

## AMADEUS International School Vienna

### General Terms and Conditions

AMADEUS International School Vienna (hereafter referred to as “the School”) renders its services exclusively on the basis of the following general terms and conditions:

#### 1. ADMISSION

1.1. Enrolment into the School constitutes agreement from students (from the age of 14 and over), parent(s)/guardian(s) and fee payers with these General Terms and Conditions, the School's mission and vision, and all policies, procedures, practices and standards explained in the relevant School handbooks.

- Parents refer to individuals who are legally recognised as the biological or adoptive mother and father of a child. They have the responsibility for the care, upbringing, and well-being of the child.
- Guardians are individuals who have been legally appointed by the parents to take care of a child in the absence or incapacity of the parents. They assume the same responsibilities and duties as parents, including making decisions regarding the child's education and welfare. If the parents are unavailable, they must formally designate guardians for the School.
- Fee payers are individuals or entities who are responsible for paying the fees appointed by the parents via the Admissions process.

1.2. The School contract must be signed by the parent(s)/guardian(s) and fee payers and, if required, by the student from the age of 14 and over. A signed copy of the School contract must be returned to the School within four (4) weeks after the date of issue, along with payment of the Entry Fees (enrolment fee, refundable deposit and capital fee as defined in the [AMADEUS Vienna School Fees 2026/27](#)). The School contract will be sent from the Admissions department during the Enrolment process.

Entry Fees consist of the following components:

- Application Fee
- Enrolment Fee
- Capital Fee
- Refundable Security Deposit.

- 1.3. If the School does not receive the School contract and payment of the Entry Fees within this given time period, the School reserves the right to re-allocate the enrolment space to another student by setting a grace period of 2 weeks.
- 1.4. The School contract is entered into until completion of the academic programme (i.e. graduation from the IBDP, IBCP or High School Diploma) or until termination of the contract in accordance with Section 4.1., 4.2. or 4.3. Termination.
- 1.5. With the signing of the School contract and the re-enrolment documents, these General Terms and Conditions and all policies, procedures, practices and standards explained in the relevant School handbooks as listed hereinafter are accepted:
  - [AMADEUS Admissions Policy](#)
  - [AMADEUS School Fees Policy](#)
  - [AMADEUS Whistleblowing Policy](#)
  - [AMADEUS Student Handbook](#)
  - [AMADEUS Boarding Student Handbook](#)
  - [AMADEUS Student Technology Acceptable Use Agreement](#)
  - [AMADEUS Data Privacy Statement and Consent Form](#)
- 1.6. Yearly re-enrolment task: Parent(s)/guardian(s) must complete the annual re-enrolment task. The re-enrolment task takes place during Term 2. Notifications and information with steps as to how to complete the re-enrolment task will be given in January from the Admissions department via a given platform. Parent(s)/guardian(s) must confirm their contact details and can confirm or decline the re-enrolment. By declining the re-enrolment task parent(s)/guardian(s) are activating the Termination of the contract, see Termination 4.2. and will receive a withdrawal form from the Admissions Department. By confirming the re-enrolment task, the new Terms and Conditions and the new School fees are accepted and apply. Failure to complete the re-enrolment task or declining re-enrolment does not constitute notification of withdrawal (see 1.4.). Late Commitment Fee will apply for any student who does not complete re-enrolment within the designated deadline for the Academic School Year 2026-2027.
- 1.7. Parent(s)/guardian(s) are obligated to provide a current email address during the enrolment process for the purpose of communication between the parties. Parent(s)/guardian(s) explicitly agree that legally significant documents (such as invoices, reminders, declarations regarding changes to the terms and conditions, etc.) may be delivered electronically via email to the email address provided. Parents/guardians are obliged to inform the School of any change of the e-mail address.

