



General Conditions of Sale

Adult & Junior Courses

Enrolment on 'French as a Foreign Language Course', organised by **inlingua**, is without exception subject to the following General Conditions.

The participants of **inlingua** courses agree to follow their courses and adhere to **inlingua**'s internal regulations.

ARTICLE 1: OBJECTIVE

The General Conditions define the obligations of each party and clarify the role of **Inlingua** and the service that the client has chosen to be provided with.

ARTICLE 2: ADMISSION

At the time of enrolment, if the participant is under the age of 18, the contract must be signed by a parent or legal guardian, who must also provide full contact details.

ARTICLE 3: METHODS OF ENROLMENT

inlingua accepts enrolments via one of its overseas representatives, via website or by post.

3.1 Minors

All students under the age of 18 at the beginning of the course must provide, in addition to the documents stipulated in article 2. Participants in junior camps with accommodation will be required to provide a set of documents:

- The medical form
- The swimming form
- Information and rules for your stay Junior
- Parental authorisation form - going out (optional)

3.2 Foreign Participants Requiring a Visa

If the duration of stay exceeds three months, participants coming from outside of the European Union will be subject to specific conditions of admission. It is the participants' responsibility to carry out any necessary administration to obtain their student visa.

3.3 Final Enrolment

Once payment and enrolment fees have been received, each student will be provided with:

A confirmation of payment

A confirmation of enrolment including dates of the stay

An invitation letter

These documents are necessary to apply for a visa at the French Consulate.

In some cases, the Consulate may accept a payment of 25% of the sums due and in this case full payment will not be required before providing the documents mentioned above. In case of visa refusal, the sums received will be refunded after the deduction of the 140€ application fee.

ARTICLE 4: FINANCIAL DETAILS

All amounts due with regards to administration fees, courses, activities or accommodation must be paid in Euros.

All bank charges are to be paid by the client.

ARTICLE 5: PAYMENT

All fees pertaining to study or those annexed in this document are to be paid as follows:

- Via Flywire which is specifically developed for international student payments. This service allows payment by credit card or bank transfer. (Visa, Mastercard or Eurocard)
- By bank transfer to **inlingua**'s bank account (Please ensure that the invoice number is clearly referenced on the transfer)

A deposit of 25% of the total amount due is required at the latest 15 days after the booking is made in order to secure the reservation.

The remaining balance is due to **inlingua** at least 4 weeks prior to the start of the course. If the balance has not been paid prior to arrival, students are asked to settle any outstanding payments on the first day of the course. The school will produce a clear document stating the amount owed.

ARTICLE 6: DEFERRING THE STAY

A participant who fails to be present for their course forfeits any right to defer.

No classes, nor any other service are provided by **inlingua** on bank holidays. Any hours missed due to bank holidays will be added onto either preceding or following days. On these days, Junior Camps participants will follow an animation or excursion for the whole day.

ARTICLE 7: WITHDRAWAL PERIOD

By registering remotely for our services, either by email or online, clients benefit from a 14-day right of withdrawal. This period runs from the moment of registration. The participant shall notify the school of their withdrawal in writing by registered letter with acknowledgement of receipt or by email at info@inlingua-larochelle.com. In the event of withdrawal within this specified timeframe, **inlingua** will refund the total amount you have paid, at the latest within 14 days following the date on which **inlingua** was informed of your decision to withdraw.

ARTICLE 8: CANCELLATION AND DEFERMENT OF THE STAY

The participant or legal representative may, in writing or by email at info@inlingua-larochelle.com, cancel enrolment prior to the start of the course without giving any justification or reason. The school must be notified in writing of the cancellation either by letter or email*.

- **Cancellation more than 30 days prior to the course**

All payments already made to **inlingua** will be refunded to the client. If deposits have been made with accommodation providers (residences, hotels, or real estate agencies), refunds will be made in accordance with their refund policy. Clients will be notified of this policy at the time of booking.

- **Cancellation 30 – 15 days prior to the course**

Only the inscription fee (80€ for adults, 50€ for juniors) and accommodation fee (70€ per person) will be retained, the rest of the sum will be fully refunded to the client. These fees represent the school's preparative efforts for each student. If deposits have been made with accommodation providers (residences, hotels, or real estate agencies), refunds will be made in accordance with their refund policy. Clients will be notified of this policy at the time of booking.

