

Terms and conditions - French Institute of Jordan
Collective classes – offline and online

• **Organization and quality of courses:**

- 1.1 Language courses are based on the Common European Framework of Reference for Languages (CEFR).
- 1.2 The number of students is limited to 14 per class (offline and online).
- 1.3 If the course is postponed, the IFJ must inform the students at least two hours in advance. The make-up class date will be discussed with the group.
- 1.4 Upon written request, the IFJ can issue a certificate of attendance.
- 1.5 Any change of course must be approved by the language pole during only the first week of the course.

• **Registration:**

- 2.1 The student's place is definitively reserved when the online form is duly completed, signed and the registration fees are paid. It is the student's responsibility to verify the accuracy of the information relating to their class on the receipt (level, dates and times of classes).
- 2.2 A minimum of 6 students is required to open a course. The Institut français reserves the right to close the course otherwise.
- 2.3 Registration takes place after a placement test in the following cases:
 - For new students who are not beginners;
 - For students who have interrupted their learning journey for more than 6 months at the IFJ.
- 2.4 Students can only benefit from a re-enrollment rate if they were enrolled in one of the last two sessions.
- 2.5 Students can benefit from the "early bird" / "1st day of registration" offer, if they enter and submit the pre-registration form on the first day of registration before 23:59 (Jordanian time).
- 2.6 Students with the status of student enrolled in a university can benefit from a reduced rate upon presentation of proof.

• **Payment:**

Payment of registration fees could only be done in one payment by one of the following options:

- By bank transfer, on the day of registration. Proof of this transfer must be sent by email to the languages department (copy of the accounting agency) for the registration to be validated.
- By credit card on our online payment platform (via a QR or a link)
- By cash or bank card at the institute's accounting office during opening hours.

Enrollment in a course is only final upon receipt of payment by the institute before the course start date.

• **Terms of cancelation**

- 3.1 Once the course has started registration fees can no longer be refunded, except for reasons of force majeure. A letter accompanied by supporting documents should be sent to the administration of the institute, who will assess the merits.
- 3.2 A voucher or "wallet" will be created automatically in the following cases:
 - Inability of the IFJ to provide the service sold;
 - following an error in the student's placement test without the possibility for the IFJ to offer a replacement course (up to the third course included);
- 3.3 vouchers are put under the student's profile in the institute's electronic system managed by the regional accounting agency. No document is given to the student. They can be used to pay for the following IFJ services: general courses, tailor-made courses, summer camps, manuals, media library registrations.

3.4 vouchers will be issued no later than 10 days after the date of the agreement given by management.

3.5 In the event of force majeure requiring the closure of the establishment, the IFJ cannot be held responsible for the cancellation of its courses and / or the passage entirely online of the courses scheduled in person. No request for credit or make-up classes will be accepted.

3.6 In the case of a virtual class: the student must ensure, before registering, to have sufficient digital and computer resources to follow the course remotely (sufficient Internet connection and speed, computer hardware, webcam, software, etc. . .). No complaint or request for cancellation of registration will be possible in the event of malfunctions related to these breaches prior to registration.

The IFJ cannot be held responsible for technical and IT failures that prevent the virtual classroom from being held.