Terms & Conditions - Learning Arabic Hub

Version 21 October 2026. Applies to new purchases made after these terms and the corresponding offer conditions are published. Existing purchases retain their agreed terms and any more favourable promises.

Your purchase at a glance

Fixed-price course instalments spread the total price; they are not a cancel-anytime subscription. Our additional 14-day course guarantee is conditional: less than 10% of paid lessons accessed, no included live session attended, and no completed programme intake together with a personalised plan prepared and delivered at your request. A free pre-sale intake remains free. These conditions never remove statutory withdrawal, cancellation or remedies for defective or undelivered services. See sections 5 and 7-10 for the full rules.

1. Who we are and how these terms apply

Learning Arabic Hub, registered with the Netherlands Chamber of Commerce under number 83006435, Keizersgracht 520H, 1017 EK Amsterdam, Netherlands, supplies the courses and services described in your order. Contact: info@learningarabichub.com; +31 6 57307971. Website: https://learningarabichub.com.

These terms apply when supplied before you place an order and accepted as part of that order. Merely visiting our website does not create a purchase or waive consumer rights. Your order confirmation specifies your product, price, access period, lesson entitlement, duration and payment schedule. Specific promises agreed with you and mandatory law take precedence over these general terms. Consumers retain all rights that cannot lawfully be excluded, including mandatory protections in their country of habitual residence where applicable.

2. Offers, orders and eligibility

Read the product description and payment summary before ordering. We disclose the total payable price, applicable taxes, instalments or recurring charges and contract duration before payment. No optional paid extra will be added without your agreement. An order is accepted when we confirm it. We may decline an order before acceptance for a legitimate reason, such as inability to supply or suspected fraud, and return any payment taken.

You must have legal capacity to contract. A parent or legal guardian must purchase and authorise participation for a minor where required. Please give accurate contact details and tell us promptly if they change. We supply education, not immigration advice, regulated qualifications or a guaranteed examination result unless expressly agreed. Progress depends on participation, practice, starting level and other individual factors; this does not diminish any specific service or performance promise we make.

3. What your purchase includes

Self-paced digital courses, downloadable publications, private teaching, coaching and recurring memberships are different products. Only the components and access periods stated in your offer are included. A fixed-duration programme does not automatically renew unless recurring renewal is expressly agreed. A monthly subscription is not a fixed-price instalment plan.

Access normally follows successful payment as stated at checkout. You need a current browser, internet connection and, for live lessons, working audio and video equipment. Any material compatibility restrictions will be disclosed before purchase. If access does not arrive or work, contact us promptly so we can investigate. We remain responsible for supplying the agreed service when using teachers or platform providers.

If an offer promises lifetime digital access, it does not mean lifetime private teaching, coaching, updates or membership. We will honour the duration and scope actually promised and will not retrospectively replace that promise with a shorter period. Material platform changes must preserve the contracted entitlement or the remedies required by law.

4. Prices and payment

Prices are in euros unless stated otherwise and include applicable taxes for consumer purchases. Changes to prices or offers do not alter an accepted fixed-price order. Pay on the dates shown in your payment schedule. Payment providers may have separate terms for their own services, which do not remove your rights against us.

5. Fixed-price instalment plans

An instalment plan divides the agreed total price of a particular purchase into scheduled payments. It is not a month-to-month subscription and does not give a right to cancel future instalments merely by stopping attendance, ceasing to log in, deleting an account or cancelling a payment mandate. Subject to lawful withdrawal, cancellation, termination, refund, price reduction and other mandatory rights, the remaining agreed instalments remain payable on their scheduled dates.

Where you exercise a valid cancellation or other legal remedy, we calculate the amount lawfully payable and adjust or cancel future collections accordingly. We do not automatically accelerate all future instalments following a missed payment. A failed payment does not itself establish that you have no cancellation rights. Third-party credit arrangements are subject to their own disclosures and applicable consumer-credit law.

6. Late payment and disputes

If payment fails, we notify you and provide a reasonable opportunity to correct it. We may proportionately suspend future access or services after appropriate notice where legally justified. We will not use suspension to avoid statutory remedies or collect sums that are no longer due. Access will be restored after the issue is resolved, with appropriate adjustments for any unjustified interruption.