- 1.8. Parent(s)/guardian(s) shall ensure that emails from AMADEUS Vienna can be received at the e-mail address provided at any time and that firewalls, spam filters or similar settings are adjusted accordingly. If parent(s)/guardian(s) fails to fulfil this obligation of notifying changes regarding their email address, deliveries of invoices and other legally significant documents to the last notified e-mail address shall still be considered valid.
- 1.9. The official language of instruction and all internal and external communications at AMADEUS International School Vienna shall be in English. Parent(s)/guardian(s) acknowledge and accept that all communications, correspondence, documentation, and dealings with third parties in connection with the School shall likewise be conducted exclusively in English. It is the responsibility of the parent(s)/guardian(s) to ensure that they are able to understand and respond appropriately to such communications. The School shall not be held liable for any misunderstandings, misinterpretations, or delays arising from insufficient proficiency in the English language.

## 2. SCHOOL FEES

The School determines the following fees ("School Fees") payable for each student attending the School for each School year. Fees may be increased before the start of a new School year. Such an increase must be made known to all contractual parties upon initiation of the re-enrolment task. The applicable School Fee schedule is available as a download on the re-enrolment platform, is included in the [AMADEUS School Fee Policy](#) and can be obtained from the Admissions Office or can be found on the AMADEUS Vienna official website under the Parents Resource Page and/or the Admissions page::

- <https://amadeus-vienna.com/school-life/parent-resources/>
- <https://amadeus-vienna.com/admissions/school-fees/>

School Fees consist of the following components

- 2.1. Annual Tuition Fee (applicable for Day and Boarding students) covers:
- Academic tuition in line with the International Baccalaureate Organisation regulations and according to the School's curriculum ("*Organisationsstatut*") approved by the Vienna Board of Education ("*Bildungsdirektion*") and Austrian Federal Ministry for Education, Science, and Research ("*Bundesministerium für Bildung, Wissenschaft und Forschung*")

- Classroom instruction, in-School supervision, in-School workshops (excluding DP self-taught tutor fees)
- Physical, Social, and Health Education Programme
- If applicable: Unique supplementary subjects (e.g. Co-curricular electives)
- If applicable: Loan of subject textbooks, educational materials and documentation, subscriptions and educational memberships
- If applicable: Loan of tablets or laptops (e.g. iPads, MacBooks, covers, Chargers)
- If applicable: Whole-grade residential trips
- If applicable: Curriculum-based day trips
- If applicable: Assessment costs (IB Diploma and CP examinations, IB MYP moderation, PYP and MYP level standardised assessment – excluding retakes or remarking costs)
- If applicable: University and Career Counselling
- School Doctor, School Nurse, and School Counsellor services
- After-school activities with some exceptions as published annually
- Insurance cover according to Section 6
- The aforementioned Services are not provided during the School and public holidays published by the School.

## 2.2. Day student

- **Annual Lunch and Snack Fee** is mandatory for day students.

## 2.3. Boarding students

### Annual Boarding Fee covers:

- All meals (breakfast, lunch, dinner) and snacks (morning, afternoon)
- Accommodation
- Laundry facilities
- Supervision by qualified boarding staff
- Evening and weekend activities including the annual ski trip
- Support with Vienna International Airport Transfers (up to eight annual transfers from/to the airport at the beginning and end of the published School breaks)
- In case of minor sickness, home care by boarding staff, if necessary, according to the General Practitioner's or nurse's instructions
- Academic tutoring and supervised study as per the boarding handbook
- Full services are not provided during the arrival and departure period (i.e. before and after the official start of the term) or during the previously announced and published School holidays during which the boarding house will close.

- Boarding services for Grade 12 students cease upon completion of the relevant examination period and graduation.
- 2.4. **Fees for Additional Services (if applicable):** Non-refundable Fees for Additional Services, such as shuttle service, additional English support (EAL), Additional Education Needs (AEN), travel insurance, external assessment costs (SAT, TOEFL, IELTS, etc.), or activities not included in the Annual Tuition Fee, are payable for every School year, if applicable per term. Payment is due as indicated on the invoices. Some additional fees and conditions may be stipulated as part of the official offer letter marking acceptance in the School admissions process.
- 2.5. **Fees for services deemed necessary (if applicable)** (established via external or internal assessment criteria) to enable student access to the academic curriculum (including those as determined for special educational needs or additional English language support) are mandatory. Refusal to comply constitutes an important reason for termination (see 4.3.).
- 2.6. **Additionally:** The following costs **are not covered** by Annual Tuition Fees and will be charged separately:
1. Any subject-specific material, if not provided by the School
  2. School uniform
  3. Shuttle service
  4. Mother-tongue/Language Programme
  5. Additional English support \*<sup>1</sup>
  6. Special Educational Needs support \*
  7. Travel insurance (for private travel)
  8. Voluntary activities and/or activities offered by external providers
  9. Optional AMADEUS Music and Arts Academy instruction and activities
  10. Residence permit and medical insurance charges for boarders \*\*<sup>2</sup>
  11. Medical treatment, medication, and hospital accommodation
  12. Externally provided counselling or psychological services
  13. Service fees for special requests such as additional/custom invoices, or transcripts
  14. Device loss or damage incident fee \*\*\*<sup>3</sup>
- 2.7. **Withdrawal Administrative Fee (WAF):** Will apply to each withdrawal request during the academic year submitted within four weeks (**or less**) prior the departure date. This fee is

