Caecilienstraße 23

58452 Witten, Germany

November 26, 2019

Mr. Kasso, Employee in Contract Department

Barbarossa Lernstudio

Bertoldstraße 20

79098 Freiburg im Breisgau, Germany

Dear Mr. Kasso:

Barbarossa Lernstudio boasts hundreds of language learning schools across Germany and supports many foreigners learn German. As a language learning school, one would assume sensitivity on the part of Barbarossa Lernstudio employees for the needs of customers, namely the translation they require in order to consent to a contract not written in their language.

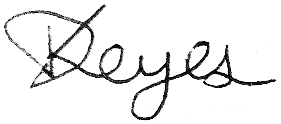
On October 28, 2019 at 16:00 at the Lernstudio Barbarossa in Witten (Marktstraße 7, 58452 Witten, Germany) I had a meeting with a staff member to discuss the German language learning courses offered by your company. I understood this meeting was an informational consultation to learn more about the different course options. However, the staff member spoke only in German despite the fact that I do not know any German and understood very little of our meeting. At the end of our meeting, I was asked to confirm my contact information and sign a document.

The document was signed with my understanding it was a simple ‘sign-in’ form to confirm the office had my correct contact information in case of future communication. No part of the document was translated into English, nor was I shown the back side of the document which outlined the contract (also in German). It was later upon showing this document to my German partner that it became apparent I had unwittingly signed a contract.

I am grateful to have seen your course offers, however this contract is not possible for me to fulfill as it exceeds my financial capacities as an unemployed student. Thus, this letter is to request the termination of this contract.

Please let me know the next steps in terminating this contract.

Sincerely,



Diane Keyes

Customer

Encl. copy of contract