We charge only lawful interest and collection costs. For Dutch consumer debts, collection costs are sought only after the required free reminder and statutory opportunity to pay, and within statutory limits. We use a registered collection provider where registration is required. There are no automatic punitive administration or chargeback penalties. Tell us promptly about an invoice dispute; we will investigate and explain our position. Nothing prevents a legitimate payment dispute, bank remedy or court claim.

7. Your statutory 14-day withdrawal right

For an eligible online consumer purchase of digital content or services, you normally have 14 days from conclusion of the contract to withdraw without giving a reason. Legally required extensions apply if we have not correctly supplied withdrawal information. The additional guarantee in section 9 does not limit this right.

To withdraw, send an unambiguous statement to info@learningarabichub.com or our postal address. You may use the model form in section 20 but do not have to. Where applicable, you may also use the clearly labelled online withdrawal function we provide. Sending your statement before the deadline is sufficient. Include enough information for us to identify the order; an unavailable order number does not invalidate an otherwise identifiable withdrawal.

We acknowledge electronic withdrawals on a durable medium. Refunds required by withdrawal are made without undue delay and within 14 days of being informed, using the original payment method unless you expressly agree otherwise, without refund fees. We cancel future instalments for the withdrawn purchase except for amounts lawfully due under the applicable rules.

8. Starting digital content or teaching during withdrawal

Digital content: For paid recordings, downloads or other digital content not supplied on a physical medium, the statutory withdrawal right is lost only when supply begins after you have expressly consented in advance to supply during the withdrawal period, acknowledged that starting supply means losing that right, and received the required contract and consent confirmation on a durable medium. A purchase, login, acceptance of general terms or 10% usage alone is not that express consent. If the legal requirements are not met, your statutory rights remain.

Live teaching, coaching and other services: If you expressly request that services start during the withdrawal period, and the required information has been supplied, you may owe a proportionate amount for services actually supplied before withdrawal. Starting a lesson does not automatically waive withdrawal from the whole programme. The service withdrawal right ends following full performance only when the legally required prior consent and acknowledgement have been obtained. Where those requirements or disclosures are absent, the statutory rules determine whether any payment is due.

For packages combining digital content and teaching, the legal rules applicable to each component must be respected. A digital-content consent does not automatically waive rights over undelivered teaching. Any component values used to calculate lawful charges must be transparent and reasonable, not artificial allocations designed to defeat refunds.

9. Additional 14-day conditional course guarantee: 10% threshold

For new fixed-price self-paced courses or fixed-price programmes expressly sold with this conditional guarantee, we offer an additional refund right if your request reaches us within 14 days of purchase, less than 10% of the paid course lesson units have been accessed and no included live teaching or coaching session has been attended, and the personalised programme preparation described below has not been completed. This additional guarantee is unavailable once recorded usage reaches **10% or more** or an included live session has been attended, or both the programme intake has been completed and your personalised learning plan has been prepared and supplied to you at your express request. It is separate from statutory withdrawal, remedies for defects or non-delivery, and mandatory service-cancellation rights, which remain available when applicable.

The personalised-preparation exclusion applies only to a paid programme that clearly disclosed this condition before purchase. It requires both completion of the programme intake and delivery of a genuinely personalised learning plan prepared for you at your express request. A free pre-sale intake call, an automatically generated generic plan, or an internal plan not supplied to you does not by itself trigger this exclusion. We keep records of the request, intake and delivery. This condition limits only the additional voluntary guarantee; it is not a waiver of statutory withdrawal or cancellation rights and does not make the full programme price automatically payable. Where statutory withdrawal or cancellation applies, any charge for preparation must be justified under the applicable law; no undisclosed fee is charged for an advertised free intake.

For this guarantee, usage is the number of distinct paid lesson units for which learning content has actually been opened, played or downloaded through your account, divided by the total paid lesson units included in the course at purchase, multiplied by 100. Repeat access counts once. Free previews, account login alone, navigation pages and automatically loaded previews do not count. Example: for 100 paid lesson units, accessing nine is 9%; accessing ten is 10%. We do not round a value below 10% up to 10% or change the denominator retrospectively.

