

Kickstart School B.V.

Supplementary Conditions – Consumer Market

Supplement to the NRTO General Terms and Conditions for the Consumer Market 2026

Kickstart School B.V. is a member of the NRTO and declares the NRTO General Terms and Conditions for the Consumer Market 2026 applicable. These supplementary conditions relate exclusively to matters not already regulated in those NRTO General Terms and Conditions (pursuant to Article 2(2) thereof). Where Kickstart's terms are more favourable to the consumer, those terms shall apply.

Article 1 — Minimum number of participants and course adjustments

1. A course will proceed with a minimum of four (4) participants.
2. Kickstart reserves the right to provide a shortened course at the same price where there are fewer than four participants. Where there are three participants, the course shall consist of twenty (20) hours in place of twenty-four (24). The contents of the shortened course shall be the same as that of the normal course, with the aim of enabling participants to move up to the next level upon completion.
3. For General English and Communication courses (with flexible enrolment), a minimum of four participants is also required to keep a course open. A decrease in participant numbers may result in temporary closure of a course or an adjustment of lesson length.
4. Absence from one or more lessons shall not give rise to a right to repayment (in whole or in part) of the course fee.

Article 2 — Changes of teacher and location

Kickstart reserves the right where necessary to change the course teacher or the location of the course. A change of teacher or location shall not give rise to repayment (in whole or in part) of the course fee.

Article 3 — Course commencement and communication

1. Each course commences on the date and at the location indicated on www.kickstartschool.nl. The participant will receive separate notification of this by e-mail.
2. Lessons that do not take place due to unforeseen circumstances (public holidays excepted) will be rescheduled to the end of the course. Participants should note when enrolling that the course duration may be extended by one or two weeks. Rescheduling of lessons does not give rise to a right to a refund.

Article 4 — Course materials

Course materials are included in the course fee, unless otherwise stated in writing.

Article 5 — Cancellation and refund (more favourable than NRTO table)

In addition to the NRTO cancellation table, Kickstart offers the following arrangement for regular group courses, which is more favourable to the participant:

1. Full reimbursement of the course fee takes place where: (a) a course is fully booked; (b) the course does not take place; or (c) Kickstart receives a written cancellation request within two weeks of the date of enrolment, provided the course has not yet begun.
2. Where Kickstart receives a written cancellation request before the start of the second lesson, an administration fee of €15 will be charged.
3. Withdrawal at a later stage of the course will result in the full course fee being charged.

Article 6 — Cancellation policy for private lessons

1. Kickstart maintains a standard 24-hour cancellation policy for private lessons. A lesson may be cancelled or rescheduled free of charge, provided that notice is given at least 24 hours prior to the start time of the lesson. Cancellations made less than 24 hours in advance will be charged at the normal rate.
2. Lessons may not be rescheduled indefinitely. The total course duration can never exceed 1.5 times the originally scheduled duration. Lessons falling outside this period will be forfeited without entitlement to a refund.

Article 7 — Payment for private individuals

1. The course fee must be paid before the start of the course. A course place is confirmed following Kickstart's confirmation of enrolment and receipt of payment.
2. Payment shall be made by bank transfer to: IBAN NL91 ABNA 0504 4759 40 in the name of Kickstart in The Hague, stating the invoice number.