

## TERMS AND CONDITIONS

### 1. CONDITIONS OF ADMISSION

- 1.1 Students must be at least 18 years old.
- 1.2 No former education or diploma is required. Non beginners have to take a written positioning test. Oral skills are evaluated during the first class, or during a phone/Skype interview with the pedagogical staff.
- 1.3 All inscription involved the acceptance of our terms and conditions of the training contract.

### 2. RESIDENCE PERMIT / VISA

- 2.1 Students who wish to enroll at the AF from their own country must consider the local legislation, which may vary according to whether the country belongs to the European Union or not. For [more information](#).
- 2.2 After reception of the registration form and payment, the AF provides an enrolment certificate for visa or residence permit process. The AF cannot be held responsible for any difficulty in obtaining a visa or a residence permit.  
ATTENTION: Only the student visa can be extended in France.

### 3. INSURANCE

Students must take out an individual insurance covering all the risks of his trip and his stay (the blue card covers certain guarantees). The AF does not take care of the insurance procedures. Our partner Assurance [Descudet offers contracts](#).

### 4. COURSE CALENDAR

- 4.1 The AF operates in sessions of 4 weeks, the rates are fixed.
- 4.2 For the intensive general courses, the minimum length of stay is one week minimum and 48 weeks maximum, according to the result of the positioning test.
- 4.3 For the extensive general courses, registration in the middle of a session are possible (subject to our availabilities). The registration has to be until the end of the session.
- 4.4 The intensive general courses will run on the morning from 9 am to 1 pm (except in exceptional cases 1.30pm – 5.30pm and /or delocalized courses).
- 4.5 Courses can be provided in face to face at the AF Bordeaux and/or online, in dual mode.
- 4.6 **Complete beginners sessions** are specified in the course calendar and must be respected.
- 4.7 **Public holidays** are neither rescheduled nor refunded, except for evening courses.

### 4 REGISTRATION AND PAYMENT TERMS

#### 5.1 For individual registrations

- 5.1.1 For any course and any length of stay, **enrollment fee and Membership fee are €60**. They are valid for one year, for one person and are non-refundable.
- 5.1.2 They cannot be transferred to another person, or to another school.
- 5.1.3 Students who were enrolled in another AF in France during the same calendar year do not need to pay enrolment fees (on presentation of documentary evidence).
- 5.1.4 Fees have to be paid **2 weeks before** the starting date at the latest.
- 5.1.5 Class numbers: there are 10 to 16 students per group; registration is subject to availability. Inversely, the AF can cancel a course if there is not enough registered students. If another course cannot be offered, the course fee will be refunded.
- 5.1.6 For any registration (online or at the reception desk) less than or equal to 8 weeks, the full amount must be paid in advance.  
**For enrolments between 9 and 16 weeks, the student must pay the registration fee and 8 weeks of classes in advance and the full balance upon arrival.**  
**For enrollment between 17 and 24 weeks, the student must pay the registration fee and 12 weeks of classes in advance and the full balance upon arrival.**  
**For enrolments between 25 and 48 weeks, the student must pay the registration fee and 16 weeks of classes in advance and the full balance upon arrival.**
- 5.1.7 Discount on course fee for au pair and Erasmus students in Bordeaux can only be obtained for a complete 4 week course.
- 5.1.8 The organisation reserves the right to make changes to prices, dates and courses without prior notice.
- 5.1.9 Bank charges are at the expense of the students (applicable for students outside of the Euro zone).
- 5.1.10 Teaching equipment's are not included in the fees and cannot be bought at the AF.
- 5.1.11 Private lessons are subject to specific terms available on demand.
- 5.1.12 Exam fees are to be paid upon registration.
- 5.1.13 **The price for DELF-DALF preparation classes does not include the exam fees.**

#### 5.2 For third-party payers registrations (companies, organizations, Alliance Française or other legal entities)

Registrations can be made at the AF or by email, fax or postal mail. For a registration to be valid, third-party payers have to carry out the following formalities:

- 5.2.1 Read the Terms and Conditions and send back the registration form with date and signature. Upon signing the later, the third-party payer accepts the responsibility of the payment of all tuition and accommodation fees.
- 5.2.2 Send back the positioning test.
- 5.2.3 The AF will provide an estimate. Before signing the later, the third-party payer can ask **once and only once for the stay options to be modified**.

