AllianceFrançaise
Lyon

[GENERAL TERMS AND CONDITIONS OF SALE FOR INDIVIDUALS (NATURAL PERSONS)]

Date of drafting: November 13, 2026

These General Terms and Conditions of Sale apply to the services offered by the **Alliance Française de Lyon**, hereinafter referred to as "**AFL**," to any individual (any natural person), hereinafter referred to as the "**customer**," who pays directly for one or more courses and/or one or more certifications and/or one or more related services, as well as to the au pair (also referred to as the "customer" hereinafter) who authorizes their host to act on their behalf. By registering, the client—who may be a "student," "au pair," "candidate," "intern," or any other "beneficiary" of the services offered by the AFL—unconditionally accepts these general terms and conditions of sale.

The AFL refers to the version of the Terms and Conditions in effect on the date of the order.

1. Admission Requirements

To register, the customer must be at least 18 (eighteen) years old or 16 (sixteen) years old with parental consent in the latter case.

When classes are offered on a biweekly basis, "complete beginners" (absolute beginners) must, for instructional reasons, begin their training at the start of the monthly session.

2. Payment Terms

The AFL will not confirm registration until 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 results in bank fees for the AFL, the AFL reserves the right to request reimbursement from the customer.

A deposit (30%—thirty percent) is required for the balance of the course order, which must be paid no later than 45 (forty-five) days before the start of the session. Failure to pay the balance by the deadline will result in cancellation of the order, with no refund of any payments already made.

For any registration made less than 30 (thirty) days before the start of the session, full payment is required.

3. Annual administrative processing fee

An annual registration fee, valid for 12 (twelve) months starting from the 1st (first) month of the planned course, is due. The amount of this fee may be revised each year (for informational purposes only, this fee is €70—seventy euros—in 2026). **This fee must be paid at the time of order, along with the course fees or the down payment, and is non-refundable once a receipt has been issued for the order.**

4. Accommodations

4.1 The AFL assists clients over the age of 16 (sixteen), at their request—with parental consent if they are minors—to help them find housing in Lyon based on housing availability, without any guarantee of success, particularly when the request is submitted to the AFL less than 60 (sixty) days in advance. A housing assistance fee, the amount of which may be revised annually, **must be paid in advance of the search**. As a rough guide, these fees in 2026 amount to 120 € (one hundred twenty euros) for a period of 1 (one) to 6 (six) months and 200 € (two hundred euros) for a period of 7 (seven) to 12 (twelve) months. **These fees apply to each new search. They are non-refundable.**

In the event of cancellation or termination of the CROUS university housing application submitted to the AFL less than 60 (sixty) days before the start of the semester, rent for that first (1st) month is due. The full amount of the security deposit will be withheld to cover the rent, if necessary. The AFL is not responsible for the cancellation policies and/or security deposits of other lodging providers; these are determined exclusively by those providers. **In the event of a rescheduling**, an additional fee of €60 (sixty euros) will be charged.

4.2 Any request to change accommodations must meet the following conditions:

- A written request, accompanied by supporting documentation, must be submitted to the AFL's sales department for review and possible approval.
- The AFL reserves the right to reject the customer's proposal if another suitable housing solution can be offered.
- If the change is accepted, a fee of €60 (sixty euros) will be charged.

5. Course Assignments, Certification Notifications, and Changes to the Course Offerings

5.1. The AFL has exclusive authority over the assignment of clients to group classes and the scheduling of individual certification exams for clients who are "candidates."

5.2 The AFL reserves the right to cancel a course if enrollment is insufficient, and consequently to change the course assignment and/or revise the session dates.

5.3 A client "applicant" for certification who has a specific limitation that affects their ability to take the individual certification exams must notify the AFL at least 60 (sixty) days before the start of the exams; however, the AFL is under no obligation to propose a solution or respond in any way to this request.

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

5.5 In the event of an unforeseen absence by a teacher and/or instructor, the AFL reserves the right to schedule one or more make-up classes on the same day or on another day, at the same time or at a different time. No refunds will be issued once one or more make-up classes have been scheduled.

6. Insurance

6.1. Health, accident, and liability insurance are mandatory and the responsibility of the customer. In particular, the customer is required to verify with an insurance company that he or she is properly insured for any medical expenses and against any cause that might result in the cancellation of his or her stay. A copy of the insurance certificate may be requested.

6.2. The AFL does not provide coverage for objects, personal effects, furniture, vehicles, valuables, and/or any other property belonging to the customer and/or the general public against theft, loss, and/or damage, regardless of the cause. It is therefore the customer's responsibility to obtain any insurance they deem necessary to cover their personal property or property entrusted to them by third parties.