We rely on reliable platform records, investigate reported errors and explain the relevant calculation on request. Where reliable evidence is unavailable, we do not reject a claim solely on an unsupported usage assumption. Use info@learningarabichub.com to request the guarantee. If the conditions are met, we refund payments for that purchase and cancel its remaining instalments, normally within 14 days, then end the refunded access. Discounts alone do not remove statutory rights. Any exclusion from this additional guarantee for a particular offer must be clearly disclosed before purchase and cannot override a more favourable promise.

This guarantee does not apply retrospectively, and does not add a 10% condition to an earlier unconditional money-back promise. A more favourable guarantee expressly made in the offer remains binding. Standalone e-books, memberships and lesson-only purchases are covered by their stated offer and statutory rights rather than this course-usage test unless explicitly included before purchase.

10. Ending teaching or coaching outside withdrawal

Consumers may have a right under Dutch law to terminate a teaching or coaching assignment during its term, including under the mandatory rules on contracts for services. Where those rules apply, you may terminate by clear notice and we calculate only the remuneration or cancellation amount legally recoverable. We account for work properly performed, justified commitments, the circumstances of termination and savings from not supplying the remaining services; we provide a reasonable explanation of the calculation. The full remaining price is not automatically payable merely because it appears in a payment plan.

Non-attendance alone does not notify us of termination. Contact us promptly if you wish to end your programme. For a completed digital-content supply with no remaining withdrawal or other legal remedy, stopping use does not by itself cancel the fixed purchase price. Nothing in this section removes remedies for our breach or any more favourable agreed cancellation policy.

11. Private lessons, scheduling and programme periods

Book sessions within the programme period and follow the agreed schedule. For a 90-day programme, the period starts on the official start date communicated and agreed with you. The number and length of sessions are those promised in your order. Give at least 48 hours' notice to cancel or reschedule a booked lesson unless a more favourable arrangement was agreed. A timely cancelled lesson may be rescheduled once within the programme period, subject to reasonable availability.

For late cancellations and no-shows, we may count the reserved lesson against your entitlement only to the extent the charge is reasonable and lawful, considering the reserved teacher time, actual loss and costs saved. It is not a penalty and does not override withdrawal or statutory cancellation rights. Contact us about emergencies so we can assess them fairly. We do not shorten a booked session because of our own lateness. Student lateness normally does not extend the reserved end time.

If we cancel or cannot provide the promised session, we offer a suitable replacement or the refund or other remedy due. Unused sessions normally expire at the disclosed programme end date, provided you had a genuine opportunity to book them. Expiry does not apply to services we failed to make reasonably available. Pauses and extensions require agreement, except where law or our failure to perform requires a remedy. We may substitute a suitably qualified teacher without materially reducing the agreed service; material changes will be discussed with you.

12. Recurring memberships and subscriptions

The offer states billing frequency, price, included services, any initial term and renewal conditions. A cancel-anytime monthly membership can be cancelled before its next billing date, effective at the end of the current paid period, without further monthly renewals. Use the customer portal where available or email us; we confirm the effective end date. Cancellation must not be made unnecessarily difficult.

For annual memberships, the disclosed initial fixed term applies subject to statutory withdrawal, termination and other mandatory rights. Following automatic renewal, Dutch consumer cancellation protections, including applicable limits on notice periods, prevail. We do not impose another non-cancellable annual term where prohibited. Advance payments are adjusted or refunded where legally required. Partial-period refunds otherwise depend on the offer and applicable law. We notify you of proposed price or material service changes appropriately in advance and provide cancellation rights where required.

13. Accounts, materials and acceptable use

Your account and course licence are personal and non-transferable unless we agree otherwise. Keep credentials secure and notify us of suspected misuse. Course materials belong to us or the relevant rights holder. You may use them for your own learning and make permitted personal copies; statutory copyright exceptions remain unaffected. Do not share logins, resell access, redistribute recordings or downloads, scrape the platform, bypass access controls or publish protected teaching materials without permission.

