



Alliance Française East Anglia Terms and Conditions

INTRODUCTION:

These Terms apply to any application for a Course at Alliance Française East Anglia (Cambridge-Norwich). You are deemed to have read and agree to these Terms before you submit any application to us, as they set out important information about your rights and obligations.

If you are below the age of 18 or submitting an application on behalf of a student who is below the age of 18, you confirm that you have authority and/or permission to submit such an application. A person below the age of 18 is required to provide details of a parent, guardian or responsible adult when an application is submitted and such parent, guardian or responsible person will be AF's point of contact for the student.

1. Course Fees

- 1.1. Enrolment and full payment must be made in advance of attending a course, except when payment by instalments has been agreed upon, on enrolment, with the administrative department. Fees are not subject to VAT.
- 1.2. For Group classes, the payment must be made for the full term.
- 1.3. For Under 18 courses, the payment must be made for the full academic year.
- 1.4. Places are allocated upon receipt of enrolment with full payment.
- 1.5. The course fee does not include the cost of the textbook you will be required to buy before the first class. Ask administration for more details.
- 1.6. Payment of the enrolment fees indicates that the student, his/her parents, guardians or carer, agree to the terms and conditions.
- 1.7. Students registered for a course will require to re-register for any subsequent courses to secure their space.
- 1.8. There is a £45 registration fee (yearly administration fees) if you are registering with Alliance Française. By registering with l'Alliance Française East Anglia (Cambridge-Norwich), you automatically become a member of l'Alliance Française and this gives you the right to vote at AF's Annual General Meeting.

2. Course Policy

- 2.1. A free evaluation/advice service is provided at the Alliance Française East Anglia by appointment to help you decide which course is best for you.
- 2.2. If a teacher is unable to attend a class due to illness or personal circumstances, or if they are unable to conduct a remote-learning course due to an equipment or internet failure on our part, we will always do our best to allocate a substitute at the original class time. Where this is not possible, we reserve the right to reschedule the class to another time.
- 2.3. For online courses, students must have their webcam on for the duration of the class. They can use Zoom's virtual background feature if necessary.
- 2.4. Students are not allowed to use any devices to record lessons. It is strictly forbidden to publish on the Internet – or on any other public media – videos or images acquired during remote teaching activities featuring the voices or images of teachers, personnel or students of the Alliance Française Cambridge.
- 2.5. Students are not allowed to share their class's Zoom link or student portal access with anybody outside their class.

3. Refund Requests

- 3.1. Students are advised to consider their personal commitments before enrolling. Tuition fees are refundable, subject to administrative fees, only if requested in writing and sent to info.alliance.cam@gmail.com before the start of the course.
- 3.2. For Group Classes: we reserve the right to cancel a course should we feel it to be necessary, in which case all fees will be refunded. In the event of cancellation on your part less, fees are refunded minus an administrative charge of £40.
- 3.3. For Private Tuition: refunds are granted for private tuition to the buyer, minus an administrative charge of £50. Any private tuition session that you cancel less than 24 hours beforehand will be charged in full.
- 3.4. In the case of a private tuition, courses purchased are valid for a period of 12 months from the date of purchase and are valid only for the student named in the Application.
- 3.5. For Group classes: no total or partial refund can be granted for classes not attended or in the case where a student wishes to stop mid-way through a course session.
- 3.6. For Group classes and Private Tuition: no total or partial refund can be granted for courses where the student's technical equipment fails or is inadequate, or their internet connection becomes inadequate part-way through a course or after the course has begun. Students are advised to check that they have all the necessary equipment and a stable internet connection before the course begins and to download the Zoom application in advance. We recommend using a computer which is in good operating order and fully updated, with a good-quality headset equipped with a microphone, and a webcam (which may be integrated or external).
- 3.7. Course fees will be refunded in full if a course is cancelled or closed due to an insufficient number of students.

4. General

- 4.1. The Alliance Française East Anglia reserves the right to refuse enrolment or to revoke an enrolment without refund in the event of repeated misbehaviour interfering with the smooth running of the class.
- 4.2. Students should adhere to AF's Code of Conduct, details of which can be found on our website 4.3. The PowerPoint presentations put on your student portal are the sole property of the Alliance Française East Anglia.
- 4.4. The Alliance Française East Anglia grants the right to its students to download the PowerPoint presentations put on their student portal for their own use. These documents must not be shared or sent to anybody outside the student's class.
- 4.5. In the unlikely event of an incident beyond our control which forces closure of the Alliance Française East Anglia or prevents us from delivering our classes (e.g., extreme weather event, generalized internet failure, governmental order, or advice from the emergency services), we reserve the right to cancel any courses scheduled for the days concerned, without refund.
- 4.6. AF will have different opening hours over public holidays and student will be informed of these 4.7. Students are responsible for their own property while on the premises. The Alliance Française East Anglia cannot take responsibility for any loss or damage to personal belongings. 4.8. Payment of the enrolment fees indicates that you agree to the terms and conditions in force at the time of payment; we invite you to read these carefully as they may have changed since your last enrolment.
- 4.9. Any complaints or positive feedback can be made in writing to the Course Director Virginie Friend: info.alliance.cam@gmail.com.

These Terms & Conditions apply to all our cultural events and courses.