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<sup>1</sup> (\*) *The provision of these services is based on assessment and is mandatory for students for whom it is deemed necessary that they may access the academic curriculum.*

<sup>2</sup> (\*\*) *These fees are mandatory as outlined in the AMADEUS Admission Policy.*

<sup>3</sup> (\*\*\*) *Refer to the 'AMADEUS Student Technology Acceptable Use Agreement' (Grades 6-12) section.*

implemented to cover the additional administrative costs associated with managing student withdrawals, including record updates, exit interviews, and other procedural requirements. For more details please refer to the Section 4.2 "Termination."

- 2.8. **Late Commitment Fee (LCF):** Will apply to any student (or parent/guardian) who does not complete re-enrollment within the designated deadline for the Academic School Year 2026-2027 (from academic Year 2026-27 onwards). This fee is intended to encourage timely re-enrollment, ensuring efficient planning and resource allocation for the upcoming School year (See [School Fees 2026-27](#)).
- 2.9. **Leave Absence Fee (LAF):** Will apply for students wishing to pause their studies for up to one year. This fee is required to guarantee that the School reserves the student's place during this period. Families must formally request the leave by contacting the Admissions Department and following a prior interview with the Head of School. This fee ensures continuity and planning for both the student and the School (See [School Fees 2026-27](#))

### 3. PAYMENT OF SCHOOL FEES

- 3.1. Payment of any and all School Fees is due within four (4) weeks from the date of invoice. Upon the student's first-time enrolment to the School, the Entry Fees (enrolment fee, refundable deposit, and capital fee) and Annual Tuition Day/Boarding Fees are invoiced. In consideration of enrolment renewal for any subsequent School year, the Annual Tuition Day/Boarding Fee for the next School year is disclosed and invoiced during the re-enrolment process. Fees for Additional Services may be invoiced separately.
- 3.2. Parents/guardians may declare on the School application form that a specific third party will pay the School fees on their behalf, the so-called fee payer. Such fee payer has also to sign the School contract as stipulated in section 1.1. and 1.2. It is, however, the responsibility of the parents/guardians to ensure that the third-party payments are made according to the School's payment terms, and parents/guardians are (also) liable for any outstanding balances of School fees including charges for late payments.
- 3.3. Payment must be made in **Euros only**. Payment must be made according to the School's bank details or by Flywire link as stated on the invoice. Bank handling charges are to be borne in full by the remitter. Any payment transfers must always include the reference number of the invoice in order to apply the payments accordingly.
- 3.4. Enrolment during School year: Subject to Vienna School Authority's ("*Bildungsdirektion*") approval and provided a class vacancy is available, the student(s) is/are accepted to enter the School at any time during the School year. Annual Fees and Fees for Additional Services are calculated pro

rata on the basis of full calendar months and are payable upon the student's admittance to the School. If the School terminates the School contract with immediate effect in accordance with this General Terms and Conditions, section 4.3. shall apply.

