

## **FRENCH IN NORMANDY 2024 Terms and Conditions - your registration**

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### **Registration :**

There are several ways for you to book your course with us here at French in Normandy:

- Online [HERE](#)
- By post, fax or email: Send us your registration form.

Once we receive your registration form duly completed, our bookings department will send you all the confirmation documents, including invoice, etc. by email.

For payment by bank transfer, please attach a copy of the bank transfer order to your registration form. Please also add 10 euros to cover bank charges (50 euros for non-European countries).

However you choose to pay, don't forget to state the name and surname of the student, the course dates and the school's invoice number.

You must be at least 18 years old to book individually. If you are under 18 then you need to ask your parents or guardian to book and pay for you.

### **Accommodation booking fee :**

We charge 60 euros for finding and organising your accommodation. This fee is payable on registration. In case of cancellation this fee is non-refundable.

If you choose to change your accommodation during your stay, you will need to pay the 60 euros booking fee again.

If you have not booked accommodation through the school and you decide to move into school accommodation during your stay, you must pay a 60 euros administration fee.

## **FRENCH IN NORMANDY Terms and Conditions - your booking confirmation**

### **Booking confirmation :**

After you have booked, you will receive by email your booking confirmation documents and an invoice. All course and accommodation fees are due and must be paid in full when you book your stay.

Students under 18 must return a parental authorisation form. The school will send it with the booking confirmation documents. It will ask for:

- the contact details of the next of kin (in case of emergency),
- the hours allowed out in the evening,
- authorisation to proceed with any necessary medical and/or surgical intervention,
- and insurance for the length of stay (see Insurance).

## **FRENCH IN NORMANDY Terms and Conditions - your Visa request**

### **Visa :**

If you wish to stay for more than 3 months and you are a national of a non-EU member country, you must request a long stay visa (or long-term student visa).

In order to receive a booking confirmation, you must pay for all course and accommodation fees when booking.

You can also receive a pre-booking certificate if you pay a non-refundable deposit of 500 euros.

We only accept payment by bank transfer. If your visa is refused there is no refund of this deposit.

## **FRENCH IN NORMANDY Terms and Conditions - cancellation conditions**

### **Cancellation :**

If you paid the non-refundable deposit and if your visa is refused, there is no refund of the deposit.

If you paid in full and if your visa is refused, FRENCH IN NORMANDY will refund the amount received minus 200 euros in administration fees and also 50 euros in bank charges. In order to be refunded you must send us the original document from the French Embassy. We can only accept original documents from the French Embassy (no copies or photocopies are accepted). The school makes refunds by bank transfer only.

If you cannot come for medical reasons, we will postpone your stay for a period of 12 months on receipt of your doctor's certificate. We can only accept original documents (no copies or photocopies are accepted). The school will not offer any refund.

If you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you stop your course.

French in Normandy requires 24 hours' notice in writing for all/any changes to the timetabling of individual (one to one) lessons otherwise the lesson will be lost

## **Cancellation conditions**

1. If you cancel your stay more than 4 weeks before your course is due to start: FRENCH IN NORMANDY will refund you 50% of the payment received minus 200 euros in administration fees and also 50 euros in bank charges (10 euros for EU nationals).

2. If you cancel your stay 3 or 4 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation): FRENCH IN NORMANDY will refund you 40% of the payment received minus 200 euros in administration fees and also 50 euros in bank charges (10 euros for EU nationals).

3. If you cancel your stay 2 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation): FRENCH IN NORMANDY will refund you 20% of the payment received minus 200 euros in administration fees and also 50 euros in bank charges (10 euros for EU nationals).

4. If you cancel your stay 1 week before your course is due to start (Monday for the course, Sunday if you have requested accommodation): FRENCH IN NORMANDY will not refund you. Exceptionally during COVID we accept cancellations free of penalties if you inform us at least 5 days before the arrival date ON CONDITION THAT THE COURSE IS REBOOKED OR CHANGED TO AN ONLINE ALTERNATIVE WITH US.

In case FRENCH IN NORMANDY has to close the school due to a case of "force majeure", state of emergency or a governmental decision, FRENCH IN NORMANDY will offer to postpone all courses for 18 months at no extra cost. If you refuse to postpone your course, you will get a refund in line with the cancellation conditions above.

If you have to leave before the end of your course for the above-mentioned "force majeure" reason, French in Normandy will not refund you but we will offer you a voucher for the courses not used which may be redeemed for the 12 months following your departure date.

5. If you cancel your transfer from the airport/station or from your host family on the day of the transfer the service is fully due. If you cancel 1 day before the planned transfer, 50 % is due.



## **FRENCH IN NORMANDY Terms and Conditions - School Rules and Regulations**

### **Lateness :**

Students who arrive over 30 minutes late will have to wait until break time to join their class. In some cases, the Teaching Staff may allow students to join the class.

### **Absence - Interrupted training :**

By booking with FRENCH IN NORMANDY you commit to attending classes and respecting the school's Rules and Regulations. The School will not refund or compensate for lessons you have missed. Students absent from lessons will not be refunded or compensated in any way and, if you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you are repeatedly absent.

**HOLIDAYS /OTHER ABSENCES** Students on long-term stays may book holidays or periods of absence but this must be done in writing and with at least 4 clear weeks' notice before the first day of absence. Each complete week of holiday notified in this way can be taken later. Any periods of less than a week will not be replaced. This procedure must be adhered to strictly or the absence will not be compensated. Accommodation must still be paid even during authorised absence from lessons.

