

General terms and conditions Cultural Student Center Usva

General:

1. No rights can be derived from any typographical errors in the announced activities and corresponding times, days, prices and teachers.
2. Visitors must adhere to general norms and values. Usva reserves the right to deny access to the course or event to persons who do not behave accordingly.
3. Usva is not liable for damage to and/or disappearance of property and goods of visitors.
4. It is possible that photos or short films are taken by an Usva photographer or filmmaker during the courses, events or theater shows. These photos and films are used for publicity purposes. By agreeing to these terms and conditions you indicate that you agree with them. If you wish to object to this, you can do so verbally or in writing (Usva Cultural Student Center, Munnekeholm 10, 9711 JA Groningen, stating the name of the course, event or theater show). Of course, you can also let the photographer/filmmaker know on the spot whether or not you wish to be photographed or filmed.
5. Usva appreciates the trust you place in them. Usva will therefore handle your data with the utmost care.
6. Usva takes appropriate security measures to protect against unauthorized access to or unauthorized modification, disclosure or destruction of data. This includes internal controls over our policies and security measures regarding the collection, storage and processing of data, as well as physical security measures to protect against unauthorized access to systems where we store personal data.
7. If you create an account with Usva, we store your data on a Secure Server. Usva limits access to personal data to employees who need that data to manage, develop or improve our services. Our employees are obliged to respect the confidentiality of your data. Usva processes personal data only for the purposes for which the data was collected and in accordance with these general terms and conditions. We continue to monitor our privacy policy regarding data collection, storage and processing to ensure that we only collect, store and process personal data that is required to provide or improve our services.
8. By agreeing to the general terms and conditions, you indicate that you are aware of the fact that the Usva building is poorly accessible for the disabled.
9. Usva reserves the right to inform paying customers about offers/advertisements for similar products.

Courses:

10. By registering you agree to the general terms and conditions and you bind yourself to pay the full course fee in advance.
11. Registrations will be processed in order of payment up to the maximum number of participants per course.
12. By registering, you agree to Usva providing your name and email address to the teacher of the course for which you are registered.
13. Usva reserves the right to cancel a course if there are insufficient registrations. In this case, the full course fee will be refunded. After canceling a course, you have 2 months to request a refund or transfer to another course (if possible). After this period, your right to a refund or transfer of your registration expires.

14. Refund of course fees already paid is possible in case of cancellation up to 1 week before the start of the course in question. When reimbursing, €10 administration costs will always be deducted. Within 1 week before the start date, and once the course has started, no refunds are possible. The statutory right of withdrawal also applies in the event of cancellation within 14 days after purchasing a course.

15. Refunds for a course are only possible in the event of a long-term injury or illness. Only missed lessons will be refunded in these situations.

16. Usva uses three rate groups for its students; rate group 1: RUG students and HG students; rate group 2: RUG employees and PHD's rate group 3: all persons who do not fall under rate group 1 or 2.

17. In the event of illness or absence of a teacher, the lesson will be given by another teacher or given at a different time. This may result in a course being delayed by one or (in special cases) several weeks.

18. If a student cannot be present during class, he/she must inform Usva by telephone or email.

19. If a course has entry requirements and the teacher determines that the student does not meet these, Usva has the right to place the student in another course. Any difference in course price will then be settled.

20. Participating in the courses is entirely at your own risk.

21. If a student misses one or more lessons for reasons beyond Usva or the teacher of the course, there is no automatic right to catch up on these lessons. In the case of several similar courses in the same section, a lesson can, if possible, be made up at a different time with a different teacher.

Crew/Volunteers:

22. Usva volunteers can claim a discount of 25% of the course fees up to 4 weeks after the end of a course, provided that 70% of the lessons have been attended. A volunteer is recognized as such if he/she has signed a volunteer contract.

23. As a committee member/volunteer you are entitled to a 25% discount on a maximum of 3 courses of 10 weeks, 2 courses of 14/15 weeks or 1 course of 30 weeks during the year in which you are on a committee. When registering for a course, you first pay the entire amount. If you have attended at least 70% of the lessons, you can request a refund afterwards by sending an email to i.douma@rug.nl with the name of the committee, home address and bank account number. Payment is made via the bank.

Theater:

24. Usva uses different rate groups for its performances. If the visitor, for whatever reason, does not use the admission ticket, this will be at his/her own expense.

25. An admission ticket once obtained cannot be exchanged.

26. After the start of the performance you are no longer allowed to enter the theater hall. In this case, a refund of the entrance fee is not possible.