes if it's raining or in any type of wet weather. YourVisions can not be held responsible for damage or hurt if you fall or slip. The finish will be replaced in 2009.



general information and conditions

16. Rights to your own homework

The homework files you supply us with will always stay your property. They may not be used by YourVisions in any way, unless you grant us written or oral permission to use it for promotional or other reasons. Promotion can be digital or in print.

If the student grants us permission to use his work the student does not obtain rights to the medium his work will be placed in, nor on any part of potential income following the use of this work in the YourVisions material unless so agreed to by both parties. If both parties agree on financial gain for the student this should be done in writing.

YourVisions will never grossly adjust or adapt the artwork of the student and make sure the work stays recognisable. The original material will always stay the student's property.

In some cases both YourVisions and the student will profit from promotion. In such cases a contract may be set up in which both parties describe the financial agreement. This agreement should be signed by both parties.

17. Certificate conditions

The student is supposed to attend at least seven lessons to be granted the certificate.

The certificate will only be granted if we have received homework of at least seven lessons per course by e-mail and if this homework shows us that enough progress is being made.

The student should be able to follow the lessons well and understand what is being addressed.

The basic courses contain (minus the Flash course) a test. This test is important and will be decisive for obtaining the certificate. The follow-up courses usually do not contain a test: the students attending these courses are usually motivated enough and do not need this. We shall however keep a sharp eye on the homework.

Common household rules

1. Mobile phones should be switched off during the lesson. In case of urgent matters that have to be addressed during the lessons, please let the teacher know in advance that you expect a phone call.
2. You are not allowed to eat at the computer tables. If you have the need for some food there is a big dining table available you can use.
3. You may drink in the class room if you use a bottle that can be sealed after drinking from it. Open bottles, cups, glasses and other fluid containers are not allowed in the lesson area. You can however use the seating area for drinking and eating.
4. Smoking is not allowed in the class room. If you want to smoke you can do this on the terrace. Please use the ash tray if you do so.
5. Keep the lesson area clean, throw wrappings and other garbage in the bin.
6. If you want to use the terrace, keep it tidy. Do not throw away things there, bring them in to bin them.
7. YourVisions does not have facilities to take care of babies and small children, but in some cases a baby can be taken to class. Call us in advance to see if it's possible.
8. Of course you may always use the toilet. Keep it clean and do not throw hygiene products such as tampons in the toilet but use the special bin.