- 3.5. In the case of late notice, or immediate enrolment (i.e. shorter timeframe than four (4) weeks as stipulated in 5.1), all fees (application, enrolment fee, capital fee and deposit) must be paid before commencement. In the event of a late payment of any amounts due to the School, interest at the rate of five per cent (5%) annually will be charged.
- 3.6. If a late payment continues, the School may in its own discretion terminate the School contract and dis-enrol the student by way of a notice in writing to the parent(s)/guardian(s). Such termination takes effect at the end of the month following the month of the giving of such notice. In this case, section 4.3. shall apply and all outstanding amounts will be due at once. Any costs, including legal costs incurred by the School in the recovery of outstanding fees, are to be borne by the parent(s)/guardian(s).
- 3.7. Each payment reminder will carry an additional administration and processing fee of EUR 25.00.

## **4. TERMINATION**

The parent(s)/guardian(s) and the student acknowledge that planning of School operations, especially for the subsequent School year requires significant expenditure, so that proper School operations and arrangement can only be made if the future number of students is clear at an early date. Termination of the contract must be received by the Admissions Department as a signed official withdrawal form. Parent(s)/guardian(s) may terminate the contract. The School may also terminate the contract. In either case, all School resources must be returned to the School and all outstanding fees must be paid before official student records can be released.

- 4.1. Termination by Agreement between both parties; both parties will agree to the termination date of the contract mutually, any deposits will be refunded and an agreed notice period will apply, which can differ from section 4.2. A termination by agreement can only be made with the Head of School. Section 4.8. applies. There is no legal entitlement to termination by Agreement between both parties.
- 4.2. Termination by parents: the School contract can be terminated at the end of each Term but given notice periods must be observed:

### **School Year 2025/26**

- Termination day: **26 June 2026** (end of Term 3); Notice period until 27 March 2026

### **School Year 2026/27**

- Termination day: **18 December 2026** (end of Term 1); Notice period until 30 September 2026
- Termination day: **19 March 2027** (end of Term 2); Notice period until 18 December 2026
- Termination day: **2 July 2027** (end of Term 3); Notice period until 19 March 2027

School Fees are charged until the termination day. Please note that, in certain cases, the refund process may take longer, particularly for Grade 12 students who are required to complete additional academic obligations, such as November examination sessions or the issuance of IB reports and/or IB Remarks.

The Withdrawal Form (see section 4.8.) has to be received by the end of the notice period otherwise the next possible termination day applies and an additional Withdrawal Administrative Fee may be charged (See section 2.7)<sup>4</sup>

#### 4.3. Termination by the School with immediate effect for an important reason, for example, in case of:

- Expulsion (see School code of conduct).
- Failure of the parent to provide an appropriate in-country guardian.
- Withholding information or fraudulent representations within the admission process are discovered.
- Refusal to accept required support for either AEN or EAL as determined by the School student support team.
- Other actions of the child or family which may bring the School into disrepute.
- Failure to meet financial obligations.

Provided that the important reason for the immediate termination by the School was culpably caused by parent(s)/guardian(s) or student, School Fees are charged until the final day of the following term. If an instalment option for payment was agreed, this amount becomes due at once. Deposits will not be refunded.

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<sup>4</sup> For example, if the Withdrawal form to leave at the end of Term 3 (2027) is received after 2 June 2027, the Withdrawal Administrative Fee will apply in addition to the financial obligations associated with a withdrawal outside of the observable notice period.

- 4.4. The School contract is entered into until completion of the academic programme (i.e. graduation from the IBDP, IBCP or High School Diploma) or until termination as stated in sections 4.1., 4.2. and 4.3. The term of the contract shall automatically continue for the following academic year until the respective School year constitutes the final School year for the student (i.e. graduation from Grade 12).
- 4.5. With respect to Guardianship for day students, any cases which breach the School's Child Protection and Safeguarding policies, or raise concerns thereof, will be referred to the relevant competent authorities and constitute a reason for termination of this contract as stated in 4.3. Guardians must be present, responsible and contactable at all times.
- 4.6. The parent(s)/guardian(s) must inform the School of any suspected and/or diagnosed medical and/or psychological illnesses/diagnoses, or specific allergies of the student that could possibly affect his/her school life or the school life of other students. Such information must be provided in writing, with documentation as part of the admissions procedure. If it emerges that the School can no longer meet a student's needs, the student may be disenrolled upon prior consultation with the parent(s)/guardian(s), see also section 4.1. and 4.3.
- 4.7. Termination pursuant to sections 4.1., 4.2. or 4.3. of these terms and conditions will trigger the student's deregistration from the Austrian Board of Education (Bildungsdirektion). It is the responsibility of the parents to find appropriate Schooling for children below the minimum School leaving age according to national legislation.
- 4.8. Notices regarding the termination of the School contract must be signed by the legal parent(s)/guardian(s) and received by the School on the withdrawal form (available on the School website or via the School Office). All withdrawals must be received by admissions@amadeus-vienna.com and will be acknowledged by the Head of School.
- 4.9. Parent(s)/guardian(s) must complete the annual re-enrolment task via the given platform of the School (Open Apply or iSams) to ensure contact details are accurate. Failure to respond in a timely manner to the request for completion of this task in no way constitutes notice of intention to withdraw and will result in the application of the Late Commitment Fee.

