

## GENERAL CONDITIONS OF SALE OF CLASSES

### Group and private Portuguese classes

1. These general conditions of sale govern all relations between the Centro Cultural Franco Moçambicano (CCFM) and its customers, unless expressly derogated. Students enrolled in CCFM adhere to these general conditions of sale and are consequently bound.
2. Admission of a student to a certain level (except beginners) depends on the result of the internal level test for new students. For each level/module, success in the end-of-session test allows admission to the next level/module.
3. Registrations are nominative and non-transferable.
4. The total cost of the session must be paid before the start of the session. In the absence of payment, CCFM will not be able to validate the student's registration.
5. Cancellation or postponement of registration for any type of class cannot occur after the effective start of the course. However, a reasoned request must be sent to the Pedagogical Coordination of CCFM accompanied by justifications (medical certificate, statement from the employer/respective employer or other).
6. In each session, CCFM reserves the right not to proceed with the opening of a specific collective class if it does not have the minimum number of 6 subscribers (adult classes) or 5 subscribers (children's classes).
7. In case of postponement of registration, the amount paid must be used as payment in the next session. If the level does not open at the time of the next session, the student must request reimbursement of registration fees. Reimbursement will be made one week after the start of classes. Reimbursement of teaching material, which includes the book with CD and DVD, can only be done for those who have not yet collected it.
8. In the case of private classes, the cancellation of a class must be done no later than 24 hours before the beginning of the same. After this period, the customer will be invoiced. Purchased hours can be used as detailed in the table below:

<b>Purchased hours</b>	Single lessons or 10-hour package	Package of 20h/or more
<b>Term of use</b>	6 months from payment	12 months from payment

9. Enrolment in French classes does not include payment for teaching materials. But it is advisable that students have the same.
10. Students who cannot take the end-of-session exam for professional, academic or other reasons may pass the exam, paying a fee of 500MT. The latter is by no means intended for students who fail the first session of the test.
11. CCFM issues, at the request of the student, a certificate of enrolment and/or success in the level attended. Such certificates are only issued after payment of the respective registration fee and success in the end-of-session test of the level in question.
12. The attendance certificate cannot be issued except upon justification of at least 70% of the student's presence in classes.
13. CCFM reserves the right to use an image when advertising its services.

Date: \_\_/\_\_/\_\_\_\_

Signature: