

## GENERAL TERMS AND CONDITIONS OF SALE TO INDIVIDUALS

### 1/ ADMISSION CONDITIONS

To be admitted to the Alliance Française Rouen-Normandie, students must be 18 years of age and comply with French legislation to be in the country. A photocopy of your passport and visa will be requested upon arrival.

Underage students may be admitted with parental authorisation as well as proof of insurance taken out by the parents for the duration of the stay. They will have to stay with a host family. The Alliance Française de Rouen-Normandie accepts no responsibility for minors during their stay.

The Alliance Française cannot be held responsible for denial of visas.

### 2/ REGISTRATION

#### 2.1 - FUTURE STUDENTS CAN REGISTER:

**Online:** From our website [www.afrouen.org/en](http://www.afrouen.org/en)

- ✓ Read the General Terms and Conditions of Sale
- ✓ Payment: If the tuition fees are more than 350€, a deposit will be requested. Balance is payable upon arrival. (+ if applicable, 200€ airport transfers)

If the tuition fees are less than 350€, then you will have to pay all the fees.

Bank fees resulting from transfers are the responsibility of the student. Cheques from overseas banks (foreign currencies) are not accepted.

#### **By mail:**

Read and sign the Terms and Conditions of Sale and fill and sign the registration form.

• Pay 350€ deposit. Balance to be paid upon arrival.

+ if applicable, 200€ airport transfers.

Send all: by email – [contact@afrouen.org](mailto:contact@afrouen.org).

### **In person:**

Read and sign the Terms and Conditions of Sale and fill and sign the registration form.

- Pay 350€ deposit. Balance to be paid upon arrival.

+ if applicable, 200€ airport transfers.

NB: After receiving your registration form and payment, the AF if applicable will send you a pre-registration certificate which enables you to apply for a student visa at the French Embassy or residence permit at the prefecture. The AF cannot be held responsible for any difficulties in obtaining a visa or residence permit. Attention: Only student visas may be extended within France.

### **2.2- REGISTRATION RIGHTS**

Administration fees of 35€ per year are compulsory. They are valid for one year, for one person and cannot be transferred to someone else. They must be paid when ordering, at the same time as the courses and the pre-registration and are non-refundable.

Documentation fees of 40€ are compulsory. They include a textbook, a workbook and an access to our online platform. They must be paid when ordering, at the same time as the courses and the pre-registration and are non-refundable. The student will have to pay documentation fees every time he/she reached a new CECRL level.

People who have undertaken a course in another AF in France during the same calendar year are exempted from registration fees (documented proof to be provided).

### **2.3- COURSE CALENDAR**

The AF operates in sessions. Registration is possible for a minimum of one week. The dates of the sessions for beginners are detailed in the course calendar and must be adhered to. Public holidays are caught up as workshops. An extension of the course may also be offered.

### **2.4- REGISTRATION CONFIRMATION**

Students must arrive at the Alliance Française de Rouen to complete the registration formalities on Monday morning, a few hours before the start of the course. They must have the following documents with them:

- An identity document: identity card or *resident card* or passport with visa for the duration of the studies
- 2 passport photos
- Receipt for payment and pre-registration certificate.

Students who are not beginners must sit an assessment test (online or at the Alliance Française) so that they can be placed in the class which corresponds to their level.

### **2.5- SPECIAL PRICES**

To take advantage of degressive rates, courses must be continuous, and the total amount must be paid in a single payment at the beginning of the training.

The 15% discount granted to Rouen students is only available on the general courses and night classes, upon presentation of their student card.

## **2.6- CLASS NUMBERS**

Group classes have a maximum of 16 students.

Registration will be confirmed depending on the number of available places. However, in the event of insufficient number of students, a course may be cancelled. If no other course can be offered, tuition fees will be refunded.

## **2.7 – EXAMS**

Payment for exams is made at the time of registration. The cost of preparatory lessons for DELF/DALF does not include exam registration.

