

## [GENERAL TERMS & CONDITIONS OF SALE TO THIRD-PARTY PAYERS]

**01/2016**

These General Terms and Conditions apply to the courses and services offered by the *Alliance Française de Lyon* to individuals who have been enrolled by a legal entity or whose courses will be wholly or partially paid by third-parties (e.g., OPCA, OPCACIF, public agencies).

By signing the School's registration form, both the student and the third-party payer unreservedly accept these General Terms and Conditions.

### 1. Conditions of admission

In order to benefit from the services offered by the School, the student must be at least 18 years old. The school only accepts a student under 18 if they are more than 16 years old and with a parental consent letter. An accompanying adult must supervise groups consisting of minors. The *Alliance française de Lyon* cannot be held liable for any difficulties in obtaining a visa from the French authorities.

Regardless of vocational training and public aid systems, an invoice will be issued for any registration or pre-registration at *Alliance Française de Lyon*. The payment of this invoice is due on the invoice date.

### 2. Yearly registration fees

These yearly registration fees (whose price is subject to change every year) allow the student to be enrolled at *Alliance française de Lyon*. They are valid for 12 months from the first day of the scheduled course and are **non-refundable**. They are due **upon the first invoice (when paying the tuition fees or pre-registration fees)**.

### 3. Fees for accommodation assistance

If the student requests it, the *Alliance française de Lyon* will help him/her find accommodation in Lyon, according to availability. It is possible that, despite its best efforts, the *Alliance française de Lyon* cannot find housing suited to the student's wishes, or any housing, particularly if the request has been done less than a month before the arrival date. Fees for accommodation assistance (whose price is subject to change every year) are due upon reception of the invoice and prior to the search, and they are **non-refundable**. According to the accommodation chosen by the student, he may have to pay for a deposit. If this is the case, this deposit will be on the same invoice. This deposit will be returned (fully or partially) two weeks after leaving the accommodation.

### 4. Modifications

The *Alliance Française de Lyon* reserves the right to cancel a course for which the enrolment is insufficient and modify, if necessary, the rates indicated and the dates of the sessions.

Students who are complete beginners must start their courses at the beginning of the month, for obvious pedagogical reasons.

### 5. Insurance

5.1. Medical, accident and public-liability insurance are the responsibility of the student. In particular, it is the student's responsibility to check that he/she is properly insured with a reputable insurance company for any medical expenses or travel cancellations. A copy of the insurance certificate may be requested.

5.2. Personal and household effects, furniture, motor vehicles and valuables of students are not insured against theft, loss or damage, regardless of the cause. It is therefore the student's responsibility to obtain the necessary level of insurance that he/she considers appropriate to cover all personal property.

5.3. For students staying in dormitories or with host families, proof of third-party liability and household insurance ("responsabilité civile habitation") is required. This document will be requested upon arrival.

## 6. Cancellation and postponement

6.1 In case of unforeseen difficulties, particularly delays in obtaining a visa, the scheduled course can be **postponed once** for a maximum of 8 months. A request must be sent to the School in writing before the beginning of the initial scheduled course's date. It is the same for accommodation if the postponement request is received more than a month before the arrival date.

### 6.2 Cancellation before the scheduled period

If the student does not wish to postpone his registration and if he is facing one of the following situations, cancellation (registration or pre-registration) will result in a credit, which will be granted to a subsequent invoice:

- **Visa refusal duly attested by the Consulate of France,**
- Student's serious illness or death of an ascendant, descendant or spouse of the student which occurred before the beginning of the course, on presentation of documentary evidence.

If the student cancels **for other reasons than those mentioned above and less than 30 days before the scheduled starting date, the first month of classes** and (if the student requested accommodation) and the first **month's rent** are due.

### 6.3 Cancellation during the course

Once the course has started, no refund can be granted. Regarding accommodation, once the month has started, it is due. **In case of a student's serious illness** certified by a physician and requiring an interruption of classes or permanent return to country of origin, as in the death of an ascendant, descendant or spouse, in light of the evidence the *Alliance Française de Lyon* will grant **a credit for future sessions, after deduction of a full month of tuition and accommodation.**

## 7. Cancellation and postponement of registration fees for tests and exams

Examination fees are not refundable, regardless of the reason for the absence, the withdrawal or inability to attend the examination. No postponement of registration is possible.

## 8. Attendance

The student is required to attend classes regularly. An attendance certificate will be issued on request.

**The hours of vocational training (CPF and CIF included) that were the subject of a request for financial support from an organization but which will not be funded ultimately by such organization (particularly in case of absence) are payable by the employer or by the student having completed the order.**

## 9. Discipline

In the case of misconduct or abnormal behaviour or in case of a breach of the school's or the host's internal regulations by the student, the *Alliance française de Lyon* reserves the right to expel the offending student without notice nor reimbursement.

## 10. Right of image

The *Alliance française de Lyon* may take pictures of the student and publish them in brochures, advertisements or on its website, unless otherwise indicated by the student. In this case, a notification must be sent to the School in writing upon registration.

## 11. Right of access to electronic files

Information collected from the student during registration is not transmitted to any physical person or enterprise except those that are expressly authorized. Any student can ask the school to see his/her information and rectify it if necessary, in accordance with French law N° 78-17 of January 6th, 1978, on IT.

## 12. Claims

Claims must be made in writing and mailed to the *Alliance Française de Lyon*, 11, rue Pierre Bourdan 69003 Lyon - France. Any dispute falls within the exclusive jurisdiction of the courts of Lyon and French law.