Alpine French School
a Gallico company

TERMS & CONDITIONS

GENERAL PROVISIONS

COURSE TYPES AND ELIGIBILITY

Alpine French School ("AFS") offers French language courses for adults and junior summer camp programs for children. Photocopies and course folders are provided during all courses. Coursebooks are not included in lesson costs but can be recommended for self-study.

COURSE PLACEMENT AND EVALUATION

We conduct evaluations to ensure students are placed in the correct group for their level and objectives. This is a crucial information for the organisation prior to arrival. If you feel you have been placed in the wrong class, please inform your teacher or email us after the first lesson so we can discuss moving you to a different group if necessary.

STUDENT CONDUCT

All clients must comply with the rules and regulations of AFS. Clients are expected to behave in a courteous and polite manner and comply with applicable French law. Inconsiderate behaviour may result in AFS terminating participation in the course and, if necessary, requiring the client to vacate accommodation.

PAYMENT TERMS

- A deposit of 25% of your total booking amount is required to confirm your booking within 48 hours of quotation receipt.
- The agreement becomes legally binding upon deposit payment
- Full payment must be made 8 weeks prior to the start of the course
- All junior prices are exclusive of enrollment fee: €60
- All adult prices are exclusive of enrollment fee: €60
- All prices are in euros
- Prices do not include insurance, travel, or accommodation (unless specifically booked)

ACCEPTED PAYMENT METHODS

- Bank Transfer via Transfermate. All charges must be paid by the client
- Credit card (excluding American Express)
- AFS is not responsible for bank charges or payment discrepancies caused by exchange rate variations

CANCELLATIONS AND REFUNDS (1)

STANDARD CANCELLATION TERMS

- 9+ weeks before start: 75% refund
- 8-6 weeks before start: 50% refund
- 5 weeks before start: 20% refund
- 4-0 weeks before start: no refund

ADULT WINTER COURSES CANCELLATION TERMS

- 9+ weeks before start: 75% refund
- 8-4 weeks before start: 50% refund
- 3-0 weeks before start: no refund

ADDITIONAL FEES AND RESTRICTIONS

- The 25% deposit is non refundable (regardless of cancellation dates)
- Enrollment fees: Non-refundable in all cases
- Credit notes issued at AFS discretion only

EXCLUSIONS FROM REFUND POLICY

No refunds or credits available for (including but not limited to):

- Medical issues, illness, or health-related absences during courses
- Last-minute changes of mind or personal preference changes
- Schedule conflicts or inconvenient timing
- Family emergencies or personal circumstances
- Weather conditions affecting outdoor activities
- Changes in personal travel plans
- No refunds for dissatisfaction with teaching methods, course content, group composition, group changes, or learning pace. All educational decisions are at AFS professional discretion.
- No refunds will be issued to student visa applicants who have paid in full and received their official AFS documentation.
- No refunds will be issued to student visa applicants who have received formal registration documents from Gallico/AFS and whose visa application is still being processed by Campus France or the relevant embassy/consulate.

ACTIVITIES (WINTER AND SUMMER)

- All activities are non-refundable once booked.
- Activity group upgrades are organised at the discretion of AFS and are not guaranteed. Your spot is guaranteed only for the group in which you have enrolled for.
- No refunds for unwillingness to participate or weather-related modifications

Note: Activities are booked through third parties and are subject to their terms.

CANCELLATIONS AND REFUNDS (2)

CHANGE OF MIND POLICY

- All sales are final once deposit is paid
- No cooling-off period for course bookings
- Financial hardship does not constitute grounds for refund

GENERAL PRIVATE LESSONS

- Cancellations with less than 48 hours notice: No refund or credit note possible. Rescheduling according to availability and at AFS discretion (24 hours notice max)
- Cancellations with 48+ hours notice: Best effort to reschedule subject to availability but no refund due
- Late arrival (under 20 minutes): Lesson ends at scheduled time
- Late arrival (20+ minutes): Teacher no longer available, full charge applies

SUMMER CAMP PRIVATE LESSONS

- Private lessons during summer camp are scheduled on a fixed timetable
- No rescheduling available due to operational constraints
- Missed lessons due to schedule inconvenience: No refund or rescheduling
- All private lessons must be taken as scheduled or forfeited
- No refunds for private lessons missed due to illness or medical issues
- No exceptions for documented medical circumstances
- Lesson fees remain payable regardless of health-related absences

FORCE MAJEURE

In the event of:

- Cancellation made by Alpine French School, the Company will reimburse the student for the applicable amount.
- If the cancellation is made by the student, the Company will issue a credit note for the applicable amount, which may be used toward future bookings and will be valid for a period of one (1) year from the date of issue.

