

Terms of Use for Alliance Française de Los Angeles

Located at: 10390 Santa Monica Blvd.
Suite 120
Los Angeles, CA 90025

Phone: 3106520306

Email: admin@afdela.org

Web Site: www.afdela.org

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 can set up a payment plan at no additional cost using a credit card that will be charged automatically. 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. If not registering for an entire session (if the student will miss more than three classes), the tuition is \$25 per hour.

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.

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 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 and for private lesson packages.

Private Classes

Private lessons packages must be paid at least 24 hours prior to the first scheduled lesson. Private lessons once purchased must be used within a six month period from date of purchase. Extra hours cannot be added to a 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, 3 hours of the 12-hour package and 5 hours of the 18-hour package. Private Lesson packages are non-refundable, unused hours cannot be transferred and no credit will be issued for them.

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 for an eight-week session and within the first week for

a four-week 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. Transfer from a private lesson package to a group class will not be accepted.

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 of the equivalent level and length in time. 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 \$50 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. A maximum of two make up classes per session will be accepted. For those students who give notice of two missed classes at the time of registration, and when there is no alternate class, a credit equivalent to one class (two for a sixteen week session) can be issued and used on a future session upon receipt of enrollment in the same session.

Children & Teens

For payment and refunds please read the above sections. Missed classes are not refundable but we can allow three make up classes per session. The make-up classes can be taken in another kid's class equivalent in level or in the Afterschool program. If the administration is notified of missed classes at the time of registration, a credit for the value of two classes can be given to the student towards the next session of classes. In the Afterschool program, no refund issued after the first day of the purchased session and no credit will be given. If a day is missed, parents are encouraged to bring their child on a different day within the same session. There will be a \$20.00 per child charge for each 30 minute increment of time that parents are late to pick up children after their specified class is completed. If you are going to be late, please contact us before to arrange for extended care.

Workshops and Cultural Events

Workshops are non-refundable. A credit minus a \$10 processing fee can be issued towards a future workshop if the student notifies the administration at the latest on the day of the workshop the student had registered for. Workshops require a minimum of four students enrolled to open. If this minimum is not reached, the workshop will be reschedule or fully refunded. No refunds or credits issued for Cultural Events.

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 Francaise 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.