
GENERAL CONDITIONS 2024

Any enrolment to a course at Idiom implies unconditional acceptance of the following terms of sale.

Enrolment

To be effective an enrolment should be sent in any written form by e-mail, post, or by filling in our online form. In order to confirm your booking, we ask you a down-payment of the booking fee and the placement fee, as well as 25% of the amount of course and accommodation.

Payment

The balance is fully due one week before arrival. Idiom reserves the right to cancel your booking if no payment is received in due time. Payments should be done in Euros, without any cost or bank charges to Idiom. You will find our bank details on the invoice.

Course registration and accommodation placement fee

A booking fee of 60 € (incl. VAT = 72 €) is due for each participant. If a participant combines several courses this amount is only to be paid once. We will not charge this fee if a student comes back within the same year. A placement fee of 45 € (incl. VAT = 54 €) will be charged if Idiom has to take care of the search and the booking of accommodation. These fees are not refundable in case of cancellation.

Cancellation / Modification / Earlier departure

In accordance with the European directive 97/7 for any distance contract, you can use your right to retract within 7 days from the day you have booked. Cancellations must be sent in any written form, by email or post. After this period, booking fee and placement fee are not refundable.

- Cancellation more than 28 days before the course starts: refund of the down-payment of 25% on the course and accommodation price.
- Cancellation between 7 and 28 days before the course starts: no refund of the down-payment.
- Cancellation less than 7 days before the course starts: no refund of the total amount of your stay.

In case of cancellation for “force majeure” (medical reason or death in the family, proved by a certificate translated by a sworn translator), Idiom will refund all the already paid sums, except the booking and the placement, whatever the notice period is.

In case of modification of a booking (change of course, dates or accommodation), Idiom will invoice an additional fee of 10 Euros (incl. VAT = 12 €). If a student decides to leave or change the homestay in the middle of the week, the entire week will be paid to the first host family. Any course that has already started is entirely due and cannot be refunded. This also applies in case of no show on the first course day.

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Public holidays and annual closure

Lessons missing due to a public holiday are not lost but entirely compensated by extra lessons and/or activities spread over the other days of the same week.

Public holidays in 2024: 01/04, 01/05, 08/05, 20/05, 14/07 (Sunday), 15/08, 01/11 and 11/11/2024.

9th May is a public holiday but the school will be open and lessons will take place normally. The school will be closed from 16/12/2024 until 05/01/2025.

Insufficient number of participants

It might happen that there would not be enough students of the same level to create a homogeneous group. In this case Idiom would apply the following alternatives:

- **EXEC:** you are alone, you will receive 2 private lessons per day (morning or afternoon) + 4 lessons per day in a larger group or in a group of a slightly different level. In some rare cases, a mini-group can be created by mixing INT and EXEC students accordingly to their level.
- **INT:** you are alone, you will receive 4 private lessons per week (morning or afternoon) as well as 4 lessons per day in a group of a slightly different level. You are 2 or 3 participants, you will receive 4 lessons per day as well as 2 lessons per day in a group of a slightly different level or 1,5 hour of self-study, guided and corrected by a teacher.
- **SIC:** you are less than 3 participants, you will receive 4 private lessons per week (morning or afternoon) as well as 2 lessons per day in a group of a slightly different level.
- **BUS:** you are alone, you will receive 4 private afternoon lessons per week.
- **ABI:** you are alone, you will receive 2 private lessons per day as well as 4 lessons per day in a INT group or 3 hours of self-study, guided and corrected by a teacher. You are 2 or 3 participants, you will receive 4 lessons per day in a ABI group as well as 2 lessons per day in a INT group or 1h30 of self-study, guided and corrected by a teacher.
- **55+:** you are less than 5 participants of the same level, you will be mixed with other students of the school in an INT course. The number of afternoon activities varies according to the number of participants in the programme (2 afternoons instead of 4).
- **FFT:** you are alone or 2 participants, you will receive 2 (semi) private lessons per day (morning or afternoon) as well as 4 lessons per day in a group INT. You are 3 participants, you will receive 4 lessons per day in a FRENCH FOR TEACHERS group as well as 2 lessons per day in a group INT.

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Non respect of dates for students with elementary level for the group courses

Students with elementary level (A1) who wish to book an EXEC, INT or SIC course must respect specific starting dates. If a student with this level does not respect these dates, Idiom cannot be held responsible if there is no group of an adequate level and will not offer any compensatory private lessons or refund.

The student can, of course, pay a supplement to transform his group course into private tuition. We remind you that we do not run group courses for complete beginners but students of this level can book private tuition (IND20, 30 ...) and start whenever they wish. Once they reach an elementary level, they can then join a group course.

Special starting dates for elementary level in group courses (A1): 08/01, 29/01, 19/02, 04/03, 25/03, 15/04, 06/05, 27/05, 10/06, 24/06, 08/07, 22/07, 05/08, 19/08, 02/09, 16/09, 07/10, 28/10, 18/11/2024.

Visa

If a Visa is necessary, all fees must be paid before any confirmation from Idiom is given. These fees will be refunded if the Visa is refused, except the booking fee and the placement fee.

Insurance

Every participant has to subscribe to an individual insurance in his home country in order to cover the risks during his journey and stay. If the participant's personal belongings and values are not insured against theft, loss or damage, Idiom will in no case be held responsible.

Minor students

Idiom can welcome minor students in the programme "Abitur/Matura preparation" only. In this case, we will send a release of liability that must be signed by the parents and sent to the school before the course starts. Parents must be aware that Idiom cannot be considered as a campus for minors and cannot monitor their child outside of its premises, and therefore cannot be held responsible for their child's behavior or for any damage suffered outside of the school.

Activities and accommodation

Idiom can be asked to take care of certain services such as accommodation, cultural activities, transport... on the behalf of students and only upon request. Idiom cannot be held responsible for any damage suffered by students with external partners or with host families. Host families are carefully selected and controlled, however, in case of any problem occurring during one stay, Idiom should be informed immediately but cannot be held responsible.

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Image right

All students give permission to Idiom to use their testimonials, pictures or videos that may have been taken during their courses or activities, for promotional purpose (brochure, website, social network). Acceptance of our general conditions at registration implies acceptance of the use of these pictures and videos, with no limit in time and without any financial compensation. If you are opposed to the use of your image, you have to inform us by any written form before your course starts.

Personal data protection

Idiom has to collect some personal information during your registration (date of birth, profession, address, phone number, wishes for the accommodation...) in order to provide you with a personalised service. This information is for internal use only and kept in a secure environment. In accordance with the French law on data protection, you have a right of opposition and withdrawal with respect to your personal information, as well as a right of access and modification of this information. If you wish to exercise these rights, you can contact us by email or by post.

Security, hygiene, discipline

Idiom premises have 3 emergency exits marked with lighted panel. In case of danger or of fire students must follow the instructions displayed on the information panel and given by Idiom staff.

It is forbidden to smoke in the building, there is a smoker area outside in the garden. The use of drugs or alcohol is also forbidden.

We ask our students to be punctual to the courses and to have a respectful attitude of property and people. Idiom can decide to exclude a student from class and accommodation in case of inadequate behaviour (possession of illicit products, drunkenness, vandalism, disturbances during courses, discrimination, harassment or violence towards students, staff members or school partners) without notice and without any refund.