



## GENERAL INFORMATION SHEET

### 1. How does it work, how does it start?

With anybody registering, calling or sending an e-mail, we try to arrange a first meeting in (or near) our classrooms. Of course this is not a must, some people know exactly what they need. But a first meeting is the best way to assess what somebody wants and needs, and to assess his or her level of Dutch. And you'll get to know the classroom, the teacher, the books and training web site – and the way of teaching.

### 2. What do you offer?

\* *Group courses Dutch, all levels (0-A1, 0-A2, A1-A2, A2-B1, B1-B2, B2-C1), all courses with a guarantee to climb at least one level.*

a. **Winter evening courses**, weekly, January-April;  
10 weeks, 20 hours, 6-8pm, at virtually **all levels**.

#### **Winter daytime courses**

0-A1, twice a week 10am-12, January-February and A1-A2, March-April.

The daytime courses last five weeks: next course starts immediately afterwards.

b. **Spring evening courses**, weekly, April-June;  
10 weeks, 20 hours, 6-8pm, at virtually **all levels**;

#### **Spring daytime courses**

0-A1, twice a week 10am-12, April-May and A1-A2, 10am-12, May-June.

The daytime courses last five weeks: next course starts immediately afterwards.

c. **Summer courses**, daytime, August-September;  
25 hours in one week, 10am-3pm;  
0-A1, A1-A2, A2-B1, B1-B2, B2-C1.

#### **d. Autumn evening courses**

weekly, September-December; 10 weeks, 20 hours, 6-8pm, virtually **all levels**;

#### **Autumn daytime courses**

0-A1 & A1-A2, twice a week 10am-12, September-October and November-December.

The daytime courses last five weeks:

next courses starts immediately afterwards.

And also:

\* *Private courses Dutch, all levels (0-A1, 0-A2, A1-A2, A2-B1, B1-B2, B2-C1)*

\* *Group courses and private courses Inburgering and Inburgering in het buitenland;*

\* *Private courses State Exam preparation;*

\* *Tailor-made group courses Dutch.*

<b>Start:</b>					
Week of 11 January	0-A1 10am 0-A1 6pm	A1-A2 6pm	A2-B1 6pm	0-A1 10am B2-C1 6pm	B1-B2 6pm
End of February	A1-A2 10am			A1-A2 10am	
Week of 11 April	0-A1 10am 0-A1 6pm	A1-A2 6pm	A2-B1 6pm	0-A1 10am B1-B2 6pm	B2-C1 6pm
May	A1-A2 10am				
Summer courses:	0-A1 1 week 10-3pm	A1-A2 1 week 10-3pm	A2-B1 1 week 10-3pm	B1-B2 1 week 10-3pm	B2-C1 1 week 10-3pm
Week of 22 September	0-A1 10am 0-A1 6pm	A1-A2 6pm	A2-B1 6pm	B1-B2 6pm	B2-C1 6pm
Week of 3 November	A1-A2 10am			A1-A2 10am	

### 3. Who are you?

My name is Rafael Willems.

I've taught Dutch as a Second Language (NT2) since 1993.

There's still a lot left to be discovered.

Our books and exercises improve constantly.

But our main philosophy remains the same:

you can only speak a language by speaking.

Interaction and enthusiasm are key factors in learning;

but clear instruction and adequate feedback too.



#### 4. How can I reach you?

In principle, everything you need to know about our courses is on these pages or on the web site. So please have a look here if there's something you need to know.

But we always arrange an appointment, with a free cup of something, to show you how Waterval! works. So write an e-mail or call, if you want to meet or if there's some piece of information you found missing, e.g. a real weird answer we didn't think about. Don't hesitate!

Also, of course, for cancelling in case of illness or personal circumstances, please get in touch:

\* via e-mail: [info@waterval.info](mailto:info@waterval.info)

\* or phone: **+31(0)6-4102-9302**

\* or Facebook: <https://www.facebook.com/waterval.learningdutchinmaastricht>

When we have our first appointment, it's maybe not a bad idea to save the phone number in your cell phone – in case something turns up.

#### 5. Where do the courses take place?

The Waterval teaching room is in Randwyck, between the aZM hospital and Ceramique/City Centre, in Maastricht. Group course take place there, individual and tailor-made courses probably too. If you want them elsewhere, that's also a possibility (but expect extra costs).

