

Terms and Conditions

1. Introduction

Welcome to Olga Kravchenko Einzelunternehmen, trading as "Plunge Language Courses" ("we", "us", "our"). By using our website and services, you agree to these Terms and Conditions. Please read them carefully.

2. Business Information

- **Business Name:** Olga Kravchenko Einzelunternehmen (Plunge Language Courses)
- **Business Address:** Bahnhofstrasse 7, 6340, Baar, Switzerland
- **Contact Email:** hello@plunge-languages.ch

3. Services Offered

We provide the following services:

- **Online Language Courses:** Individual and company language courses in English, German, Italian, and French, delivered by Olga Kravchenko or/and freelance partner teachers.
- **Event Tickets:** Purchase of tickets for speaking practice events held in Zug and Zurich.
- **Lesson Packages:** Clients have the option to purchase a set of 10 lessons. The individual course content, as well as the number of lessons for each course, is determined in consultation with each client, based on their specific needs and goals.
- **Personalized Courses:**
 - **Premium Light:** This course offers a personalized learning experience with a set of materials and instruction methods tailored to the client's specific needs. It includes a needs analysis and an assessment of the client's current language proficiency, conducted during the initial consultation. The course can be designed for various purposes, such as language learning for work, life, exam preparation, academic studies, or skill development (e.g., speaking, writing).
 - **Premium Plus:** Includes all the features of the Premium Light course, with the added benefit of a personalized mobile application available for download from the App Store or Play Market via a link provided to the client. This app is updated after each lesson and includes personal vocabulary, homework, additional practice, and other materials tailored for enhanced learning progress. The Premium Plus course also integrates the client's business context into the course content, allowing for language learning through personalized, tailor-made content relevant to the client's professional needs.

4. Freelance Partner Teachers

- **Official Partners:** Our freelance partner teachers are official partners of Plunge Language Courses. They are responsible for adhering to the laws and tax regulations of their respective countries of residence. We ensure that all our partners maintain high standards of professionalism and educational excellence in delivering our courses.

5. User Accounts

- **Account Creation:** Users may create an account by providing their first name, last name, phone number, and email address.
- **Account Benefits:** Account holders can view their course purchases and participate in our referral program.
- **Age Restriction:** Our services are available to users aged 14 and above.

6. Payment and Billing

- **Payment Methods:** We accept payments via WIX Payments, including card payments, bank transfers, PayPal, TWINT, and Apple Pay.
- **Payment Deadline:** Payment for courses must be made at least 7 days before the course start date.
- **Order Confirmation:** An order confirmation will be sent to the user's email after payment is processed.
- **Refunds for Courses:** Full refunds are available for course cancellations made 7 days prior to the course start date. After this date, no refunds will be issued.
- **Refunds for Events:** Full refunds are issued for event cancellations made 24 hours before the event starts. If the event is canceled or changed by us, users may opt for a full refund or reuse their ticket for the next event of their choice.

7. Course Content and Intellectual Property

- **Ownership:** The course content is the intellectual property of Olga Kravchenko, except for publicly accessible information on the internet, stock royalty-free images, and videos.
- **Usage:** Users may not distribute, share, or reproduce the course content without explicit permission from Olga Kravchenko.

8. Cancellations and Rescheduling of Lessons

- **Client Cancellations:** Lessons can be canceled or rescheduled 24 hours before the lesson start time by emailing hello@plunge-languages.ch. If canceled later, the lesson will be considered as completed.
- **Provider Cancellations:** We reserve the right to cancel or reschedule lessons, offering alternative days and times to the client.

9. User Conduct and Termination of Services

- **Prohibited Conduct:** Clients are expected to maintain respectful and professional behavior during all interactions. Rude behavior, harassment, or any form of misconduct is strictly prohibited.
- **Service Suspension:** We reserve the right to suspend or terminate a client's course without refund in the event of rude behavior or misconduct. The client will be notified of such action via email.

10. Marketing and Promotions

- **Social Media:** Promotional materials and updates can be accessed by following our social media pages on Instagram, LinkedIn, and Facebook.
- **Email Marketing:** We may send promotional emails to clients. If a client wishes to opt out of receiving these emails, they can do so by replying with the word "UNSUBSCRIBE."

11. Data Privacy

- **Data Security:** We do not share users' information with third-party businesses.
- **User Consent:** By purchasing courses or events, users agree to our Terms and Conditions and Data Security Policy.
- **Notification of Changes:** Users will be notified by email of any changes to the Terms and Conditions.

12. Liability and Disclaimers

- **Quality Assurance:** We guarantee high-quality instruction and client support throughout the duration of our courses and events. We strive to provide a positive and effective learning experience, ensuring that our instructors and materials meet high standards of educational excellence.
- **Learner Responsibility:** While we are committed to providing top-quality instruction, the results of the course depend significantly on the learner's individual aptitudes, attendance, and commitment to the program. Therefore, we cannot guarantee specific outcomes or results from our courses or events.
- **Technical Issues:** We are not liable for any technical issues that may affect access to our online services, including but not limited to internet connectivity problems, software malfunctions, or hardware failures. Users are responsible for ensuring that their equipment and internet connection meet the necessary requirements to access our services.

13. Dispute Resolution

- **Mediation and Arbitration:** In the event of a dispute, we encourage clients to notify us immediately at hello@plunge-languages.ch. We are committed to resolving any issues promptly to ensure customer satisfaction. If a dispute cannot be resolved through communication, it may be resolved through mediation or arbitration in accordance with Swiss law.

14. Accessibility

- **Service Availability:** Our services are offered online worldwide and in Switzerland. We strive to maintain consistent availability but cannot guarantee uninterrupted access due to factors beyond our control.

15. Compliance with Local Laws

- **Global Users:** Our services are designed to comply with Swiss laws. Users from outside Switzerland are responsible for ensuring compliance with their local laws when using our services.

16. Contact Hours and Support

- **Customer Support:** We are committed to providing excellent customer support. We typically respond to inquiries within 48 hours. For support, please email hello@plunge-languages.ch.

17. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Switzerland. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in Switzerland.

18. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us at:

- **Email:** hello@plunge-languages.ch

19. Modifications and Updates

We reserve the right to modify these Terms and Conditions at any time. Users will be notified of significant changes via email. Continued use of our services after such modifications implies acceptance of the new terms.

Effective Date: 01.08.2023

Last Updated: 16.08.2024