

## Appendix 2: Payment Regulation

In order to avoid any misunderstanding, please read the information relating to payment of the Fee carefully.

### Terms and expressions

**Provider:** Szőlőtő Kétnyelvű Oktatási Nonprofit Korlátolt Felelősségű Társaság, (Szőlőtő Bilingual Education Nonprofit Ltd), operator of the Bilingual.hu Program.

**Custodian:** parent who signed an Individual Contract for Services regarding the enrollment of their child in the Bilingual.hu English-Hungarian Bilingual Education Program

**Managing Director:** head of Szőlőtő Kétnyelvű Oktatási Nonprofit Korlátolt Felelősségű Társaság, (Szőlőtő Bilingual Education Nonprofit Ltd), operator of the Bilingual.hu Program (currently Éva Györkéné Szilágyi).

**Controller:** representative of Szőlőtő Kétnyelvű Oktatási Nonprofit Korlátolt Felelősségű Társaság, (Szőlőtő Bilingual Education Nonprofit Ltd), operator of the Bilingual.hu Program tasked with finance and invoicing tasks (currently Beáta Szabó).

**Administrative manager:** head of the central office at the seat of Szőlőtő Kétnyelvű Oktatási Nonprofit Korlátolt Felelősségű Társaság, (Szőlőtő Bilingual Education Nonprofit Ltd), operator of the Bilingual.hu Program (1035 Budapest, Miklós tér 1.) (currently Andrea Baranyai-Szolnok).

**Change of payment frequency:** change of payment frequency refers to the situation where the Billpayer wishes to switch to a different payment frequency from the one specified in the contract.

**Default:** financial settlement after the payment deadline. Every default on a payment deadline without notification and permission shall be considered a default.

**Agreement on repayment in installments:** agreement relating to the repayment of debts accumulated in the past, whose precondition is that the parents undertake not to have any other outstanding payments, including Fees to be invoiced in the future.

### General principles

All administration relating to payments (finance, invoicing) shall be handled exclusively in writing, via e-mail, at the [asszisztens@bilingual.hu](mailto:asszisztens@bilingual.hu) e-mail address. Consultation is also possible via telephone, but cannot replace administration in writing.

The Custodian is responsible for reporting all changes in the personal details of the child and his/her family. This includes the responsibility of the parent to provide a valid e-mail address and to report any changes. Szőlőtő Nonprofit Kft. shall not be liable for disadvantages resulting from failure to comply with this obligation.

### Basic operation

The Custodian and the Billpayer accept that English bilingual teaching will be provided for a fee.

The Custodian undertakes to settle the Fee indicated on the invoice issued with the frequency specified in the Individual Contract for Services.

The Provider shall issue an electronic invoice relating to the Fee, which upon the request of the Client, can also be sent to the Client as a hard copy, by mail.

The Provider shall issue electronic invoices in accordance with the GTC, 10 days before the payment deadline at the latest, and send them to the e-mail address provided by the parents. This applies to all payment frequencies.

The controller shall be liable for operating this system.

### **Modification requests and their handling**

1. **Change of payment frequency:** at most 20 days BEFORE the due date of the invoice the parent may submit a request relating to the payment method. For the change please send the Amendment of Parental Contract form available on the <http://bilingual.hu/letoltesek/> webpage, completed in two copies to the central office of Szólóttó Nonprofit Kft. (1035 Budapest, Miklós tér 1.).

After duly signing the form the administrative manager shall return one copy to the parents. The copy remaining in the office shall be handled as part of the contract. The Controller shall approve the submitted amendments within their own competence and register them free of charge.

Payment frequency CANNOT be changed retroactively (for an already issued invoice). If the amendment request arrives late, we will only be able to apply the change of payment frequency when the invoice for the next payment period is issued.

2. **Change of billpayer:** the parent can request a change in the Billpayer using the form and method presented in Article 1, at most 20 days BEFORE the due date of the invoice.

If the request concerns changing the Billpayer to a legal entity billpayer, the specimen signature of the authorized representative of the legal entity and its extract from the register of companies, not older than 30 days, must be attached to the contract amendment form; failing this, the amendment request cannot be granted. The declaration of the parents to the effect that in the event of non-payment by the legal entity they undertake joint and several liability for settling the debt must be attached to the amendment request.

The Controller shall approve the change of Billpayer within their own competence (if all documents have been received) and register it free of charge. The Billpayer CANNOT be changed retroactively (for an already issued invoice).

3. **Change of billing, mailing, or e-mail address:** the Custodian shall notify the Provider within 8 days of any change to their details recorded in the Individual Contract for Services. Please send the Amendment of Individual Contract for Services form, available on the <http://bilingual.hu/letoltesek/> webpage, completed in two copies to the central office of Szólóttó Nonprofit Kft (1035 Budapest, Miklós tér 1.).