#### **Waterval Klaslokaal**

**Itersondomein 26a**

6229ED MAASTRICHT – route below!

#### 6. When do the courses take place?

The **group** courses are mostly evening courses, taking place **from 6 to 8pm**, on working days.

Morning courses start **at 10am and end at noon**.

Summer courses are from **10am until 2 or 3pm**.

**Individual and tailor-made** courses are mainly during daytime, preferably on **weekdays from 12pm to 6pm**. No rules without exceptions of course, so morning or evening private lessons are a possibility too, if there is time. **Saturday** is also a possibility, from **10am to 6pm**.

## 7. How do you teach?

No double Dutch, but straightforward, helpful, classical education. Expect good explanation, effective exercises and lots of speaking and writing:

### \* Learning Dutch by conversation

Talking about things of interest to the pupil is the best way to learn. Education means communication, which implies mutual interest. Positive interaction with other human beings is the core of learning a language: that's why **you can only learn to speak Dutch by speaking it**. The Beginners Courses are more "structured", because we want you to know the basic rules before you start talking. You always get both oral and written feedback ([online](#), to practise) to all you say and write, because that makes you grow.

### \* Learning Dutch by pleasure

Being able to communicate in a different language and feeling you grow is fun. And although pleasure is an effect of good education, it's a condition too. You can't memorize boring



things and you can't learn when you don't feel good. We aim to make you feel at ease in our classes, trying to understand how it is to live in another country and learn a new language. We hope you experience our education as a loop, a spiraling circle – a positive one.

### \* Learning vocabulary and grammar

The bricks and mortar of a language, when they are presented the right (playful) way, can be fun too. Using words, e.g. in building sentences and playing games, makes you remember them. Clear rules and explanations give you something to hold on to.

subject	verbum	rest	verbum
Ik	wil	hier	eten.

Here our online possibilities will help you a great deal. You can find every important new word from a book lesson in the online [vocabulary trainer](#) – every word used in an everyday sentence, of

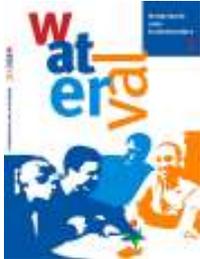
course. The online [drills](#) are there to internalize and automatize the rules.

### \* Learning Dutch: everything goes!

Last but not least: by using a wide scale of **means** - e.g. children's books, papers, songs, films – we'll catch your attention, and learning will be more intense. A language lives in its everyday conversations, its papers, its television programs, its [songs](#), its stories, its plays and games; we use them all. You'll learn much faster when language situations change a lot!

## 8. Which book do you use?

**Waterval!** Certainly, there are many books that'll teach you Dutch – some of them even good. There are lots of web sites and apps that may boost your vocabulary. But do they offer an allround solution?



Let's use all the possibilities mentioned above. Here's a book that does: **Waterval!** ("waterfall"). There are four Waterval books, leading to A1, A2, B2 and C1+ respectively. They come with cd's, containing conversations, listening exercises and Dutch songs, and a [web site](#) containing computerized exercises with meaningful feedback.

The Dutch say: "Hij/Zij is een **spraakwaterval**", he or she is a waterfall of speech. That's what we aim at: to make a fluent speaker of you. You'll experience a "waterfall of Dutch" at Waterval, a shower of Dutch. Together, we'll find the mix that suits you best!

The books will be handed out at the start of the first session.

## 9. What are the prices?

\* *Group course fees:*

- Regular fee: €199 for 20 hours of teaching.

\* *Summer course fees:*

- Regular fee: €250 for 25 hours of teaching.

\* *Private courses (individual):*

- Regular fee: €40 for one hour of teaching.

- Student fee: €35 for one hour of teaching.

\* *Tailor-made group courses for organizations/companies:*

- 10€ per person for one hour of teaching to any group consisting of four persons or more.

\* *Books: Waterval 1/2/3/4, 25€ a piece.*

- [Student](#) price: for students and job-searchers.
- [Regular](#) price: for employees. Same package as for students.

## 10. Other possibilities

### 10a. What if group courses don't work out?

When the number of registrations is below 3, the amounts may change.  
We'll discuss the possibilities.

### 10b. What if private courses are too expensive?

There's always room for discussion.