Any cancellation not covered by AFS may be covered by your own insurance. Please check with your provider's terms before arrival.

ACCOMMODATION TERMS

CHECK-IN/CHECK-OUT

- Check-in: 16:00 (early arrival luggage storage available if arranged prior to arrival). AFS is not liable for luggage damage/theft if stored on premises
- Check-out: 10:00 (luggage storage available on departure day if arranged prior to departure). AFS is not liable for luggage damage/theft if stored on premises
- Key box location and codes provided via WhatsApp on day of arrival
- There is a charge of €25 for each set of keys not returned to the key box at the end of stay

ACCOMMODATION DEPOSITS

- Jora shared apartments and host families: €350 damage deposit held on credit card on first day and returned within 5 business days

JORA STANDARDS

Clients agree to maintain:

- Basic cleanliness standards including rubbish disposal and kitchen upkeep
- Appropriate noise levels (quiet after 22:00)
- Consideration for other residents and neighbouring properties
- Immediate reporting of damages or breakages

HOST FAMILY EXPECTATIONS (WHERE APPLICABLE)

- Be considerate with bathroom times and hot water usage
- No smoking indoors or on balconies/terraces without explicit permission
- No alteration of TV, computer, or heating settings
- Keep rooms tidy with no food storage
- Respect dinner times and household routines
- Follow family-specific guidelines as communicated

EMERGENCY PROCEDURES

- Use emergency phone number only for genuine accommodation emergencies
- Non-urgent issues addressed on next working day

ACCOMMODATION CANCELLATION TERMS

- 9+ weeks before start: 75% refund
- 8-7 weeks before start: 50% refund
- 6-0 weeks before start: no refund

Note: Accommodation booked through third parties subject to their terms.

HEALTH, SAFETY AND MEDICAL PROVISIONS

INSURANCE REQUIREMENTS

Mandatory for all clients:

- Comprehensive travel and medical insurance
- Coverage must be valid for entire stay duration
- In the case that a client is not insured, AFS accepts no liability for medical or travel expenses

MEDICAL RELEASE (JUNIOR PROGRAMS)

- Full medical information must be completed on application forms
- In the event of a medical emergency, parents authorise AFS and its staff to contact emergency services and to take any reasonable action necessary to protect the health and safety of participants, in accordance with the instructions of medical professionals.
- All medical, hospital, pharmaceutical and repatriation costs remain the responsibility of the participant or their parents.
- AFS shall not be held liable for medical decisions made by healthcare professionals or emergency services.
- Parents contacted immediately in case of illness/accident
- An emergency contact is required to be contactable at all times whilst children are at camp

SAFETY PROTOCOLS

All programmes:

- Immediate parent/guardian notification of incidents
- Third-party providers fully insured and certified

Junior programs specifically:

- Swim test (test d'aisance aquatique) required for water activities
- No participation in water activities without passing swim test
- Fire safety drills conducted at beginning of each camp week
- Constant adult supervision with appropriate ratios

HEALTH AND SAFETY COMPLIANCE

- AFS ensures provider insurance and safety policies
- AFS cannot accept liability for third-party provider actions
- Facility cleanliness and safety maintained at all times
- First Aid protocol in place

CODE OF CONDUCT & BEHAVIORAL STANDARDS

EXPECTED BEHAVIOUR

All students and clients must:

- Make effort to communicate in French where possible
- Ask for help, repetition, or translation when needed
- Respect timetables for lessons and activities
- Respect staff, teachers, activity leaders, and fellow students
- Respect facilities, equipment, and materials
- Behave politely with people outside the center
- Follow all safety regulations at all times
- For safety and pedagogical reasons, parents are not allowed in the classrooms, during activities or outings, nor during break times.

ELECTRONIC DEVICE POLICY

- Mobile phones: reasonable use during free time only
- Lesson use: only with teacher permission
- Break/lunch times: allowed within reason (junior camp)
- Activities: prohibited for safety reasons
- Staff may restrict use if excessive or isolating (junior camp)
- Tablets and laptops not permitted (junior camp)

STRICTLY PROHIBITED (LEGAL REQUIREMENTS)

