



Alliance Française East Anglia

Terms & Conditions-Séjours Linguistiques

As part of their *Séjours Linguistiques* programme, The Alliance Française East Anglia is proud to offer an immersive, package trip to France in partnership with the Alliance Française de Rouen. The Alliance Française East Anglia aims to provide participants with the following for the duration of the proposed trip (published dates can be found on our website):

- A week's French course at the Alliance Française de Rouen.
- Half-board homestay accommodation managed by the Alliance Française de Rouen.
- A programme of cultural activities

Please note that this is a fixed package; requests to change, swap or amend dates, accommodation, duration, or options cannot be accommodated, except in exceptional circumstances (e.g. reasonable adjustments being made for disability etc.) and at the discretion of the Alliance Française East Anglia. Please note that meals, travel insurance and transport costs, both to and from France, and around Rouen are not included in the price of the trip. These must be arranged by, and at the cost of, the participant.

Insurance is compulsory; each student must be insured against illness, accident, and civil liability. These insurance policies are the responsibility of the student.

The Alliance Française East Anglia declines all responsibility for damage, loss, theft, or incidents not covered by the participant's personal insurance. The Alliance Française East Anglia is not responsible for incidents related to services provided by external service providers (transportation, tours, restaurants, museums, etc.), except in cases of proven direct fault.

All participants agree to abide by the following terms and conditions of Alliance Française East Anglia as set out in this document, as well as those of the host institution, Alliance Française de Rouen for the duration of the trip. To read the terms and conditions, please refer to the following document:

<https://drive.google.com/file/d/1F6erkXuSZEtRDS7CKXmrZLuNDOiPYXKC/view?usp=sharing>

Registration conditions:

Language stays are open to 18+.

Registration must be completed no later than 8 weeks before the start date of the proposed course.

Registration is considered complete when: all booking requests and names of participants been received by the

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Charity n° 1099000

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Alliance Française East Anglia no later than 8 weeks before the start of the stay; the required documents (authorisations, copies of identity documents, etc.) have been provided; and the required payment has been made **in full** to Alliance Française East Anglia. **Regardless of any pre-agreed payment schedule, full payment must be received by the Alliance Française East Anglia no later than 8 weeks before the beginning of the course.**

The Alliance Française East Anglia reserves the right to refuse incomplete registrations and/or registrations less than 8 weeks before the start of the stay.

The payment for any course started is due for the duration planned by the student when registering. Considering that Alliance Française East Anglia applies degressive rates, **no refund shall be granted in the event of an early departure.**

Changes and cancellations:

All cancellations must be notified in writing to the Alliance Française East Anglia. The following conditions apply:

- More than 30 days before the start of the stay: Full refund, minus an admin fee of £250
- Less than 30 days before the start of the stay: No refund.

After the start of the stay: no refund will be given, except in cases of duly justified force majeure (serious illness, hospitalisation, death of a relative).

A student who has missed classes of their own accord may not under any circumstances request a postponement or refund.

In the event of circumstances preventing the Alliance Française East Anglia from providing the trip (force majeure, logistical impossibility, minimum number of participants not reached, health reasons), the Alliance Française East Anglia will offer: a postponement, an equivalent trip, or a full refund. No additional compensation may be claimed.

Cultural activities:

The activities included in the stay may be modified depending on weather conditions, the availability of service providers, or operational constraints.

Guided tours & excursions:

All guided tours are conducted in French. For guided tours and excursions organised by the Alliance Française de Rouen, students must arrive at the time and place specified by the Alliance Française de Rouen and listed on the program.

All participants must bring identification to each cultural activity. Students must keep their admission tickets, vouchers, and reservation codes for the entire duration of visits and excursions. Checks may be carried out during activities.

In the event of loss or theft of one or more admission tickets or vouchers issued to the student by the Alliance Française de Rouen, no duplicates or refunds will be provided by the Alliance Française East Anglia or the Alliance Française de Rouen.

Behaviour:

The verbal and physical behaviour of our users, members, and customers must not: disrupt public order or the smooth running of the establishment; disrupt teaching activities (classes, exams, etc.), administrative activities, cultural activities, or, in general, any authorised event on the Alliance Française de Rouen's site; or undermine the health, hygiene, and safety of people and property.

In general, users' behaviour must comply with commonly accepted rules of respect for others and civility.

All users of the Alliance Française's network undertake to respect all differences in terms of culture, origin, race, gender, religion, physical appearance, disability, sexual orientation, political opinions, or union activities, within the framework of the law.

Any militant or proselytising activity, whether political or religious, is strictly prohibited.

Any violation of these rules and regulations will result in a proportionate sanction ranging from a warning letter to expulsion without refund. In the event of a particularly serious violation, legal proceedings may be initiated.

Alliance Française students contribute to the reputation of the institution. Their behaviour offsite may have an impact on our Alliance Française brand and therefore on the reputation of our entire network. Therefore, the Alliance Française East Anglia & Alliance Française de Rouen reserve the right to take disciplinary action against any user whose behaviour is likely to damage its brand, without prejudice to civil or criminal proceedings.

Image Rights:

Unless otherwise specified in writing by the student, the Alliance Française East Anglia is authorised to use photos and images of its users in its communication tools and promotional materials.

Data protection:

The Alliance Française East Anglia in compliance with Data Protection principles will ensure that personal data shall be; obtained and processed fairly and lawfully; held for specified lawful purpose(s); not used or disclosed in a way incompatible with the purpose(s); adequate, relevant and not excessive for the purpose(s); accurate and up to date; not kept longer than necessary; available to the data subject and kept secure.

In accordance with the French Data Protection Act No. 78-17 of January 6, 1978, the collection of personal data by the Alliance Française de Rouen has been duly declared to the CNIL (1633376). Each student has the right to access and rectify any personal information concerning them.