Maybe a group course, or something tailor-made to a small group, is better.  
We'll do our best and see what's possible!

## 11. Is there anything else outside class that I get for these prices?

Yes:

- free access to the training web site: [www.aloco.nl/waterval](http://www.aloco.nl/waterval)
- free access to the sound files stored there: on [www.aloco.nl/waterval](http://www.aloco.nl/waterval), left column;
- free access to the vocabulary site [www.quizlet.com](http://www.quizlet.com): sign up, log in.  
Then search using the keyword "Waterval";
- free advice (only if wanted) about language, education and career.
- free books and movies in Dutch - to borrow from the Waterval! library.
- Like us on Facebook (<http://www.facebook.com/waterval.learningdutchinmaastricht>).  
Tips about (learning) Dutch, the Netherlands, culture, events.  
And, of course, Facebook is another way to communicate (chat, post, etc.)

## 12. How can I register?

Use the online **registration form** on [www.waterval.info](http://www.waterval.info), under the **REGISTER** tab (<http://www.waterval.info/register/>).

If you change your mind, *cancel your registration within seven days*, and there's going to be no problem.

If you withdraw voluntarily less than a week before the course begins, we charge 50% of the fee.  
If you withdraw less than 4 days before, we charge 75% of the fee.

## 13. How do I pay my course?

After registering you'll receive a confirmation-and-information mail.

Together with that, an invoice with detailed instructions as to how you can pay. Please be so kind as

- to mention the invoice number (2015-...) when transferring: otherwise we may not know who paid!
- to pay within two weeks after receiving the invoice, but before your group course starts;
- to pay in cash at the start of your first lesson, if for whatever reason a transfer was impossible.

Course fees should be paid in one term.

Only if you let us know you have difficulties paying in one term, exceptions are possible.

## 14. Where's the VAT on the invoice?

No VAT on our invoices, because we're a language school (Dutch tax ruling). This also allows us to keep our prices low!

## 15. Are there any tests? Do I get a certificate?

\* There are online **entry tests** for all courses;

\* There are also online **exit tests** for all courses;

\* If you pass the exam, you receive a pdf containing a **certificate**; if you fail, one resit is possible.

\* Anybody who has been present at 80% or more of the sessions, is entitled to a certificate proving her or she attended the course.

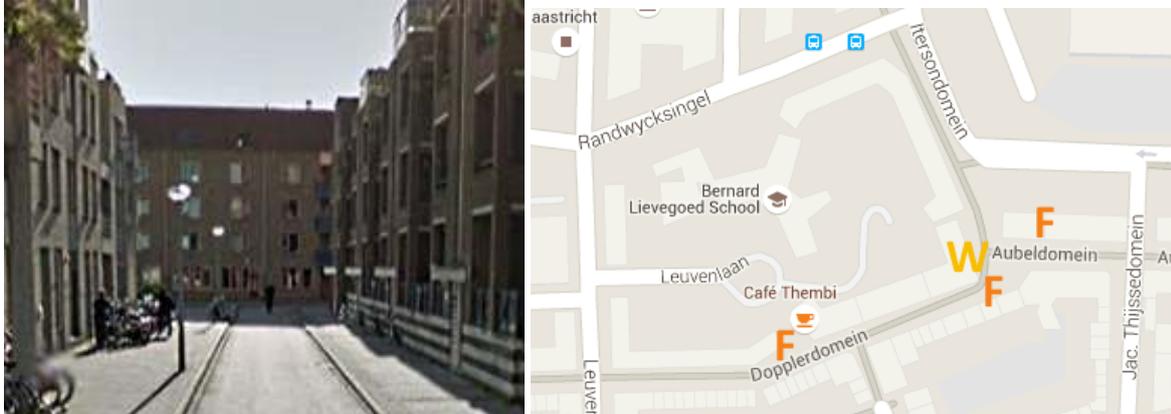
### 16. Where can I park my bike?

Everywhere in the neighbourhood of Waterval.

Parking there is legal, but without surveillance.

Be sure it's not only locked, but also fastened to a big building.