6.3. Students living in a dormitory or with a host family must purchase homeowners' liability insurance. Proof of this insurance is required upon arrival at the AFL for their program.

7. Postponement of group classes, denial of visa, and cancellation of classes

The AFL cannot be held responsible for any difficulties in obtaining a visa from the French authorities. The same applies in the event of a visa denial.

7.1 Postponement of group classes following payment of a deposit or full payment for the training course.

In the event of an unforeseen circumstance—including, but not limited to, a delay in obtaining a visa—the group class period scheduled at the time of registration may **be postponed one (1) time within 8 months following the originally scheduled start date of the training**. This request must be made in writing and submitted by the client to the AFL no later than 30 (thirty) days before the start of the scheduled period.

The requested postponement of the group class period extends the deadline for payment of the balance of the order following registration, as referred to in Article 2(2).

Starting with the second request to reschedule, a fee of 60 € (sixty euros) will be charged for each additional rescheduling. In this case, the AFL is under no obligation to guarantee that the originally planned accommodations will remain available.

7.2. Cancellation in the Event of a Visa Denial.

In the event of a visa denial duly certified by the French consular services, the deposit and course registration fees will be refunded, less a flat fee of 30 € (thirty euros) to cover processing costs, provided that the refund request is submitted before the originally scheduled start date of the program. The annual administrative and housing fees are non-refundable, as are any bank fees incurred as a result of the refund transaction.

7.3 Other Cases of Class Cancellation

Any course session that has begun is due in full. The customer may not request a refund for hours related to the current session and/or previous sessions. **For upcoming course sessions, no refunds are possible except in the two cases listed below and/or as provided in Article 13 (thirteen):**

- In the event of the **death** of a parent, descendant, or spouse after classes have begun, the AFL will refund the tuition for upcoming sessions. A death certificate, a document proving the family relationship (originals plus certified French translations), and an airplane or train ticket or other proof of travel must be submitted to the sales department.

- In **the event of an illness that occurs after classes have begun and requires the student to return permanently to their home country**, a partial refund will be issued upon presentation of a medical certificate issued by a licensed physician practicing in France, along with a plane or train ticket or any other proof of return transportation purchased after the onset of the illness.

In both of these cases, a deduction equivalent **to 20 (twenty) class hours is applied to the amount of tuition refunded**. The annual registration fees (administrative and housing) are non-refundable.

8. Cancellation and Rescheduling of Test and Exam Registration

Exam registration fees are not fully refundable, regardless of the reason for absence, withdrawal, or inability to take the exam. A fee applies if you request a postponement, provided you submit acceptable proof. **In all cases, exam processing fees are nonrefundable once the receipt has been issued.**

9. Pre-course placement test and class attendance

The client agrees to take a placement test no later than 1 (one) month before the start of classes or on the day of enrollment if enrollment is completed less than 1 (one) month before the first class of the first session.

The student is required to attend classes regularly, equipped with the course materials appropriate for their level of French, and to adhere to the class schedule. A certificate of attendance or completion will be issued upon request no later than 6 (six) months after the end of the course. Absences from class may result in having to repeat the course. No reason for absence entitles the student to make up missed classes or receive a refund for the course.

10. Discipline

In the event of inappropriate conduct by the client or behavior deemed incompatible with the peace, safety, or dignity of the AFL, its staff, and/or its clients and/or the public, the AFL reserves the right to terminate the training of the client in question without notice or refund. The client will be summoned to appear before a disciplinary committee to present their case. This committee may impose a sanction, including permanent expulsion from the AFL without a refund of any amounts already paid to the AFL.

This measure also applies in the event that the customer violates the AFL's rules and regulations and/or the host's rules and regulations.

11. Use and Rights Regarding Images and Audio

The AFL may take and distribute photos and/or videos and/or audio recordings of customers and the general public to illustrate a brochure, advertisement, its website, social media, web radio, etc., **unless the individual concerned objects. Any such objection must be submitted in writing to the AFL no later than at the time of registration.**

12. Right of Access to Computerized Files

The information requested from the customer upon registration is disclosed only to individuals or entities that are expressly authorized to access it. Any customer may request that the AFL disclose information concerning them and have it corrected if necessary, in accordance with the provisions of Law No. 78-17 of January 6, 1978, on data processing.

13. Complaints and Cancellations

Registrations made by mail or online are subject to a 14 (fourteen)-day right of withdrawal starting from the date of the order, unless classes have already begun or the exam invitation has been sent. This right of withdrawal and/or any complaints must be submitted in writing by mail to the Alliance Française de Lyon at the following address:
11 rue Pierre Bourdan
69003 Lyon, France.
Any dispute shall be subject to the exclusive jurisdiction of the courts of Lyon and governed by French law.