

[GENERAL TERMS AND CONDITIONS OF SALE TO INDIVIDUALS]

11.2025

These general terms and conditions of sale apply to the services offered by **the Alliance Française de Lyon (AFL)** to individuals paying directly for their courses, certification and related services, as well as to au pairs who have authorised their host to act on their behalf. By registering, the customer accepts these general terms and conditions of sale without reservation. **The AFL refers to the version of the General Terms and Conditions in force on the day of the order.**

1. Admission requirements

To enrol, students must be at least 18 years old or 16 years of age with parental consent.

Where courses are offered on a fortnightly basis, 'complete beginners' must, for teaching reasons, start their course at the beginning of the monthly session.

2. Terms of payment

Registration is only confirmed by the AFL once full payment for the order has been received.

Online payments by credit card are preferred. If payment for an order is made by bank transfer and incurs bank charges for the AFL, the AFL reserves the right to request reimbursement from the customer.

The balance of the order for which a provisional booking has been made must be paid no later than 45 days before the start of the course. Failure to pay the balance by the due date will result in the cancellation of the order, with no refund of any payments already made.

3. Annual administrative fee

An annual administration fee, valid for 12 months from the start of the course, is payable. The amount may be revised each year (€70 in 2025). **It must be paid at the time of booking, alongside the course fees or pre-registration fee, and is non-refundable.**

4. Accommodation assistance

The AFL assists students aged 16 and over (at their request, with parental consent if they are under 18) in finding accommodation in Lyon, subject to availability, though there is no guarantee of success, particularly if the request is submitted to the AFL less than 60 days in advance. A housing assistance fee, the amount of which may be reviewed annually, **must be paid in advance** of the search (**€120: for a period of 1 to 6 months; €200: for a period of 7 to 12 months for each search**). **This fee is non-refundable.**

In the event of cancellation or withdrawal of the application for accommodation in a CROUS hall of residence submitted to the AFL less than 60 days before the start of term, rent for the first month is due. The full retention of the security deposit will, if necessary, cover the payment of the rent. The cancellation terms and security deposits of other accommodation providers are not the responsibility of the AFL but are determined exclusively by those providers. **In the event of a postponement**, an additional fee of €60 will be charged.

5. Course allocation, certification exam notifications and changes to the course offering

5.1. The allocation of students to group classes and the scheduling of individual certification exams are at the sole discretion of the AFL.

5.2 The AFL reserves the right to cancel a course if there are insufficient numbers, and therefore to change course allocations and, if necessary, revise the dates of the sessions.

5.3 Candidates for certification who have specific circumstances affecting their ability to sit individual certification exams must notify the AFL at least 60 days before the start of the exams, although there is no guarantee that the AFL will be able to accommodate such a request.

5.4 The AFL is closed on public holidays. These public holidays do not result in the rescheduling of classes or a reduction in fees.

5.5 In the event of an unforeseen absence of a teacher, the AFL reserves the right to organise one or more make-up classes at a different time. No refund will be given once a make-up class has been organised.

6. Insurance

6.1. Health, accident and third-party liability insurance are compulsory and must be taken out by students at their own expense. In particular, students are required to check with an insurance company that they are adequately covered for any medical expenses or in the event of any circumstances that might lead to the cancellation of their stay. A copy of the insurance certificate may be requested.

6.2. Students' and applicants' personal belongings, effects, furniture, vehicles and valuables are not covered against theft, loss or damage, whatever the cause. It is therefore the responsibility of these individuals to take out any insurance they deem necessary to cover their personal property.

6.3. Students staying in university halls of residence or with host families are required to take out home contents insurance. Proof of this will be requested upon arrival.

7. Postponement of group lessons, visa refusal and cancellation of lessons

The AFL cannot be held responsible for any difficulties in obtaining a visa from the French authorities.

7.1 Postponement of group classes following pre-registration or registration

In the event of an impediment, and in particular in the event of a delay in obtaining a visa, the group course period scheduled at the time of booking may be **postponed once** within 8 months of the date on which the course was originally due to start. This request must be made in writing no later than 30 days before the start of the scheduled period.

The postponement of the group course period requested extends the deadline for payment of the balance of the order following pre-registration, as referred to in Article 2.

7.2. Cancellation in the event of visa refusal

In the event of a visa refusal duly certified by the French consular services, pre-enrolments and course enrolments shall be refunded, less a fixed fee of €30 to cover processing costs, provided that the request for a refund is made before the originally scheduled start date of the course. The annual administration and accommodation fees are non-refundable.

7.3 Other cases of course cancellation

Any course session that has commenced is payable in full. No refund will be made for hours relating to the current session or previous sessions. **For future course sessions, no refund is possible except in the two cases listed below and as set out in Article 13:**

- In the event of **the death** of a parent, child or spouse after the start of the course, the AFL will refund the tuition fees for the remaining sessions. A death certificate, a document proving the family relationship (originals plus a certified translation into French) and a flight ticket must be submitted to the registration office.
- In the event of **illness occurring after the start of the course and requiring permanent return** to the country of origin, a partial refund will be made upon presentation of a medical certificate issued by a doctor practising in France, and a return flight ticket purchased after the onset of the illness.

In both these cases, a deduction equivalent to 20 hours of tuition will be applied to the amount refunded. The annual administration and accommodation fees are non-refundable.

8. Cancellation and postponement of registration for tests, exams and online courses

Examination fees are non-refundable, regardless of the reason for absence, withdrawal or inability to sit the examination. Registration cannot be postponed. The same applies to exam preparation courses and other self-study online modules.

9. Pre-course placement test and attendance

The student undertakes to take a placement test no later than one month before the start of their course or, on the day of enrolment if this is finalised less than one month before the start of term.

Students are required to attend classes regularly, equipped with the teaching materials appropriate to their level of French, and to adhere to the timetable. A certificate of attendance or completion will be issued on request no later than six months after the end of the course. Absences from classes may result in the student having to repeat the course. No reason for absence entitles the student to make-up classes or a refund of course fees.

10. Discipline

In the event of misconduct or inappropriate behaviour on the part of the student, the AFL reserves the right to terminate their course without notice and without refund. The student will be summoned to appear before a disciplinary committee to be heard. This committee may decide on a sanction, including permanent expulsion from the school without a refund of any sums already paid to the AFL. The same shall apply in the event of the student's failure to comply with the school's internal regulations or the accommodation provider's rules.

11. Use of images

AFL may take and publish photos and/or videos of clients for use in brochures, advertisements, its website and social media, unless the student objects. Such objection must be notified to us in writing, at the latest at the time of enrolment.

12. Right of access to computerised files

The information requested from clients at the time of enrolment is only disclosed to natural or legal persons who are expressly authorised to access it. Any client may request that the school provide them with information concerning them and have it corrected where necessary, in accordance with the provisions of Law No. 78-17 of 6 January 1978 on data protection.

13. - Complaints and withdrawal

Registrations made by post or online are subject to a 14-day right of withdrawal from the date of the order, unless the courses have already started. Exercise of this right of withdrawal and any complaints must be made in writing and sent by post to the Alliance Française de Lyon, 11, rue Pierre Bourdan, 69003 Lyon, France. Any dispute shall fall within the exclusive jurisdiction of the courts of Lyon and shall be governed by French law.
