

## **GENERAL TERMS AND CONDITIONS**

### **1/ LANGUAGE COURSES**

- 1.1 By placing the order, the customer accepts general terms and conditions, as well as agrees with the processing and use of his personal data within the framework of the privacy policy.
- 1.2 Payments by bank deposit are accepted.
- 1.3 The cost of textbooks is not included in the course price (except where otherwise indicated). Purchase of a textbook is mandatory for A1 to B2 General French classes.
- 1.4 We regret that payment of fees by instalments cannot be accepted.
- 1.5 We reserve the right to refuse admission.
- 1.6 The Institut français is closed on Holidays. Courses which fall on these dates will rescheduled by the tutor after consultation with the students.
- 1.7 Policy for cancellation/change in schedule Fees cannot be refunded once a course has started and no partial refund can be granted for classes not attended.

The Institut français cannot accept any responsibility for unforeseen changes in students' circumstances that may prevent attendance.

Requests for cancellations and refunds must be made by email before the course starts.

#### **Refund:**

The following charges will apply: 5 000 FRW if the written request is received more than 5 days before the course starts or 30% of the total course fee if the request is received 5 days or under before the first day of the course.

#### **Transfer:**

If a course proves inappropriate, transfer to another one

is possible only within the first week of the course but is subject to availability.

- 1.8 As part of our service to help you enjoy French culture as well as the language, everyone studying at the Language Centre is entitled to free membership to the médiathèque for one year.
- 1.9 Allegations of misconduct will be investigated by the French Institute. Violent, indecent, disorderly, threatening or offensive language is in breach of this code of conduct and the offending student will be disbarred from their courses.
- 1.10 Any change of course or schedule requested by students is subject to availability.
- 1.11 Please note that if a course proves inappropriate, transfer to another one is possible only within the same enrolment period.
- 1.12 We reserve the right to cancel classes with less than 5 students up to 2 business days before a course is due to start.
- 1.13 A full refund of the course fee paid will be given if a course is cancelled or closed due to an insufficient number of students, or for any other reason beyond our control. No other cost except the course fee will be refunded.
- 1.14 Unless otherwise specified, our classes are limited to 15 students per class.
- 1.15 Tuition fees based on pro rata basis will not be permitted.

## **2/ YOUNG LEARNERS**

2.1 As a guardian, you will supervise your child while your child is in the premises of Institut français.

2.2 As a guardian, you are responsible for the good behaviour of your child and you understand that uncooperative attitude and disruptive behaviour will not be tolerated and might lead to expulsion (refunds will not be granted under these circumstances).

Students are asked to refrain from using cell phones during lessons, unless advised otherwise for learning purposes.

### **3/ PRIVATE CLASSES**

3.1 The conditions of individual are negotiated separately while signing an agreement between IFR and the customer.

3.2 When a contract is signed for more than 20 hours, you will receive a 10% discount for each hour supplementary.

3.3 Full payment must be received at least 1 week before the first class. In some cases, a signed purchase order may be deemed acceptable. We reserve the right to cancel lessons if payment has not been made in due time.

3.4 All sessions within a contract must be used within 6 months starting the day of the first session. Any unused lesson within this time frame will be lost.

3.5 Policy for cancellation/change in schedule: Should you need to cancel a scheduled lesson, please note that at least 24 hours' notice is required.

Fees cannot be refunded once a course has started and no partial refund can be granted for classes not attended.

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