

**GENERAL TERMS AND CONDITIONS**  
**Alliance française d'Accra**  
**Course Service**

Payment of tuition fees implies acceptance of our general terms and conditions of sale below:

1. Alliance française d'Accra reserves the right to reject a student's application.
2. For a first time registration, the candidate must present himself/herself at the reception desk of Alliance Française with an identity document, a passport photo and, for minors under 16 years of age, a parental authorisation.
3. Any first enrolment in the courses is subject to a placement test. Beginners and candidates who can prove their level are exempted from this test.
4. Registration fees do not include the price of course manuals; these must be paid for separately.
5. Tuition fees must be paid before the start of the course to guarantee the student's registration.
6. A course can only effectively start if a sufficient number of students are registered. Alliance Française d'Accra therefore reserves the right to cancel a course if necessary.
7. No refund will be given except in the case of a course cancellation by Alliance Française d'Accra.
8. As regards online courses which do not have a set timetable and which start as soon as there are enough students registered - students can request a refund of the course fees 2 months after registration. Requests should be addressed to the Director of Studies: [infocours@afaccra.com](mailto:infocours@afaccra.com).
9. Online course students will be duly informed of the exact starting date of the course. The same applies to other students (hybrid and in-person courses), should the starting date of the course be delayed.
10. A receipt for the payment of tuition fees must be presented to the teacher on the first day of the course.
11. Exceptionally, a registration may be postponed to the following session. A request must, however, be sent to the director of studies ([infocours@afaccra.com](mailto:infocours@afaccra.com)) before the start of the course.
12. Alliance française undertakes to take all possible measures and care in the execution of the services. On the other hand, Alliance Française cannot be held responsible whenever the non-performance of its obligations is due to a case of force majeure or a strike.
13. In the event of closure of the establishment for reasons such as a pandemic, Alliance Française will ensure the continuity of online learning. No reimbursement of tuition fees for any reason whatsoever shall be demanded by the student. The student must therefore take distance learning courses at his/her own expense.
14. Cancellation of the class due to public holidays does not give rise to a refund, nor to the postponement of the class.
15. Registration at the Alliance Media Library is free of charge for any student duly registered for the courses.
16. Alliance française d'Accra shall not be held responsible in the event of theft or loss, of goods and other valuables belonging to students within its premises. It is therefore recommended that students take good care of their belongings.
17. For security reasons, students will be asked to undergo a routine check at the entrance.

18. Students must strictly adhere to the covid 19 health protocols put in place. Students who endanger public health through inappropriate health behaviour will be expelled from Alliance Française d'Accra and will not be entitled to any refund.