## **5. LIABILITY**

- 5.1. The School shall not be liable – except in cases of gross negligence – for loss of or damage to money, clothing, personal property or vehicles of any kind whatsoever, including accessories to such vehicles. The limitation of liability does not apply to personal injuries.
- 5.2. The parent(s)/guardian(s) shall indemnify the School for all damages caused by their children.

- 5.3. The School shall not be liable for accidents occurring to day or boarding students if those families have not disclosed information relevant to their child's medical or mental health condition. Non-disclosure of such information during the application process is grounds for immediate review of the student's enrolment at the School.

## **6. INSURANCE**

- 6.1. The School provides third-party liability insurance for the student(s). This insurance covers the student's legal liability for any property damage and personal injury, as well as consequential financial losses in connection with his/her School activities. This insurance does not cover the loaned devices for students. Details see "Student Technology Acceptable Use Agreement".
- 6.2. It is strongly recommended to the parent(s)/guardian(s) and the student to take out their own insurance which goes beyond the School's insurance coverage, in particular theft and accident insurance.

## **7. FORCE MAJEURE**

- 7.1. There is no refund of any School Fees for instructional days lost due to reasons beyond the School's control. This particularly applies to School closures due to weather conditions, fire, flood, strikes, epidemics, pandemics, power cuts, bomb threats or other similar events.

## **8. MAJORITY**

- 8.1. If the Student is of full age (18 years) at the time the School contract is concluded, the Student is as well bound to School contract and hence acknowledges any and all obligations therein as being fully binding to him/herself.
- 8.2. If the Student reaches the age of majority during the School year, he/she will accede to School contract automatically. The parent(s)/guardian(s) and the student will then be jointly and separately liable towards the School. If the student refuses to do so, the School shall be entitled to terminate the School contract at any time without notice.

## **9. DATA PROTECTION AND PROCESSING**

- 9.1. Personal pictures (and videos) but no other personal data of the student may be made publicly available in particular in promotional and marketing activities, such as brochures and flyers for the School. 'Personal pictures' refer to photos, video recordings and other records which reveal the identity of the depicted person. Names may only be made available in connection with presentations of the student (e.g. events, concerts).
- 9.2. The student's and parent'(s)/guardian'(s) personal data are collected, processed, and used exclusively in accordance with the relevant data protection provisions and the GDPR Form submitted during the Enrolment process. The data are collected, processed, and used exclusively for the purposes of concluding, performing and implementing the contract. The parent(s)/guardian(s) and the student are required to provide and consent to the collection and use of the following data as per the School's Data Privacy Agreement.
- 9.3. Personal data will not be passed on to third parties unless the School is legally required to do so or the parent(s)/guardian(s) and the student have expressly allowed this.
- 9.4. The parent(s)/guardian(s) and the student shall be informed upon request if and which personal data are stored, where these data come from, and the purpose for saving and using them.
- 9.5. The School confirms that all technical and organisational measures are taken to protect the rights within the meaning of the General Data Protection Regulation (information, correction, deletion and disagreement) and to fulfil the obligations under the General Data Protection Regulation.
- 9.6. The parent(s)/guardian(s) and the student have the right to access the personal information pertaining to them held by the School, the right to ask the School to correct any inaccurate personal information pertaining to them, to delete personal information, or otherwise restrict its processing, or to object to processing or to receive an electronic copy of the personal information the parent(s)/guardian(s) or the student provided to the School.
- 9.7. All personal data can be deleted or restricted apart from those data that the School is legally required to maintain. Personal data will be stored at the School as long as necessary or required by law for the purpose of the respective data application. After this period, personal data will be deleted automatically. Personal data can also be deleted if the parent(s)/guardian(s) and the student expressly request it and if such request is not precluded by statutory provisions.
- 9.8. The intellectual property and its copyright of any artistic creation during the validity of the School contract of the student belong to the School. The School reserves the right to use musical compositions and audio/video recordings in conjunction with, but not limited to, the purpose of advertising. The School also retains the right to license and distribute the aforesaid musical compositions in conjunction with advertising throughout the world on any medium or forum, whether now known or hereinafter created.