Treat staff and other students respectfully. Harassment, threats, unlawful content, fraud and deliberate disruption are prohibited. We may take proportionate action for a substantiated breach, normally with notice and a chance to correct it. Immediate protective suspension may be justified for serious abuse, fraud, security threats or infringement. We explain the reason where legally permissible and provide a way to contest mistakes. Ending access does not automatically forfeit every payment or make the entire unpaid balance due; settlement follows the contract and applicable law. We may seek proven losses and lawful remedies.

14. Recordings, student work and privacy

We process personal data under our Privacy Policy at https://learningarabichub.com/privacy-policy. Necessary order, attendance and usage records may be used for delivery, support, guarantee assessment and lawful dispute handling, with appropriate minimisation, security and retention. We do not claim unrestricted rights to disclose private records.

Private lessons are not recorded without prior information and an appropriate legal basis. Publishing a student's name, image, voice, testimonial or work for marketing requires separate permission where applicable; purchasing does not grant blanket marketing consent. Students retain ownership of their original work and grant only the permission reasonably needed to assess and deliver the course. Marketing choices are separate from necessary service communications.

15. Quality, technical problems and changes

We supply the agreed content and services with reasonable care and skill and honour statutory conformity requirements. Report problems with a useful description; we investigate and provide correction, replacement, a price reduction, termination or refund as the law requires. Statutory remedies do not expire after the additional 14-day guarantee and do not depend on staying below 10% usage.

We may make reasonable corrections and technical updates, but not materially reduce what you bought without a lawful basis and any required notice and remedy. We provide updates required by law. For events outside our reasonable control, we notify affected students, mitigate disruption and offer reasonable alternatives. An outage, teacher illness or third-party failure does not automatically eliminate our delivery obligations or your rights to end the contract or recover payment for undelivered services.

16. Liability

We are responsible to the extent required by applicable law. You should take reasonable steps to reduce avoidable loss and maintain appropriate copies of your own work. We do not exclude liability for death or personal injury where exclusion is prohibited, fraud, deliberate misconduct, gross negligence, or any other liability or consumer remedy that cannot lawfully be excluded.

For business customers only, to the extent lawful and reasonable, liability for ordinary contractual fault is limited to foreseeable direct loss up to the price paid or payable for the affected purchase; for a recurring business subscription, the preceding 12 months' fees. That limitation does not cover the exclusions above or prevent repayment for undelivered services. No such monetary cap is imposed here on consumers where it would be unfair or unlawful.

17. Complaints and payment disputes

Email info@learningarabichub.com with a description and available order details. We aim to acknowledge complaints within two business days and provide a substantive reply within 14 days, or explain any delay and expected response date. Contacting us first often helps resolve an issue but is not a condition for statutory rights or a legitimate bank or payment-provider dispute. We may give necessary, proportionate evidence to the relevant provider or authority in accordance with data-protection law. No clause authorises charging you for exercising a lawful remedy.

18. Applicable law and courts

Dutch law governs, without depriving consumers of mandatory protection applicable in their country of habitual residence. Disputes may be brought before the courts with jurisdiction under applicable law, including consumer forum rights where relevant. We do not impose exclusive Dutch court jurisdiction on consumers where that would defeat those rights. We do not represent that we belong to a dispute-resolution scheme unless we have expressly confirmed membership.

19. Versions and future changes

The version supplied and agreed when you purchase applies to that order. New terms apply to future purchases from their disclosed effective date. Changes to an existing continuing contract require a lawful contractual basis, reasonable notice and any required consent or right to cancel; continued use is not a universal substitute for consent. If a provision is unenforceable, mandatory law applies and the remaining provisions continue where legally possible. We retain dated copies of applicable terms and order confirmations. A downloadable copy should reproduce the same dated text as the canonical website page, rather than a different policy.

20. Model withdrawal form

Complete and send this only if you wish to withdraw; you may instead use any clear statement.

To: Learning Arabic Hub, Keizersgracht 520H, 1017 EK Amsterdam, Netherlands; info@learningarabichub.com.

I/We hereby give notice that I/we withdraw from my/our contract for the supply of the following digital content/services:

Product/service: _____

Ordered on: _____

Order reference (if available): _____

Consumer name(s): _____

Consumer address: _____

Date: _____

Signature (only if submitted on paper): _____