- 5.2.4 Once the estimate is accepted and signed, the AF sends the enrolment certificate and accommodation details if applicable. The stay options are then definitive. **Any further modification will be charged 30€.**
- 5.2.5 Deferral, cancellation and refund terms are the same as for individual students, but the money will be refunded to the third-party payer, not to the student.

## 6 ATTENDANCE PUNCTUALITY DISCIPLINES

The student is required to attend the course assiduously. A training report is issued at the end of the course. Students are required to respect course schedules. Students must respect the [Internal Rules](#). In the event of student misconduct or abnormal behavior, in a class and in a host family in the event of accommodation, the AFBA reserves the right to discontinue training without notice or reimbursement.

## 7 COURSE EXTENSION

Students who want to extend the duration of their course have to pay at least **2 weeks before** the new period starts. The acceptance of the new booking is subject to availability.

## 8 DEFERRAL, CANCELLATION REFUND POLICY RECLAIM

- **For any deferral or refund request, a written demand has to be addressed to the Director with documentary evidence at least 2 weeks before (except for evening classes, which remain due for the entire session except in cases of force majeure, see 8.1.1)**
- Any deferral or refund has to be processed within the 12 months following the course initial starting date.
- No rescheduling is accepted without complete payment of the course fees.
- For any cancellation, the registration fees of 60€ will be held.  
The setting up of online courses for sanitary reasons does not give the right to reimbursement (except in exceptional cases subject to validation by the Direction).

### 8.1 Before the beginning of the course

- 8.1.1 To cancel or modify a booking, a written request addressed to the Director is to be sent two weeks before the starting date of the course at the latest. Any cancellation will incur a €100 fee deducted from the refund amount except in case of force majeure (illness, death of a close relative, professional impediment) and on presentation of proof. The accommodation fee, €50, will also be retained.
- 8.1.2 In case of late cancellation (3 working days before the beginning of the course) **€250 will be charged as cancellation fees.**
- 8.1.3 Registrations made by post or online leads to a right of cancellation of 14 days from the date of the order, unless the classes have already started.
- 8.1.4 If a visa cannot be obtained, a fee of €60 will be retained to cover administrative costs.

### 8.2 After the beginning of the course

- 8.2.1 **Any ongoing ses is due for the period booked by the student at the time of the registration.**
- 8.2.2 In the case of repeated absence or early departure without authorisation from the Alliance Française of Bordeaux, **no rescheduling or refund will be applicable.**
- 8.2.3 **The modification of the length of the stay is not accepted** except in case of force majeure (subject to the appreciation of the Director). Depending on the case, the ongoing session remains due and the amount of €200 for cancellation fees may be retained from the refund amount. Moreover, the pricing would be adjusted according to the actual duration of the course.
- 8.2.4 If students obtained their entry visa or resident permit using the AF certificate, they must follow the course for the time period and according to the option mentioned on the later. **In case of non-attendance the prefecture will be informed.**

### 8.3 Reclaim

If you have any complaint, please fill in the [complaint form](#) available at reception or downloadable from our website in the "Frequently asked questions", in the section "Your lessons".

## 9 ACCOMMODATION

**You have to book your accommodation at least 2 weeks in advance.** If you request host family or hotel accommodation, the amount of €50 will be payable for administration costs. The booking will be done only after payment subject to availability. Contact with the host family must be made at least 8 days before arrival in order to give them your arrival dates and times. A signed copy of the "Host family accommodation conditions", downloadable from our website, must be returned to the Alliance Française.

## 10 CONFIDENTIALITY

These are confidential personal information protected by French Law N-78-17 (CNIL) modified and in respect with RGPD. The personal data of the students is confidential and will not be disclosed to third parties. They may be deleted at any time on request.

## 11 SANITARY CRISIS

In order to preserve the health of all, the AF has established a [health protocol](#) that everyone is obliged to respect and that may change depending on the situation.

**All course applications imply that the above terms and conditions have been accepted.**