## **3/ ACCOMMODATION**

Upon request, the Alliance Française de Rouen-Normandie will help students find accommodation in Rouen, according to availability. It is possible that the Alliance Française de Rouen cannot find accommodation for the student or cannot find housing which meets the student's wishes, particularly where the request is submitted to the Alliance Française less than a month in advance. Fees for accommodation assistance must be paid prior to the search (55 €). They are non-refundable. Cancellation conditions and security deposits for other accommodation providers (student/hotel residences) fall outside the control of the Alliance Française and are exclusively set by the providers themselves.

It will be mandatory for any student wishing to obtain accommodation through the Alliance Française de Rouen to present a certificate of civil liability insurance before arriving in France.

Students must contact directly their host family to provide their arrival dates and times at least 8 days in advance. The "Host Family Accommodation Charter" must be returned signed before arriving in Rouen and send to **hebergement@afrouen.org**.

## **4/ INSURANCE**

The student must take out an individual insurance policy covering all the risks of his or her trip and stay (in French or English). This insurance is compulsory and at the student's expense whatever the length of their stay.

A person who has not subscribed to an individual insurance will assume all the costs related to the damages he or she may cause.

## **5/ MODIFICATIONS**

The administration reserves the right to change course rates, dates or format without prior notice.

## **6/ POSTPONEMENT / REIMBURSEMENT / CANCELLATION OF COURSES**

## **6.1 - Before course starts**

6.1.1- The client is entitled to defer registration for a maximum of 12 months. Only one postponement is allowed, subject to receipt by the Alliance Française de Rouen of a written request at least 15 working days before the start date of the course initially scheduled. In case of cancellation 2 weeks before the start of the course, the sum of 150€ will be deducted from the refund except in case of force majeure.

6.1.2- In the event of not obtaining a visa, the student may be refunded (€150 will be retained by the Alliance Française for administrative costs) on the condition that proof of not obtaining the visa is provided.

## **6.2- After course starts**

Any course session started is payable for the duration foreseen by the student at the time of registration.

In the event of repeated, unjustified absences or early departure not authorised by the Management, no course postponement or reimbursement will be made.

No reduction of the length of stay is possible, except in cases of *force majeure* (subject to the discretion of the Management). Depending on the case, the sum of 200 € may be deducted from the refund. In addition, the fees will be adjusted according to the actual duration of the courses taken.

If the student has obtained an entry visa to enter France or a residence card with the certificate of the Alliance Française Rouen-Normandie, they must take the course for the duration and the format indicated on the certificate. Failing this, the Alliance Française Rouen-Normandie will be obliged to notify the relevant authorities.

## **6.3- Specific situation for *à la carte* courses**

Course postponements may be authorised provided that the request for postponement is made no later than 24 hours (excluding weekends) before the scheduled time of the course. Otherwise, it will be neither refunded nor postponed.

## **6.4- Cancellation and postponement of registration for tests and exams**

Examination fees are not refundable, whatever the reason for absence, withdrawal or impossibility to take the test (except in cases of duly justified force majeure). A postponement of the examination may be proposed on presentation of medical or professional proof of absence.

## **7/ DISCIPLINE**

In the event of misconduct or abnormal behaviour by the student, the Alliance Française de Rouen reserves the right to expel the offending student without prior notice and without reimbursement. The same shall apply in the event of a student's failure to comply with the school's internal rules or with the lodger's rules and regulations.

The student will obtain a certificate of completion only if he or she has attended the course and has completed a minimum of 85% of the hours scheduled for his or her training.

## **8/ IMAGE USAGE**

The Alliance Française may take photographs of students to illustrate a brochure, advertisement or on its website, unless the student advises otherwise. This notice must be given to us in writing, no later than the time of registration.

## **9/ RIGHT OF ACCESS TO ELECTRONIC RECORDS**

Information collected from the student during registration is not transmitted to any person or institution except those that are expressly authorised. All students can ask the school to see information concerning them and have it corrected, if necessary, in accordance with the provisions of Law N° 78-17 of 6 January, 1978, on information technology.

## **10/ COMPLAINTS**

The Alliance Française de Rouen undertakes to carefully examine any complaint submitted by mail (80 boulevard de l' Yser - 76000 Rouen). A claim form is also available at reception.

All disputes are subject to the exclusive jurisdiction of the courts of Rouen and French law.

*GTC updated 4<sup>th</sup> of March 2020*