

General Terms and Conditions are applicable to the benefits offered by the Alliance française de Lille, located at 2 Rue Bernos 59800 Lille. Registering to one of the courses of the Alliance française de Lille implies a total acceptance of the general terms and conditions.

### 1. CONDITIONS OF ADMISSION

To be admitted to the Alliance française de Lille, the student must be over 18 years old or over 16 years old if he/she has the authorization of his/her parents.

The Alliance française de Lille is not responsible for the possible difficulties in obtaining a long-stay visa or a residence permit under the presentation of a pre-registration/ registration certificate from the Alliance française de Lille to the authorities.

### 2. REGISTRATION TERMS

Regardless the registration mode chosen, all non-beginner students must take a placement test online or at the facilities of the Alliance française de Lille, located at 2 Rue Bernos 59800 Lille, before registering and maximum two weeks before the beginning of the course, in order to guarantee a spot in the corresponding level.

**The student can register by following the steps below:**

1. Filling out the online registration form on our website [www.afille.org](http://www.afille.org) or directly at the facilities of the Alliance française de Lille, located at 2 Rue Bernos 59800 Lille. Students should register for one session (between 5 and 8 weeks depending on the type of course chosen, daytime or evening lessons, as well as the chosen period). The summer sessions lasts 4 weeks.

2. Reading carefully the General Terms and Conditions, accepting them, dating them and signing them.

3. Paying the registration fee + 50% of the total amount of the courses at the facilities of the Alliance, in cash, by check, card or bank transfer if the registration is done online. Any banking commissions or exchange rates must be paid off by the client.

4. The student will receive by email a call for their first class approximately one week before the start of the course.

5. The student must present himself at the reception desk of the Alliance française de Lille on the first day of the course with his ID, a passport-type photo, the course material (notebook, pens, etc.), and pay the remaining 50%.

### 3. FIRST REGISTRATION FEE

The first registration fee is a fixed rate that allows the student to be enrolled in the French Alliance of Lille and attend to the classes for which he has paid the corresponding fees. This is valid for all levels and payable only once. It includes the pedagogical material for the first level taken by the student. Then, if the student progresses and gains access to a higher level, he or she must purchase the new book, but must not pay a first registration fee again. This right is not refundable. It is set at €50 (€30 for unemployed people and students when submitting a written proof of their status) and paid on the registration day.

### 4. FINANCIAL CONDITIONS

Participation in the courses offered by the Alliance française de Lille requires a payment in euros of the following rates:

- **Schooling:** the schooling fees can be consulted in the promotional material of the Alliance française de Lille (brochures, flyers, website). An initial payment of 50% of the entire course must be paid on the registration day. The remaining 50% must be paid on the first day of classes.

- **Loyalty discount:** a 5% discount for a second registration, a 7% discount for a third registration, a 10% discount for a fourth registration and a 15% discount from the fifth registration, will be applied only when buying and paying 50% of a full session maximum the last day of the previous session.

- **Payment:** the first registration fee and the rest of the course fees must be paid in cash, check issued in euros and belonging to a French bank, credit or debit card (Visa, Eurocard, Master Card) or online (transfer banking).

For those who wish to register for less than one session, the course fees + the first registration fee must be completely paid when registering

**Watch out!** To follow the requirements of the Prefecture of Lille for the issuance of a residence permit, students holding a long-stay visa for studies in France, must pay the school fees for at least the first twelve weeks when registering.

### 5. ABSENCES:

At the beginning of the course, the student agrees to come to all classes of the session in order to invest in his own learning and ensure its continuity, for him / her and the group in which he / she is in. On the first day of classes, the student must inform the administration of the Alliance française de Lille the dates he/she plans to be absent (trips, professional or administrative obligations, ...). **The price will be adjusted according to these indications given the first day of classes.**

#### Absences to group lessons:

Any absence during the session, regardless of the reason, can neither be refunded nor rescheduled, except for a major reason, such as illness or accident that prevents you from moving, death of a relative, unplanned work trips, definite departure ... under the presentation of a written proof.

#### Absences to private classes:

Only private classes cancelled at least 48 hours in advance and informed to the secretariat ([info@afille.org](mailto:info@afille.org)), can be postponed in agreement with the teacher, with a limit of 3 postponements during the whole course.

In case of teacher absence, the student will be offered to postpone the class. If there is no possibility to postpone it, the corresponding refund will be made.

#### Sending of pedagogical documents in case of absence

In case of absence during the session, the student should prevent the teacher as soon as possible so that he can adapt his class and also send the pedagogical material used during the lesson, allowing him to easily integrate into the next class.

In case of absence of the teacher, students will be proposed to postpone the class for another day. If no schedule can be found, a refund will be made.

### 6. HOLIDAYS:

The legal holiday periods are not billed and do not provide rebates, reimbursements, or extensions.

### 7. CANCELLATION:

The student has a withdrawal right of 7 days according to the law without needing to justify the reason. This withdrawal notice is extended from the date of registration by email or by signing the proof of reservation of the course. Registration implies full acceptance of the general terms and conditions by the student (available on the website of the French Alliance of Lille or by written request). When the 7-day notice expires on a Saturday, Sunday or holiday, it will be extended to the next business day. The student wishing to make use of his / her right of withdrawal must notify it by means of an email to the following address [direction@afille.org](mailto:direction@afille.org) or by postal mail to the Alliance Française de Lille, 2 Bernos street 59000 Lille.

