GENERAL TERMS AND CONDITIONS

Axim courses, s.r.o.
Effective from: 15 September 2025

1. General Provisions

These General Terms and Conditions (the “Terms”) govern the relationship between:

Axim courses, s.r.o.
Company ID No.: 23603925
Registered office: Příčná 1892/4, Nové Město, 110 00 Prague 1, Czech Republic
E-mail: aximcourses@gmail.com
Phone: +420 799 018 520

(the “Provider”) and natural persons or legal entities ordering an educational course or other educational service from the Provider (the “Customer”).

These Terms form part of the contractual relationship between the Provider and the Customer.

2. Educational Services Offered

The Provider offers in particular the following educational courses:

- Czech for foreigners - basic: indicative price CZK 35,000
- Czech for foreigners - advanced: indicative price CZK 45,000
- English language: indicative price CZK 45,000
- Digital skills - AI, ChatGPT, Canva and related tools: indicative price CZK 60,000
- Marketing and social media: indicative price CZK 60,000

The above prices are basic and indicative. The final price may vary in particular depending on the scope and duration of the course, number of participants, customised content, combination of several courses, volume discounts, repeat cooperation or another individual agreement.

The final price is always communicated to and agreed by the Customer before the order becomes binding and before any payment-card preauthorisation is carried out.

Courses may be provided online or in person, depending on the specific offer and agreement with the Customer.

3. Accreditation

The basic and advanced Czech-language courses for foreigners may be provided under the relevant accreditation where such accreditation applies to the particular course.

Other courses, including English, digital skills, AI, ChatGPT, Canva, marketing and social media, are not presented as state-accredited courses unless expressly stated otherwise in the relevant offer.

4. Orders and Conclusion of Contract

A Customer may order a course by e-mail, telephone, website, sales representative, external collaborator or another agreed method.

Before the order is confirmed, the Customer is informed in particular about:

- the type and content of the course,
- the price,
- the expected date,
- the method of delivery,

- the payment terms,
- any applicable cancellation terms.

The contractual relationship is established when the order is confirmed by the Provider and the Customer, or by another unambiguous acceptance of the offer.

An individual written agreement with the Customer takes precedence over these Terms.

5. Price and Payment Terms

The course price is determined individually or in accordance with the Provider's current offer. The Customer is informed of the final price before confirming the order.

Payment may be made in particular by payment card, bank transfer or another method agreed between the Provider and the Customer.

For card payments, the Provider may use payment-card preauthorisation.

6. Payment-Card Preauthorisation

Preauthorisation may be used to verify the Customer's payment card, reserve course capacity and secure subsequent payment of the agreed price.

Preauthorisation may normally be carried out approximately 3 weeks before the planned start of the course.

Before preauthorisation is carried out, the Customer is informed of the final course price and the applicable payment and cancellation terms.

Preauthorisation does not necessarily constitute an immediate charge. The relevant amount may be temporarily reserved on the Customer's payment card in accordance with the rules of the card issuer, card scheme and payment service provider.

The final charge may be processed, in particular, at the start of the course, after completion of the course, or at another time agreed in advance.

Where a valid cancellation fee applies or the Customer fails to attend, an amount corresponding to the applicable cancellation terms may be captured from the preauthorised amount, provided that this is permitted by applicable law and the rules of the payment service provider.

7. Cancellation Terms

Unless individually agreed otherwise with the Customer:

Cancellation more than 14 calendar days before the start of the course:
The Customer may cancel the order without a cancellation fee.

Cancellation 14 calendar days or less before the start of the course:
The Provider may charge a cancellation fee of up to 100% of the agreed course price.

Failure to attend (no-show):
The Provider may charge up to 100% of the agreed course price.

The cancellation terms apply only to the extent that they do not conflict with mandatory law, in particular mandatory consumer rights.

8. Change of Date

The Provider and the Customer may agree to change the course date.

The Provider may also attempt to offer an alternative date where the Customer cannot attend the original date. An alternative date is not an automatic entitlement unless agreed in advance.

9. Cancellation or Change by the Provider

If the Provider is unable to deliver the course for reasons attributable to the Provider, the Customer may be offered an alternative date, an appropriate replacement service, or a refund of any amount already paid for services not provided.

A reasonable change of instructor, schedule or organisational arrangements that does not materially affect the agreed course content does not automatically constitute cancellation of the course.

10. Customer Obligations

The Customer must provide truthful and complete information necessary for processing the order and delivering the course.

For online courses, the Customer is responsible for suitable internet access and technical equipment unless otherwise agreed.

Without the Provider's consent, the Customer may not unlawfully record, publish or further distribute teaching materials, recordings or other content protected by copyright or other rights.

11. Complaints

If the Customer has concerns regarding the quality or scope of the service provided, the Customer may contact the Provider at: aximcourses@gmail.com.

The Provider will assess and handle the complaint in accordance with applicable law.

12. Consumers

Where the Customer is a consumer, the Customer is entitled to the rights provided by applicable law.

For contracts concluded at a distance, the consumer may in particular have rights relating to withdrawal from the contract.

The availability of a right of withdrawal and any exceptions depend on the nature of the particular service, the method by which the contract was concluded, the date of performance and whether performance has already begun at the consumer's express request.

Nothing in these Terms limits any consumer right that cannot be excluded or restricted by agreement under mandatory law.

13. Personal Data Protection

The Provider processes Customers' personal data only to the extent necessary in particular to process orders, deliver courses, comply with accounting and legal obligations, communicate with Customers and protect the Provider's legitimate interests.

For payment-card transactions, certain data may also be processed by the bank, payment service provider, card scheme or other entities involved in payment processing.

14. Communication

Communication between the Provider and the Customer may take place in particular electronically, by telephone or through another agreed communication channel.

Electronic communication may also be used to confirm the order, price, course date and other individual terms.

15. Individual Agreements

In the event of a conflict between these Terms and an individual written agreement concluded with the Customer, the individual agreement takes precedence.

16. Final Provisions

These Terms are governed by the laws of the Czech Republic, unless applicable mandatory law provides otherwise.

The Provider may reasonably amend these Terms. For a particular order, the version of the Terms that formed part of the contractual relationship when that order was concluded will apply.

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