If you stop or interrupt your course and/or your stay in France for whatever reason, the School will not refund or compensate but we will offer you a voucher for the courses not used which may be redeemed for the 12 months following your departure date

### **Behaviour :**

In case of bad or abnormal behaviour in violation of the 'Reglement Interne Stagiaires (Student Code of Conduct), FRENCH IN NORMANDY has the right to dismiss the student at any time, with no refund or compensation.

## **FRENCH IN NORMANDY Terms and Conditions - image use**

### **Image use :**

FRENCH IN NORMANDY may take photos of the school and students to be included in promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents say otherwise. Therefore students and parents who do not wish to have their photos taken must state their refusal when booking on the form in the appropriate place.

## **FRENCH IN NORMANDY Terms and Conditions - claims**

### **Claims/Complaints :**

French in Normandy has a formal complaints procedure.

**IN SITU :** Students are asked to make complaints or comments to the duty staff member who will complete the appropriate document. Students will be asked to countersign this record. French in Normandy will take appropriate remedial action which will also be noted. The student will be asked to countersign and to add any additional



comments they feel necessary. Only complaints signalled in this way during a student's stay can be taken into consideration.

French in Normandy reserves the right to decide what compensation is appropriate in the case of a complaint. Only the school's management has the authority to make the decision to refund or postpone missed courses.

Finally, in case of litigation the parties agree that only the Rouen Court of Jurisdiction will be able to decide the case.

#### Internet use :

We have a strict code of conduct that relates to the use of computers and the internet on our premises or in those of our accommodation providers. Any student violating this code will be refused access to our internet rooms and may be asked to leave the school.

#### Data protection :

French in Normandy collects and processes data to manage effectively student registration and follow-up. This data is reserved for internal use. French data protection law (January 6, 1978 amended in 2004) gives you the right to access and rectify your personal information and you can exercise this right by contacting our services: info@frenchinnormandy.com

### FRENCH IN NORMANDY Terms and Conditions – your insurance

#### Insurance :

Students are requested as part of our terms and conditions to take out appropriate Health Insurance and a Civil liability insurance for the duration of their stay as French in Normandy is not responsible in any way for illness, accidents, loss or theft of property, money or personal items nor for damage or injury caused to third parties by our students. Students must have civil liability insurance to cover damage or injury caused to third parties, including accommodation providers. It is obligatory that you take out adequate insurance health, repatriation and cancellation costs and we will ask you for the number of your policy on registration. We remind you that registration implies acceptance of all our terms and conditions however you have booked your course (direct/web site/consultancy/tour operator etc)

FRENCH IN NORMANDY'S insurance policy covers against accidents occurring inside the school premises, but not for injuries incurred outside the school. It also cannot cover damages caused to any type of goods belonging to the student or others, whether caused by the student him/herself or by a third person.

Any student under the age of 18 must send a copy of his/her insurance policy together with any document requested by the FRENCH IN NORMANDY Registration Department. All students are required to take out appropriate insurance and by booking a course with French in Normandy students agree and are bound by this clause.

If you don't already have an insurance policy, FRENCH IN NORMANDY recommends:

— AVI INTERNATIONAL or GUARD ME, both specialising in language stays abroad:

#### Web sites

<https://www.avi-international.com>

<https://www.guard.me>

When you contact them, please state that you are attending a course at FRENCH IN NORMANDY.

Lessons will take place on all public holidays except Easter Monday, May 1st and July 14th. Weeks with those dates included will have 4 longer days with lessons from 9H-13h and 14h-16h30.

### FRENCH IN NORMANDY Terms and Conditions – payment of your course at FRENCH IN NORMANDY

#### Payment :

After receiving your booking form, you will receive an invoice stating the payment we have received and any amount which is still due.

#### Payment Methods :

How to Pay for your Course

Payment must be made in Euros.

Please see below all the options we have for you to make a payment and choose the easiest for you. If you have any questions about making a payment please contact us

**Important: However you choose to pay, please don't forget to state the name of the student, the course dates and the school's invoice number.**

Pay by credit/debit card using our secure online payment system

We take all major credit/debit cards in our secure online payment system (Visa, MasterCard).

Pay by Bank Transfer

For payment by bank transfer please add 10 euros to cover bank charges (50 euros for non-European countries). To allow you to make your payment by bank transfer, FRENCH IN NORMANDY Rouen will send you an invoice including all necessary bank details.

Make a STRIPE/PAYPAL payment

FRENCH IN NORMANDY Rouen has teamed up with STRIPE/ PAY PAL to enable our students and their parents to pay their fees in a faster, more cost effective way than your bank.

These sites enable international payments to us for free, without paying international banking charges while receiving competitive foreign exchange rates.

### COVID CONDITIONS AS OF APRIL 2021

#### COVID-19 Health & Safety Regulations :

1. FIN/Host family/accommodation can not be held responsible in case of illness. Students agree to abide by all hygiene rules and safety regulations laid down by the French government, the school and the school's recognised accommodation options. Health & safety recommendations are subject to change as the situation evolves.

2. Some of these conditions include:

- maintaining physical/social distance of minimum 2 meters, refraining from personal contact with other students, staff and teachers (no handshakes, no kissing or hugging)
- regular, proper hand washing and sanitising
- limiting gatherings in any setting inside and outside the school
- proper disinfecting/washing of personal equipment (i.e. reusable masks and visors)
- no sharing of personal items (i.e. masks, pens, phones/tablets, cutlery etc)
- Students MUST inform the reception or emergency number staff at once in case of ANY sign of fever/infection. FIN instructions must then be followed.
- In the event of a new government-imposed lockdown, French in Normandy will provide students with the option to complete their course online or receive a voucher for a later date at no extra cost.
- Extra meals or journeys are all students' expense.



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