



Alliance Française
Hangzhou 杭州

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) Full term is to be paid in a single payment. One is enrolled after full payment of the tuition fees.
- 3) Tuition fees must be paid before starting the course, using the Alipay system. Companies and Schools are required to pay tuitions fees by bank transfer.
- 4) Classes will run subject to a minimum number of participants. AFH reserves the right to cancel a class with less than 6 students registered.
- 5) Once chosen, a class or timing option cannot be changed.
- 6) Students already familiar with the French language are requested to sit for a free orientation test. The decision of the teacher assessing the test will be final.

II. Partial registration

- 1) In the event of a late entry, course fees will be proportional to remaining classes. Private make-up classes can be proposed at a discounted rate up to 8 hours. The number of make-up hours will be defined by Alliance française.
- 2) Partial registration for the first half of a course term may be considered on reasoned request, subject to availability. A 10% surcharge will be applied to course fees.

III. Right of withdrawal

- 1) The customer lays out a time of 7 clear days retraction. 10% of course fees as well as membership fees will be retained. Course textbooks delivered will not be refunded.
- 2) Refund request cannot be later than 7 clear days before the course starts.

IV. Course cancellation & Force Majeure

- 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.
- 2) If Alliance française cancels a lesson occasionally, e.g. for maintenance reasons or due to a typhoon, the lesson will be rescheduled, and 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. If reimbursement is granted, 20% of remaining course fees will be retained.
- 2) A student eligible for refund who disrupts multiple-term courses subscribed at a discount rate will be refunded considering full rate for lessons already taken. 20% of pending course fees will be retained.
- 3) Lessons missed for any personal reason will not be refunded. Private make-up lessons can be organized at discounted price within the limit of two hours per course term.

VI. Credit notes and course transfer

- 1) As an alternative to refund, remaining lessons can be postponed for twelve months without supplementary charges. Credit notes can be transferred to any third party. The new beneficiary will nonetheless have to pay membership fees and take the course within one year after the credit note has been issued.
- 2) A student who relocates outside the city of Hangzhou can get a credit note valid for one year or transform his remaining credit into online private tuitions at a discounted price to be taken within the 12 following months.