



## General Terms and Conditions

### I. ADMISSION REQUIREMENTS

*Minimum age:* To be admitted to the Alliance Française de Lille, the student must be at least 18 years old or 16 years old if he/she has parental authorization.

*Visa:* The Alliance Française de Lille cannot be held responsible for any difficulties in obtaining a long-stay visa or residence permit upon presentation of a certificate of pre-registration or registration in one of its courses.

### II. REGISTRATION FORMALITIES

Regardless of the registration mode chosen, non-beginner students must take a placement test online or at the Alliance Française de Lille, located at 2 rue Bernos 59800 Lille, before registering and at least 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.aflille.org](http://www.aflille.org) or at the Alliance Française de Lille office.
2. Reading and accepting the General Terms and Conditions of Sale.
3. The student will receive by email a call for their first class approximately one week before the start of the course.
4. The student must present himself/herself at the reception desk of the Alliance Française de Lille on the first day of the course with their ID and the material to follow the course (notebook and pens).

### III. FINANCIAL CONDITIONS

Participation in the courses offered by the Alliance Française de Lille requires payment in euros of the fees presented in the Alliance Française de Lille promotional material (brochures, leaflets, website).

*Sessions (day and evening):*

- Initial registration fee of 60 euros (40€ for job seekers and students upon presentation of proof of status) and it must be paid on the day of registration. This fee is non-refundable. It includes the administrative fee, the level test and the teaching material used in the first group course. If the student progresses to a higher level, he/she will have to pay for the book of the higher level but will not have to pay the registration fee again.
- Training fees: a deposit of 50% of the total amount due is required on the day of registration. The balance is due no later than 30 days after the registration date. A loyalty discount of 5% for a second registration, 7% for a third registration, 10% for a fourth registration, 12% for a fifth registration and a 15% discount from the sixth registration will be applied only when buying and paying 50% of a full session maximum the last day of the previous session. For those who wish to register for less than one session, the tuition + registration fee must be paid in full at the time of registration.

**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 12 weeks when registering.

*Individual and semi-private courses:*  
Payment in full for the individual or semi-private courses selected (per unit or per package) before the first course.

### IV. TERMS OF PAYMENT

The first registration fee and the training fees are payable in cash, by bank check payable in euros and in a French bank, by credit card (Visa, Eurocard Master Card) or online (bank transfer) or payment link.

### V. ABSENCES

*Absences from group classes*

At the beginning of the session, the student agrees to attend all the classes of the session in order to invest in his own learning and to ensure its continuity, for him/her and the group in which he/she is in. On the first day of the session, he/she can inform the administration of the Alliance Française de Lille of the classes he/she plans to be absent from (travel, professional or administrative obligations, ...). The price of the session will be adjusted according to these indications at the first class of the session.

Any absence, regardless of the reason, during the session can neither be refunded nor rescheduled except for a major reason such as illness or serious accident leading to immobility, family death, permanent departure. under the presentation of a written proof.

In case of absence during the session, the student should inform the secretariat as soon as possible by e-mail ([info@aflille.org](mailto:info@aflille.org)) and notify their teacher. The teacher will then be able to adapt the course and send the student the necessary material to enable him/her to join the next course without too much difficulty.

*Absences from private lessons*

Only private lessons cancelled at least 48 hours in advance by email to both the secretary ([info@aflille.org](mailto:info@aflille.org)) and the teacher can be postponed in agreement with the teacher, within the limit of 3 postponements during the whole course. A course cancelled less than 48 hours in advance is due.

### VI. CANCELLATION

The student has a withdrawal right of 7 days according to the law without having to justify the reason. This cancellation period starts on the date of registration (first payment or by signing the course reservation form). Registration implies full acceptance of the General Terms and Conditions of Sale by the student (available on the website of the Alliance Française de Lille or by simple written request).

When the 7-day notice expires on a Saturday, Sunday or a holiday, it will be extended to the next working 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@aflille.org](mailto:direction@aflille.org) or by postal mail to the Alliance Française de Lille, 2 rue Bernos 59000 Lille.

**For group courses:**

- Cancellation before 7 days

In case of cancellation before 7 days, the tuition fee will be totally refunded. However, the first registration fee (60 €) will be retained by the Alliance Française de Lille for administrative procedures and will not be refunded.

- Cancellation after 7 days

Any cancellations must be notified by email. The cancellation

will be effective as of receipt of this message. 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. The Alliance Française de Lille will deduct, if necessary, the bank charges from the amount to be refunded.

- *Cancellation due to visa refusal:*  
In case of cancellation due to visa refusal before or after 7 days, the first registration fee corresponding to the administrative costs will be retained by the Alliance Française de Lille and cannot be refunded under any circumstances.

- *Cancellation by the Alliance Française de Lille:*  
The Alliance Française de Lille may cancel a course at least 48 hours before the beginning of the course in case of insufficient registrations.

The Alliance française de Lille may offer an equivalent course in a mini-group for the same price by adjusting the duration of the course. Thus, each session will be shortened by 15 minutes for a group of 4 students and 30 minutes for a group of 3 students. In case of new enrolments in the group during the session, the original duration will be restored. The student will have the right to accept or refuse this proposal. In case of refusal, the totality of the payments will be refunded.

## **VI. REPORT**

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

The student has the right to postpone his/her registration for the course until December 31st of the current year or within a maximum period of 6 months. Only one postponement is allowed, if the Alliance Française de Lille received a written request at least 15 working days before the initially scheduled start date of the course.

### **- After the start of the course:**

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

The student may also request a postponement of these courses until December 31 of the current year or within a maximum period of 6 months after the date of interruption of the course.

## **VII. INSURANCE**

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

## **VIII. PROOF OF ATTENDANCE**

The student must attend classes regularly and invest in his/her learning if he/she wants to see his/her language level progress and not to disturb the progress of the group. A certificate of attendance will be issued upon request.

## **IX. EXCLUSION**

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.

## **X. 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, a brochure, its pages on social networks... If the student refuses to have his/her picture used, he/she must notify it at the bottom of this document.

## **XI. SPECIFIC CONDITIONS FOR GROUP COURSES**

### **Pedagogy**

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 courses, formed between 5 to 12 people. We reserve the right to cancel a group or to shorten the duration of a session if the minimum number of 5 students is not reached at the beginning of the session. In case of new registrations during the session, the Alliance française de Lille will divide a group composed of 13 people. 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.

### **Delay - program changes - modifications - health conditions**

No change of pace or schedule can be accepted once the initially chosen course program has started. If a change of pace should occur, the credit will not be reimbursed unless this change has been decided by the Alliance Française de Lille. The Alliance Française de Lille reserves the right to:

- cancel a course if there are not enough students (less than 5).

If another course of equivalent level cannot be offered, the full tuition fee will be refunded to the student. If the cancellation affects all the courses chosen, the registration fee will also be refunded.

- to modify, if necessary, the schedules and the calendar of the courses, subject to informing the learner and/or the customer beforehand.

- to schedule online courses instead of face-to-face courses on the same days and at the same times, should the health situation require it. In this case, the learner will be required to continue the course until the end of the session as he/she has committed to do. If he/she refuses to take the online course, no refunds will be made.

## **XII. CLAIMS**

All claims must be made in writing no later than 2 weeks after the end of the classes. In case of litigation, the court of Lille will be designated as the only competent authority.