- **Cancellation under 15 days prior to the course**

300€ of the total cost of the will be retained for cancellations under 15 days prior to the start of the course for bookings with accommodation, 150€ will be retained for bookings without accommodation. If deposits have been made with accommodation providers (residences, hotels, or real estate agencies), refunds will be made in accordance with their refund policy. Clients will be notified of this policy at the time of booking.

**Cancellation conditions are effective from the first working day that the email or letter is received*

Any reimbursements will be made up to 4 weeks after **inlingua** has been notified.

With our personalised accommodation service, it is possible that some rentals are booked with one of our partnered estate agencies. In these cases, clients are asked to pay for the entirety of the rental at least 30 days prior to their arrival. If the stay is cancelled, certain agencies do not refund the amount to the client. Other agencies offer a cancellation insurance which guarantees that clients are reimbursed in specific cases, and some reimburse the total amount. **inlingua** will provide the necessary information relative to this when the reservation is made.

8.1 Cancellation after the beginning of the course

Adult Courses

If a cancellation is made after the scheduled starting date of the course, only the lessons attended will be counted. The inscription fee (80€ for the adults and 50€ for the juniors) and accommodation fee (70€) will not be refunded. A 20% cancellation fee will be retained on the cost of the classes and the student will be reimbursed the remaining 80%.

With regards to accommodation, any week that has started is owed to host families and residences. Additional weeks will be reimbursed. For bookings made with exterior partners (real estate agencies or hotels), refunds will be made in accordance with their cancellation policy.

Junior Courses

The organisation of Junior Courses requires a large amount preparation in terms of recruitment, accommodation, and activity planning. **inlingua** will have paid for all of this well in advance with our partners and will have hired the correct number of Group Leaders for the number of children. Therefore, except in cases of force majeure, any cancellation of a Junior Course after the scheduled starting date is not refunded to the client.

8.2 Cancellation or Deferment by inlingua

In cases of force majeure, or of unforeseen cancellation of the student's accommodation with no feasible alternative, **inlingua** will make an offer of deferment. If the participant refuses this offer, **inlingua** reserves the right to cancel the stay. In this case, clients receive a total refund for the course, their accommodation, and any administrative fees. However, if the student is on site, this clause does not apply and **inlingua** will make sure to find an alternative with no financial involvement.

ARTICLE 9: INSURANCE

inlingua takes no responsibility for accidents, loss or theft of money or personal items, or of damage or injury to any student.

inlingua advises that travel insurance be taken out, covering cancellation fees and repatriation costs, as well as civil responsibility. **inlingua** can provide such an insurance cover. Insurance premiums are not included in the costs of the stay, but must be settled separately and are non-refundable. The parents or legal guardian must make sure that their child enrolled in a Junior Camp has a liability insurance.

ARTICLE 10: IMAGE RIGHTS

Photos of students taken during lessons or excursions can be used by **inlingua** for promotional material (brochures, internet site, social media) unless the student or their legal representative informs us, in writing, that they do not give permission.

ARTICLE 11: DISCIPLINE

In event of a participant failing to adhere to the **inlingua** 's internal regulations, the **inlingua** management reserve the right to end the course without warning.

Each accommodation option carries its own rules, in particular when staying with a host family for whom you will receive the rules and general behaviour expectations where applicable.

ARTICLE 12: MINORS ON ADULT COURSES

Written permission from either parents or a legal guardian is required for any student under the age of 18 participating in an Adult Course and staying in accommodation without supervision. This document will be sent to the person making the booking at the time of registration.

ARTICLE 13: SETTLEMENT OF DISPUTES

Only French law is applicable on inlingua courses. If a dispute should arise from the interpretation or execution of this contract, the Commercial Court of La Rochelle will have sole jurisdiction to settle the dispute.

ARTICLE 14: REDUCTION OF HOURS

In cases where fewer than 3 students of the same level are enrolled on a General French or 30+ programme, **inlingua** reserves the right to reduce the number of hours in morning classes.

In these cases, each morning students will do 2 hours in small groups and one hour of multimedia work.

ARTICLE 15: OUT OF SEASON EXCURSIONS

inlingua offers day trip from the beginning of March to the end of October. Outside of these times an afternoon or evening activity will still be organised at least once per week, but no excursions will be offered at weekends.

Au Pair Courses

ARTICLE 16: AU PAIR COURSES

If a host family cancels or withdraws from the program, **inlingua** will do everything in their power to find an alternative solution. If no other solution is available, **inlingua** will reimburse the lessons pro rata.

*This is a automated translation. Only the French and English versions have legal value.

Signature:

Date: