



General conditions

At NOViA– Montessori we take pleasure in working with you, and would like to share our terms and conditions, so you know what to expect from us as a company.

NOViA-Montessori is an international education and tour company for Montessori education. The company is led by Mrs. J. Hendriksen M.Ed. Other Montessori experts and guides also work with NOViA-Montessori. They are selected for their expertise. NOViA-Montessori is registered at the Chamber of Commerce in Amsterdam, The Netherlands, with number 82816204. Our VAT/BTW number is NL003736942B17.

Confidentiality

If you send us your personal contact data it will be handled confidentially. We keep your data on file and do not share it with other parties. For those who attend a real-life journey, we use a drop box account to save your information. We keep your personal information for a period of six months after a course has finished, after which we guarantee to remove your data from our files.

Unless we have your permission, we do not share information about the personal experiences of our course participants or their organizations online or with other parties. We do not sell or give your information to anyone else. You can always ask us to show you the records we keep, and can unsubscribe from any of our mailing lists.

Agreements

The content of the journeys is usually predetermined and designed in advance of a course being run. However, we are happy to respond to individual needs and questions and can customize courses as required.

Registration

Online journeys

When you register for an online journey, this gives you the right to access the e-learning environment and to use the content. We ask you not to share the content with other parties. You also have the right to attend a personal ZOOM meeting of 30 minutes or a group meeting of one hour within six months of initially purchasing your online journey.



Real life journeys

After receiving your application form you are registered. You receive an invoice which has to be paid within 21 days. When you have registered and paid the fee your place is guaranteed.

We have a limited number of places available for the real-life journeys and have a waiting list for those who are interested in attending.

In case of COVID-19 we use separate conditions, which are explained in the terms and conditions.

Cancellation

If you cancel your registration within 6 weeks of the start of the journey you are obliged to pay 75% of the fee. If you cancel your booking within 2 weeks of the start there is no refund. If you can't show up your place is transferable. This has to be consulted with us.

Payment

An online journey can be paid by credit card or bank payment. An invoice can be sent should you require one. Your payment must be made within 21 days of receiving the invoice. If your invoice remains unpaid after this period, you will be sent a new invoice with an additional non-payment fee of 10% of the total cost of the course. This has to be paid within 7 days. The invoice will be increased weekly with 5%.

Terms of use

Of course, you are allowed to tell other people about what you have learnt. Should you do so, we would like you to quote the source and our name. You are not allowed to use NOViA-Montessori course information or content for your own commercial purposes.

Satisfaction

We hope you are always satisfied with our courses. If we did something wrong, or did not meet your expectations, we apologize in advance. Please let us know as soon as possible if you have a complaint. Send us an email with your name, date of your journey, your complaint, and a suggestion for action we could take. We will respond as quickly as possible and hope we can come to a mutually satisfying solution.



Liability

NOViA-Montessori, or our representatives, are not responsible for any material or immaterial damage, that may occur during, or because of, participation in a journey. Involvement in the journeys is completely at your own risk.

Force of majority

Should a journey be cancelled due to serious illness or the death of the trainer or due to a serious calamity, course participants have no right to financial restitution. In the case of an external force of majority, such as a lockdown, negative travel advice or your own infection with Covid-19, you will receive a voucher from us. This can be used within one year of the original start date of your journey and can be used to take another journey of your choice.

Validity general conditions

You will find a reference to our general conditions on all our registration forms and invoices. We expect you to read it and agree to them. By signing the registration form or by registering for an online journey you agree to our general conditions.