### **Handling defaults as part of the debt collection procedure**

In the event of a payment default, the Controller shall proceed as follows at certain intervals after the payment deadline

- **after 3 days:** notifies the Custodians (both parents) via mass SMS about the expired payment deadline.
- **after 15 days:** sends an automatic payment reminder via e-mail, pointing out the expired payment deadline of the invoice and the fact that in the event of payment

outstanding for over 30 days discounts shall no longer be available (the discount for prepayment due to the payment default, while the discount for siblings due to a breach of contractual obligations).

- **after 30 days:** sends a demand for payment via e-mail and registered mail, together with the corrective invoice which uses the normal fee instead of the discount for siblings, and may pass on extra costs related to debt collection (HUF 750 administrative costs per occasion).
- **after 45 days:** sends the final notice before legal action, with recorded delivery.
- **after 60 days:** forwards the outstanding invoices to the legal representative or the representatives of the debt collection agency. **All costs of the debt collection procedure shall be borne by the Custodian.** In the event of an amount over five hundred thousand Forints outstanding for over 60 days, the Provider may terminate the contract with immediate effect and take steps to transfer the child to a different class or group.

Pursuant to Article 60 of the GTC, in the event of non-payment for over 60 days the Custodian loses their right to feedback by the Provider about the academic performance of the child (end-of-year video, end-of-year and mid-term assessment in English, parent-teacher conferences held by the teachers who are native speakers of English or balanced bilinguals, end-of-year Cambridge test).

After its revocation due to outstanding payments, a special application must be submitted to request the renewed availability of the discount for siblings. The written application must be sent AFTER settling the outstanding payments and costs passed on in connection with debt collection, to the [asszisztens@bilingual.hu](mailto:asszisztens@bilingual.hu) e-mail address.

### **Administration of other requests and discounts**

In the event of temporary financial difficulties in the life of the family due to which they are unable to settle the Fee, a proposal may be made to sign an **agreement on repayment in installments**. The agreement on repayment in installments concerns the repayment of debts accumulated in the past, and its precondition is that the parents undertake not to have any other outstanding payments, including Fees to be invoiced in the future.

Repayment in installments can be proposed via e-mail, indicating the frequency, amount, and payment method of installments, to be sent to the [asszisztens@bilingual.hu](mailto:asszisztens@bilingual.hu) e-mail address. The controller shall draw up the agreement on repayment in installments and return it to the applicants. Following this, the agreement must be completed as described above regarding request procedures, and returned by mail, signed in two copies, to the central office of Szóltő Nonprofit Kft. (1035 Budapest Miklós tér 1.).

Requests for repayment in installments are approved by the managing director and will be returned, duly signed in one copy, following the agreement.

In the event of defaulting on the repayment deadlines specified in the agreement on repayment in installments, the debt collection process shall resume according to the original procedure.

### **Special rules relating to the start of the school year**

The financial procedures of the Bilingual.hu Program are based on payment in advance; therefore the first payment deadline of the academic year following the current year is 10 JUNE, before the given academic year. The same deadline also applies to the payment of invoices for textbooks.

## Clarification of frequent problems with interpretation

- Fees must be paid according to the signed Individual Contract for Services, which is also the basis of invoicing.
- Textbooks are invoiced at cost; therefore anyone with an outstanding payment for fees or textbook costs cannot receive textbooks until the outstanding amount is settled.
- Camps including overnight accommodation during and at the end of the year are only provided at cost to children enrolled in the Bilingual.hu Program. Summer Day Camps are also open to children who are not enrolled in the Bilingual.hu Program during the school year.
- Since the financial procedures of the Bilingual.hu Program are based on payment in advance, new entrants, too, must pay for the summer period if they select monthly payments (just as everyone who has chosen a different payment frequency must pay for the summer months).
- For the purposes of fees, each month or a fraction thereof shall be considered a full month.
- The mid-year settlement of accounts is carried out according to Article 51 of GTC, but the sign of the settlement depends on the applied payment frequency; therefore it will not necessarily result in a refund. In the event of withdrawal from the Program during the year, the Discount for siblings is lost as it no longer holds that the older child was enrolled in the Bilingual.hu Program during the entire year.
- From the 2017/2018 academic year a new payment method has been added to the GTC in which – although it is classified as a monthly payment frequency – the annual cost is divided over 10 months. Since the financial procedures of the Bilingual.hu Program are based on payment in advance, the following conditions apply when one of the monthly payment methods is chosen:
  - if the D payment frequency (10 installments per year) is chosen, the payment deadline of the first invoice of the academic year is 10 August. (= fee for September, while the payment deadline of the last invoice is 10 May. (= the fee for June, the last month of school). A fee is not invoiced for July and August, as those have already been distributed among the invoices during the year.
  - With payment method E (12 installments per year), we issue an invoice every month, including the summer months. The first invoice of the academic year is the fee for July, whose payment is due by 10 June; the last invoice is the fee for June, whose payment is due by 10 May. This payment method is adjusted to the bookkeeping year of Szólóttó Nonprofit Kft, which runs from 1 July until 30 June the following year.