

GENERAL TERMS AND CONDITIONS OF SALE FOR INDIVIDUALS

October 2026

These General Terms and Conditions of Sale apply to the services offered by **Alliance Française de Lyon (AFL)** to individuals who pay directly for their courses, certification examinations and related services, as well as to au pair students who have authorised their host to act on their behalf. By registering, the customer unconditionally accepts these General Terms and Conditions of Sale.

AFL applies the version of the General Terms and Conditions of Sale in force on the date of the order.

1. Admission Requirements

To register, customers must be at least 18 years old, or at least 16 years old with written parental consent.

Where courses are offered in two-week sessions, complete beginners must start their training at the beginning of a monthly session for pedagogical reasons.

2. Payment Terms

Registration is confirmed by AFL only once the full order amount has been paid.

Online credit card payments are preferred. If payment by bank transfer generates bank charges for AFL, AFL reserves the right to request reimbursement of these charges from the customer.

The outstanding balance of any order for which a 30% deposit has been paid must be settled no later than 45 days before the course start date. Failure to pay the balance by the deadline will result in cancellation of the order, without reimbursement of any amounts already paid.

For any registration made less than 30 days before the start of the course, full payment is required.

3. Annual Administrative Fees

An annual administrative fee is payable and is valid for 12 months from the first month of the planned course. The amount may be revised annually (€70 in 2026).

This fee must be paid at the time of ordering, together with the course fees or deposit, and is non-refundable.

4. Accommodation

4.1. Accommodation Assistance

At the request of students over the age of 16, AFL assists them in finding accommodation in Lyon, subject to availability. Students under 18 must provide written parental consent. AFL cannot guarantee that accommodation will be found, particularly when the request is submitted less than 60 days in advance.

Accommodation assistance fees, which may be revised annually, **must be paid before the search begins:**

- €120 for a stay of 1 to 6 months;
- €200 for a stay of 7 to 12 months, per accommodation search.

These fees are non-refundable.

If a request for accommodation in a CROUS university residence submitted to AFL less than 60 days before the course start date is cancelled or terminated, the rent for the first month remains payable. The security deposit may be withheld in full to cover the rent, where necessary.

Cancellation conditions and security deposits for other accommodation providers are not the responsibility of AFL and are determined exclusively by those providers.

A €60 additional fee will apply in the event of a postponement.

4.2. Requests to Change Accommodation

Any request to change accommodation must meet the following conditions:

- A written request, accompanied by supporting documentation, must be submitted to management for approval.
- The school reserves the right to refuse the request if a suitable alternative accommodation solution can be offered.
- If the change is approved, a fee of €50 will be charged.

5. Course Placement, Certification Examination Scheduling and Changes to the Course Offer

5.1.

AFL has sole responsibility for placing students in group classes and scheduling individual certification examination sessions.

5.2.

AFL reserves the right to cancel a course if enrolment is insufficient. In such cases, AFL may change students' course placements and, where necessary, revise session dates.

5.3.

Candidates with specific circumstances that may affect the scheduling of individual certification examinations must notify AFL at least 60 days before the examinations begin. AFL cannot guarantee that such requests can be accommodated.

5.4.

AFL is closed on public holidays. No replacement classes or price reductions will be provided for these days.

5.5.

If a teacher is unexpectedly absent, AFL reserves the right to arrange one or more make-up classes at a different time. No refund will be issued if a make-up class is arranged.

6. Insurance

6.1.

Health, accident and personal liability insurance are compulsory and must be paid for by students.

In particular, students must ensure that they are adequately insured through an insurance provider against medical expenses and any circumstances that may lead to the cancellation of their stay. A copy of the insurance certificate may be requested.

6.2.

Students' and candidates' personal belongings, effects, furniture, vehicles and valuables are not insured against theft, loss or damage, regardless of the cause. Students and candidates are therefore responsible for taking out any insurance they consider necessary to protect their personal property.

6.3.

Students staying in university residences or with host families must take out home and personal liability insurance. Proof of insurance will be requested upon arrival.

7. Postponement of Group Courses, Visa Refusal and Course Cancellation

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

7.1. Postponement of Group Courses Following Payment of a Deposit or Full Course Fees

In the event that a student is unable to attend, particularly due to a delayed visa issuance, the group course period specified at the time of ordering may be **postponed once**, within eight months of the originally scheduled course start date.

The request must be submitted in writing no later than 30 days before the originally scheduled start date.

Postponement of the group course period also extends the deadline for payment of the outstanding order balance referred to in Article 2.

From the second postponement request onwards, a fee of €50 will be charged for each additional postponement. In such cases, the school cannot guarantee that the originally planned accommodation arrangements will remain available.

7.2. Cancellation in the Event of Visa Refusal

In the event of a visa refusal duly documented by the French consular authorities, the deposit and course registration fees will be refunded, less a flat administrative processing fee of €30, provided that the refund request is submitted before the originally scheduled course start date.

Annual administrative fees and accommodation assistance fees are non-refundable. Any bank charges incurred in processing the refund will also be deducted or remain payable by the customer.

7.3. Other Course Cancellation Cases

Any course session that has already started must be paid for in full. No refund will be issued for course hours relating to the current session or any previous sessions.

Professional or educational commitments do not constitute force majeure for the purpose of cancelling a course.

No refunds are available for future course sessions, except in the two cases listed below and under Article 13:

- **Death of an immediate family member:** If the student's father, mother, child or spouse dies after the start of the courses, AFL will refund the course hours for future sessions. A death certificate, proof of family relationship (original documents accompanied by a certified French translation) and a plane ticket must be submitted to the Registration Office.
- **Illness requiring permanent return to the student's home country:** If an illness occurs after the start of the courses and requires the student to return permanently to their home country, a partial refund may be granted upon presentation of a medical certificate issued by a doctor practising in France and a return plane ticket purchased after the onset of the illness.

In both cases, an amount equivalent to 20 hours of tuition will be deducted from the refund. Annual administrative fees and accommodation assistance fees are non-refundable.

8. Cancellation and Postponement of Test and Examination Registrations and Online Courses

Examination fees are non-refundable, regardless of the reason for absence, withdrawal or inability to attend the examination. Examination registrations cannot be postponed.

The same conditions apply to examination preparation courses and other self-paced online learning modules.

9. Placement Test and Course Attendance

Students undertake to complete a placement test no later than one month before their course start date. If registration is completed less than one month before the start of the course, the placement test must be taken on the day of registration.

Students are required to attend classes regularly, bring the learning materials appropriate to their French level and comply with the course timetable.

An attendance certificate or training certificate may be issued upon request, no later than six months after the end of the course.

Absences may result in the student having to repeat the course level. Absences, regardless of the reason, do not entitle students to make-up classes or refunds.

10. Discipline

In the event of misconduct or inappropriate behaviour by a student, AFL reserves the right to suspend the student's training without prior notice and without a refund.

The student will be summoned before a disciplinary committee to present their case. The committee may impose a sanction, including permanent expulsion from the school, without reimbursement of any amounts already paid to AFL.

The same provisions apply in the event of a 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 photographs and/or videos of customers for use in brochures, advertising materials, on its website and on social media, unless the student objects.

Any objection must be submitted to AFL in writing no later than the date of registration.

12. Right of Access to Personal Data Files

The information requested from customers during registration is disclosed only to individuals or legal entities expressly authorised to access it.

Customers may request access to their personal information held by the school and request corrections where necessary, in accordance with the provisions of French Law No. 78-17 of 6 January 1978 on data processing, data files and individual liberties.

13. Complaints and Right of Withdrawal

Registrations made by correspondence or online are subject to a 14-day withdrawal period, starting from the date of the order, unless the courses have already begun.

Requests to exercise this right of withdrawal and any complaints must be submitted in writing by post to:

Alliance Française de Lyon
11, rue Pierre Bourdan
69003 Lyon
France

Any dispute shall fall under the exclusive jurisdiction of the courts of Lyon and shall be governed by French law.