



General Terms & Conditions

These General Terms and Conditions apply to all service deliveries between Nyki S.à.r.l.-S and its Clients.

When booking the first course, the Client accepts these General Terms and Conditions:

- In case of a delay on the part of Nyki S.à.r.l.-S or of one of its Tutors, the Client will be informed as soon as practicable via text message, call or email.
- In case of a delay on the part of the Client, the Client is committed to informing Nyki S.à.r.l.-S or the Tutor as soon as practicable via text message, call or email.
- In case of a delay of 15 minutes or more on the part of the Client without prior notice, the course is cancelled and must be paid.
- In the event of a cancellation by the Client, Nyki S.à.r.l.-S must be informed at least 48 hours before the planned course. After this deadline, the course must be paid, unless a medical certificate attests the incapacity of the student to be present for the course.
- In the event of a cancellation by the Client or by Nyki S.à.r.l.-S within the expected time limits, the course will be postponed.
- The Client understands that their relationship is with Nyki S.à.r.l.-S and respects the work of the administrative team: should they decide to continue, resume or recommend lessons with a tutor they have met through Nyki S.à.r.l.-S, they will contact the administrative team and follow its process.
- Should these General Terms and Conditions and/or the notices mentioned in the invoices not be respected, Nyki S.à.r.l.-S reserves the right to scale down or cancel the granted discounts, if applicable, on the following invoices. If so, the Client will be notified before the first course concerned by these modifications is delivered.

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