#### Cancellation at least 7 days before the beginning of the course:

In case of cancelling the registration at least one week before the beginning of the course, the tuition fee will be totally reimbursed. However, the first registration fee (45€ or 30€, depending on the case) will be retained for administrative procedures and completion of the placement test.

### **Cancellation less than 7 days before the beginning of the course:**

Any cancellation must be notified by registered letter with acknowledgment of receipt. Cancellation will be effective as of the receipt of this letter. In this case, the right of the first registration will not be refundable. The amount of the classes that have been paid but not taken, will be reimbursed only in case of force majeure (see article 5). The Alliance française de Lille will deduct, if applicable, the bank charges of the sum to be reimbursed.

### **Cancellation due to a rejected visa:**

In case of cancellation of the course due to the rejection of the visa (less or more than 7 days before the beginning of the course, the registration fee (45€ or 30€, depending on the case) will be retained by the Alliance Française de Lille.

### **Cancellation by the Alliance française de Lille:**

The Alliance française de Lille may cancel a course maximum 48 hours before the start in case of insufficient registrations in the corresponding group. The AF de Lille can also offer equivalent training in mini-group for the same rate by adjusting the duration of the course. Thus, each lesson will be shortened by: 15 minutes for a group of 4 students and 30 minutes for a group of 3 students. In the event of further registrations in the group during the session, the originally planned duration will be restored. The student will be entitled to accept or reject this proposal. If they refuse, all of their payments will be refunded except for the first registration fee.

### **8. COURSE INTERRUPTION:**

Any training session already started, exceeding in addition the 7 days of retraction, is due in full and cannot give right to any refund, except in cases of force majeure (article 5). In this case, a postponement of the course or a reimbursement can be considered if there is a written proof and will only be addressed to the concerned person.

### **9. POSTPONEMENT:**

#### **Before the beginning of the course:**

The student has the right to postpone his classes for a maximum of 6 months. A single postponement is authorized. A written request must be sent to the Alliance française de Lille at least 15 days prior to the start date of the course.

#### **After the beginning of the course:**

Once the course started, and in case the student has missed one or more classes, no postponement or refund can be accepted for any reason. However, in case of serious illness and / or disability duly justified with a medical certificate preventing him from continuing the classes for a period of more than 4 consecutive weeks, the student may request a refund of the classes he will not attend to (except for the registration fee, which it is assigned to the Alliance Française de Lille).

The student may also request a postponement of these classes within a period of 6 months (starting after the interruption of the course).

### **10. DELAYS – PROGRAM CHANGE – MODIFICATIONS – SANITARY CONDITIONS**

No change of pace and schedule can be accepted once the class program has begun. However, if a change of pace is to occur, the credit would not be reimbursed unless this change was decided by the Alliance française de Lille.

The French Alliance of Lille reserves the right to:

- cancel a course where there would be insufficient participants (less than 5 people). If another course of equivalent level cannot be offered, the full tuition fee will be reimbursed to the student.
- I acknowledge having read the General Terms and Conditions of the Alliance française de Lille and accept them without reservation.
- I do NOT accept that my image is used by the French Alliance of Lille.

If this cancellation were to affect all of the courses chosen by the student, the registration fee would also be refunded.

- change the schedules and calendar of the courses, subject to informing the student and/or the client beforehand.
- schedule online courses instead of courses at our premises on the same time schedule, if the health situation requires it. In this case, the learner will be required to continue the courses until the end of the session as they have committed to it. In the event that they refuse to take the online courses, no refund can be made.

### **11. INSURANCE**

A health insurance covering illnesses and accidents plus a civil liability insurance are obligatory and completely on the student's behalf.

### **12. PROOF OF ATTENDANCE**

The student must attend classes and invest himself in his learning process if he wants to see his level progress. By doing this, he would also avoid interrupting the progression of the group. Any proof of attendance will be issued upon request.

### **13. EXPULSION**

In case of breach of the internal regulations of the Alliance française de Lille, available at the reception, we reserve the right to interrupt the training of the student, without the reimbursement of the classes.

### **14. PEDAGOGICAL CONDITIONS**

#### **The books and exercise books**

Books for the student's first level are included in the registration fees. The books will not be retaken or changed, except for a change of class, decided by the teacher, which implies the purchase of a new book. If at the end of a session, the administration suggests the student to move to a higher level, due to his progression, the student must purchase the book for the new level.

#### **Groups**

The Alliance française de Lille offers group classes, formed between 5 to 12 people. We reserve the right to cancel a group or to postpone the beginning of a session if there are not 5 people registered. In case there are new registrations during the session, the Alliance française de Lille will divide a group composed of 13 people.

#### **Absence of the other members of the group:**

If a single student presents himself to the class, even if the other participants have notified his absence or not, the teacher will dispense 50% of the time initially planned (1h15 for a group of 2h30, for example). The student will enjoy a private class at a very favorable rate and the teacher, meanwhile, will then adapt to the specific needs of the student at that time.

### **15. IMAGE**

The Alliance française de Lille can take pictures of students during classes, cultural visits or events organized by the Alliance Française de Lille and use them to illustrate its website, brochures and social networks. If the student refuses to have their image used, they must notify it at the bottom of this document.

### **16. CLAIMS**

All claims must be made in writing no later than two weeks after the end of the classes. In case of litigation, the Lille court will be designated as the only competent authority.

Done in Lille, on \_\_\_\_/\_\_\_\_/\_\_\_\_

Name and last name: \_\_\_\_\_ Signature: \_\_\_\_\_