

## Private tuition & Private group courses Terms & conditions

### I. Registration & payment

- 1) Upon registration, the student must fill in a personal information sheet. Contact numbers should be mentioned. Should personal information change, please inform the front desk office or modify your data online.
- 2) The minimum private tuition hour package is 8 hours. The minimum single lesson duration is 1 hour at AFH premises and 2 hours at customer site. You may need to purchase textbooks or materials at an additional cost, unless otherwise specified.
- 3) Full hour package is to be paid in a single payment, at least 48 hours before the course starts.
- 4) Payment should be done using the Alipay system. Companies and Schools are required to pay by bank transfer.
- 5) Private group tuition fees are set according to the number of participants. If participants join the group after the course has begun, prices will be revised accordingly. No split of credit is possible once tuition has been organized and paid for.
- 6) Private tuition purchase is valid for 6 months from the date of purchase. The same applies to private group tuition, considered as a single buying.

### II. Right of withdrawal

- 1) The customer lays out a time of 7 clear days retraction provided courses have not started. 10% of course fees as well as membership fees will be retained. Course textbooks delivered will not be refunded.
- 2) In the case of private group tuition, course fees for the remaining members of the group will be revised accordingly.

### III. Course cancellation by Students

- 1) If a lesson is cancelled or postponed by the student, Alliance française should be informed at least 24 hours in advance. Otherwise, the lesson will be invoiced. The same applies to private group tuition.
- 2) Cancellations on behalf of minors must be made by their parent(s) or guardian(s).
- 3) Alliance française will not be held responsible for student's changes in work commitments or personal circumstances when one student cannot attend a private group tuition.
- 4) If a student arrives more than 15 minutes after the scheduled start of the lesson, the tuition will not be extended, whatever the reason for the delay.

### IV. Course cancellation by AFH

- 1) In a case of illness or other event in which the teacher cannot attend class, a substitute teacher will be provided, or the course will be postponed. Alliance française will notify students at least 12 hours before the lesson.
- 2) In an event of Alliance française cancelling occasionally a course, e.g. for maintenance or typhoon reasons, the course will be postponed. No refund will be given.
- 3) In the event of Alliance française being unable to provide regular services due to a disaster or a Government's decision, no refund can be claimed. Lessons will be rescheduled at earliest convenience. Alternatively, students will receive a credit note valid for one year or will be proposed an alternative solution.

### V. Refunds

- 1) In case of serious illness or hospitalization, a credit or refund may be granted upon presentation of an original medical certificate, according to Alliance française discretion. Pregnancy is not eligible for refund, except if a doctor declares a serious ailment.
- 2) If reimbursement is granted, 20% of remaining course fees will be retained. Private group tuition fees of remaining students will not be affected.
- 3) Lessons missed for any personal reason can neither be refunded, nor transferred.