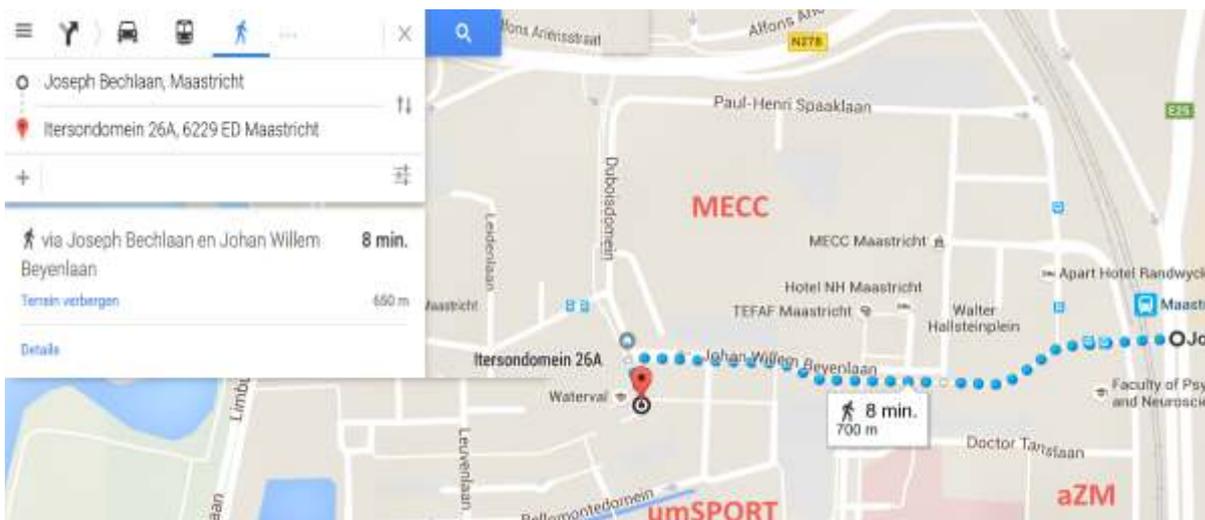
Bike theft during class has been reported!



### 17. Where can I park my train?

At the Randwyck Station. It's an 8 minute walk, straight ahead, past the MECC.

As you see, aZM, um SPORT, Health Sciences and um Psychology are round the corner, too.



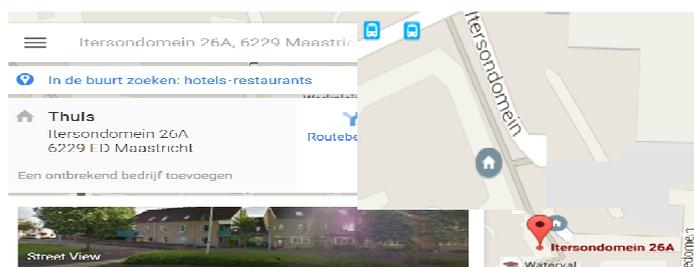
### 18. Which bus takes me there?

From the the Central train station, Markt, Vrijthof, Brusselsepoort: take bus 1 or 5.

1 takes you to de Heeg, 5 to AZM & Heugem.

Get off at the Randwijcksingel bus stop, and round the corner to the right.

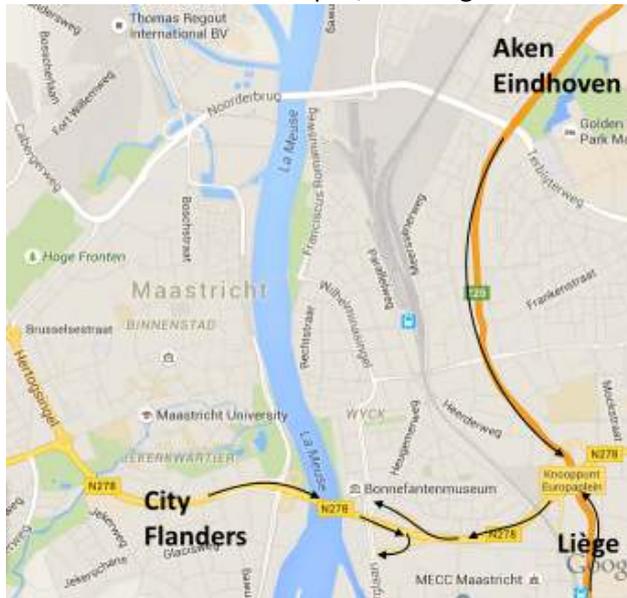
Longer range busses 57, 59 and 66 take you there too, from the Central Station.



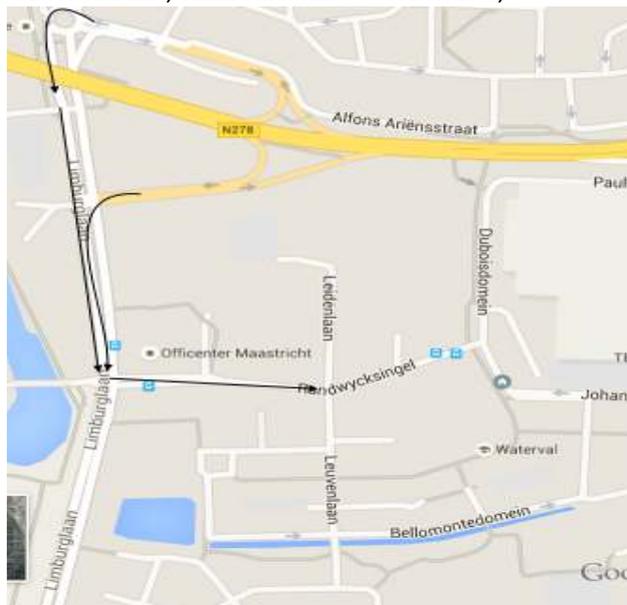
## 19. How do I get there by car and park it?

Apart from using car navigation or other route planning:

- find the Avenue Céramique / Limburglaan in Maastricht;



\* Drive south; then turn left to the MECC;



\* After the crossing, start searching for free parking space (in both senses of the word).  
P1 is larger but full after 9am. P2&3 are difficult to find but never full.  
You'll always find something further south in the Randwijck quarter (P4).



\* But however you come and wherever you come from, these are the final steps:



## **20. How can I cancel?**

### **20a. Canceling your registration for a group course:**

You have *seven days* to think things over (time to consider) and cancel our agreement, starting from the moment you register. Bear in mind that we have to charge *administrative costs* in case you withdraw voluntarily, after these seven days. Please deregister via e-mail!

If you withdraw less than a week before the course begins, we charge 50% of the course fee. If you withdraw less than 4 days before, we charge 75% of the fee.

### **20b. Canceling if you can't make it to a group session:**

Please don't forget to tell us *by e-mail* if you can't make it.

It makes things a lot easier if we know you shan't be there!

We'll send a list of the matters treated during class, and homework for the next lesson, as soon as possible.

### **20c. Canceling a private/individual lesson:**

If you cancel a lesson because of other business you have to attend to, please try to do this *more than 24 hours* before class starts, otherwise we'll have to charge the full amount. This time limit doesn't go for cancelling for reasons of health.

In a row of ten lessons, you have the right to cancel twice. If you cancel more frequently, we will charge the costs.

**Please cancel by phone (06-41029302)**, as e-mails or text messages may not reach your teacher in time!

## 21. TERMS OF TRADE

1. You have seven days to think things over (time to consider) and cancel our agreement, starting from the moment you register.
2. Course fees should be paid in one term. Only if you let us know you have difficulties paying in one term, exceptions are possible. Definitive enrolment will ensue only after payment of the course fee.
3. Last-minute registrations are always possible, but anybody participating in a course must have paid – be it via bank account, or cash (ultimately at the start of the first lesson).
4. Bear in mind that we have to charge administrative costs in case you withdraw voluntarily. If you withdraw less than a week before the course begins, we charge 50% of the course fee. If you withdraw less than 4 days before, we charge 75% of the fee.
5. In case the number of registrations doesn't allow for a course to take place, Waterval will always offer an alternative deal. If, however, Waterval! and customer fail to reach an agreement, the amount paid will of course be reimbursed as soon as possible.
6. In case any session does not go ahead as planned, because of illness or any other cause, the cancelled session will be postponed. So any cancelled session will take place at a later date.
7. In case it occurs, though, that Waterval!, for whatever reason, is not able to give or finish the course agreed upon, total restitution of the fee (for the lessons which were not given) will follow - within two weeks after definitive cancelling.
8. The amount paid gives the pupil the right to said course, to the feedback collected in class, to access to the Waterval training web sites and to consult concerning everything that concerns language, education and career.
9. Personal data, just as all other matters treated in or outside class, will be treated by Waterval! with utmost confidentiality.

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