



## Language School Terms and Conditions

### **Payment**

**Tuition and fees must be paid in full at time of registration.** Acceptable forms of payment are check, money order (payable to Alliance Française de Los Angeles), or credit card (Visa, MasterCard & American Express). We regret that we cannot accept partial payments (*\$30 fee is applied to any bounced checks*). When a student's employer pays course fees, an authorization letter from the employer is required. If an employer fails to pay the cost of a student's tuition fees and material, the Language Center will require the student to pay the tuition prior to the beginning of the first class.

### **Withdrawals & Refunds**

A refund, **less a \$50 administration fee** will be issued only with written notification at least **three (3) business days prior to the 1st day of class**. No refunds or credits for books. Please note that absence from class does not constitute notice of withdrawal. Refund of fees paid by credit card can only be refunded to the credit card used. Students are not entitled to a refund for a course where a previous credit was used as full or partial payment of course fees. Refunds will be processed within 3 months after the date of purchase; there will be no refunds pass this limit.

### **Withdrawals & Tuition Credit**

A non-transferable tuition credit (valid for 1 year from the date of issue) **less a \$50 processing fee** may be granted to a student who wishes to withdraw from a course, only when the student provides the Language Center with written notice of his or her intent to withdraw **before the 3rd class of a session**. School credit will be processed based on the number of remaining hours in the course once written notice of intent to withdraw is received by the Alliance Française. Written requests can be submitted to [admin@afdela.org](mailto:admin@afdela.org) or in person at the Alliance Française. All classes up to and including the date of the credit request will be deducted from the remaining hours. Students are not entitled to a credit for a course where a previous credit was used as full or partial payment of course fees.

### **Private Classes**

Private Lessons once purchased must be used within a four month period from date of purchase (does not apply to 18 hour package). For a cancellation or a change of appointment, a notice must be received **24 hours before your class** and by Friday before 4pm for a Monday class. An appointment can only be cancelled and rescheduled once. You can reschedule a maximum of 1 hour from the 6 hours package, of 3 hours of the 12-hour package. Private Lesson packages are non-refundable.

### **Transfers**

All transfers from one course to another or to private lessons (minimum of 6 lessons required) must be done **within the first two weeks of the same session** and must be approved by the Alliance Française. Any additional tuition or fees resulting from a course transfer are payable at the time the change is made. No transfers are accepted to another group class or private classes after the second week of classes. Transfers to another course or to private tuition will be processed based on the number of remaining hours in the course.

### **Course Cancellations & Changes**

Alliance Française of Los Angeles reserves the right to cancel courses, adjust curriculum or change teachers at any time during the session. **New classes must reach a minimum enrollment of three students** in order for the class to open. Current classes must have a **minimum of three students enrolled 48 hours prior to the start date to be maintained**. Courses are typically cancelled due to insufficient enrollment, unavailability of an instructor, or inability to schedule appropriate instructional space. If your course is cancelled, you will be notified by telephone or e-mail and given the option to transfer, to receive a credit or to be fully refunded.

### **Make-ups**

Missed classes are non-refundable. However, students who miss a class are welcome to contact our office for a complimentary make up class in another group class. Make up classes must be scheduled within the same session and limits of availability. Students must contact the Alliance Française by email to **admin@afdela.org** before the date of the class in order to have their request approved. If no other class is available in the specific level during the same session, students are eligible for one hour of private class with their instructor priced at \$35 at a date and time mutually agreed upon. All private make-up classes must be approved and confirmed by Alliance Française administration prior to the class. Students are encouraged to contact their teachers via email to obtain missed work or assignments.

For those students who give notice of more than one missed classes at the time of registration, and when there is no alternate class, a credit equivalent to one class can be issued and used on a future session upon receipt of enrollment in the same session.

### **Classroom Courtesy**

The Alliance Française de Los Angeles reserves the right to dismiss any student at its discretion for lack of common courtesy or infringement of any school regulations.

### **Lost belongings**

Students, families and visitors should make sure to take their and their children's belongings before leaving Alliance Française de Los Angeles. We are not responsible for any lost belongings.

### **Cellphone Use**

The use of cell phones is not allowed in classrooms and any student using his/her phone will be asked to leave the class.

### **Pets**

Pets are not allowed in the classrooms at any time.