- 9.9. The School has reporting channels established in accordance with the Whistleblower Protection Act. Details see ["Whistleblowing Policy"](#)

## **10. MISCELLANEOUS**

- 10.1. The exclusive place of jurisdiction for all disputes arising from or relating to this contractual relationship between the School and the parent(s)/guardian(s) and/or the fee payer and/or the student him/herself shall be the competent court at the School's domicile (1180 Vienna, Austria). Austrian Law shall govern this contractual relationship without giving effect to any conflicts of law provision or rule that would cause the application of the laws of any other jurisdiction.
- 10.2. There are no oral side agreements or amendments to the School contract and/or these terms and conditions. Amendments or additions to this contractual relationship must be made in writing. Email also meets the requirement for written form.
- 10.3. Any type of scholarship/award agreement to this contractual relationship has legal validity only as an official amendment(s) and only in written form. Documents must be received by the other party to the contract in adequate time. Scholarships/awards are agreed annually and subject to review.
- 10.4. In emergencies, the School is authorised to transfer the student to professional medical services. In the event of serious illness and/or hospitalisation, the School is obligated to promptly notify the parent(s)/guardian(s) without delay.
- 10.5. School lunch is a mandatory element of the package. Parent(s)/guardian(s) of students with special dietary needs must inform the School Nurse of the latter upon admission. Only in cases where it is not feasible for the kitchen to cater for the dietary needs will School lunch fees be waived. Evidence of dietary requirements must be provided to the School by a practising dietary physician.
- 10.6. Should any provision contained in this contractual relationship prove or subsequently become either partially or totally invalid, this shall not affect the validity of the remaining provisions. New provisions corresponding as closely as possible in legal and financial terms to the wishes of the parties as expressed in the General Terms and Conditions as well as in any other contracts and/or written agreements shall be provided to replace any invalid provisions or remedy any omissions.

- 10.7. Deliveries of the School to the student and/or the parent(s)/guardian(s) shall be made with legal effect to the address last made known to the School until the School is notified of a new address in writing. The parent(s)/guardian(s) hereby mutually authorise each other to receive all deliveries, declarations, and communications of the School as well as to execute any kind of declarations towards the School in connection with this contractual relationship.
- 10.8. Parents/guardians are obliged to inform the School of any change of contact details by which they receive School information and invoices. The School takes no responsibility if filters or firewalls prevent information/invoices from reaching parents/guardians. Parents/guardians are responsible for notifying the School with updated contact details and information relevant to the status of the student (i.e. custody, Meldezettel address, etc.).
- 10.9. Students are admitted on the basis of his/her status as a day or boarding student, as indicated in the School contract. Students may not transition between day and full or weekly boarding status without the express permission of the Head of School and an amendment to the contract. The School is under no obligation to offer a place as a day student to students admitted to the School as boarding students.
- 10.10. The student must provide his/her own School supplies and personal items as required for participation in the School programme and specified in the equipment and uniform lists published in the relevant handbooks.
- 10.11. The School reserves the right to change the General Terms and Conditions if deemed necessary. Changes will be notified to the parent(s)/guardian(s) with the School Fees schedule for the following year during the re-enrolment process. By the payment of School Fees the parent(s)/guardian(s) declare their consent to the changes.
- 10.12. AMADEUS (the School) in this contractual relationship stands for its operating company

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or the latter's legal successor.