- Alcohol consumption, smoking, or banned substances
- Bringing prohibited substances onto AFS premises
- Visiting websites unsuitable for under-18s (junior camp)
- Violence, sexual harassment, racism, discrimination based on gender, religion, origin, sexual orientation, or any other characteristic
- Swearing, offensive language, or inappropriate behavior
- Bullying of any kind
- Possession of weapons or dangerous objects
- Purchase of pyrotechnics or any kind of knives during outings (junior camp)
- Leaving the premises without authorization from staff and parents
- Entering other participants' rooms without permission
- Theft or damage to property (AFS or personal belongings)
- Sharing accommodation access codes or keys with non-participants
- Using equipment or facilities in a dangerous manner

DISCIPLINARY PROTOCOL

1. Evaluation: Management Team assesses situation
2. Resolution: appropriate measures taken to resolve issue
3. Exclusion: reserved for situations impacting other students/staff or general safety
4. Costs: all exclusion and post-exclusion expenses at client expense

LESSONS & PROGRAMME DELIVERY

ATTENDANCE AND PUNCTUALITY

- Students must arrive on time
- Lateness creates safety risks and disrupts learning
- AFS reserve the right to refuse a student if lateness is excessive and repetitive (more than once in a week)
- If a student is absent, AFS is not responsible for any missed content
- If a student misses the first day of the course (evaluations day) AFS is not responsible for any missed content or time lost due to group placement.

EDUCATIONAL STANDARDS

- Code of Conduct must be followed at all times
- Respectful behavior toward teachers and classmates required
- AFS reserves right to remove disruptive students from classroom/camp

EDUCATIONAL OUTINGS

- Health and Safety policies apply at all times
- Purchase of Code of Conduct prohibited items forbidden

PROGRAMME MODIFICATION

AFS RIGHTS TO MODIFY

AFS reserves the right to modify courses and activities due to:

- Weather conditions and safety concerns
- Insufficient participants (minimum 3 required)
- Provider availability or cancellations
- Operational constraints beyond AFS control

ALTERNATIVE ARRANGEMENTS

Reduced group size :

- Summer Intensive Course: 3+ students = 3h / 2 students = 2h / 1 student = 1h.
- Winter Intensive Course: 3+ students = 2h / 2 students = 1h30 / 1 student = 45min.
- Winter Super Intensive Course: 3+ students = 4h / 2 students = 3h / 1 student = 1h30

LIABILITY & RESPONSIBILITIES

AFS LIABILITY LIMITATIONS

AFS is not responsible for:

- Services not under direct AFS control
- Third-party provider actions or delays
- Weather-related disruptions
- Resort opening times/dates
- Additional expenses, distress, disappointment, loss, damage, injury, accident, delay, or inconvenience unless caused by proven negligence or lack of diligence by AFS

CLIENT RESPONSIBILITIES

Clients accept full financial responsibility for:

- Damage to facilities, equipment, or property (willful or accidental)
- Withdrawal expenses due to illness, accident, or misbehavior
- Full course fees regardless of attendance or participation
- Understanding that disciplinary actions are at AFS management discretion
- All medical expenses incurred during programs
- Any costs associated with late arrival/early departure for any reason

THIRD-PARTY SERVICES

- All bookings subject to third-party conditions
- Claims must be made against appropriate service provider
- AFS not responsible for any third-party service failures, including but not limited to, activity providers, transportation, accommodation partners, or local businesses

TRAVEL REQUIREMENTS

- Clients are responsible for ensuring all travel documentation (passport, visa, ESTA, parental authorization) is valid and up to date
- Clients responsible for arranging visas and travel documents
- EU/Schengen area: No visa required for stays under 90 days
- Longer stays: AFS provides supporting documents but takes no responsibility for application outcomes
- Reference: http://vosdroits.service-public.fr/particuliers/F21921.xhtml

TRANSPORTATION SERVICES

- Prices do not include travel to/from AFS location
- Airport transfer booking links available through recommended partners
- AFS not liable for transfer delays, cancellations, or any other issues
- Local teacher travel expenses charged for off-site lessons (legal requirement)

PRIVACY & DATA PROTECTION

DATA COLLECTION AND STORAGE

- We process personal data in full compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and the French Data Protection Act ("Loi Informatique et Libertés") as amended.
- We act as the data processor, and you act as the data controller.
- Personal data is processed solely for the purposes of organising travel, accommodation, meals, and meeting any health, disability-related, or dietary requirements.
- The data processed may include names, contact details, dates of birth, emergency contacts, health information, dietary requirements, passport details, and other information necessary for the provision of our services.
- We will not transfer personal data outside the European Economic Area (EEA) without prior consent and will delete or return all data upon termination of the contract, unless retention is required by law.
- All data is handled securely and confidentially in accordance with applicable data protection regulations, and data subjects have the right to access, rectify, and request deletion of their data at any time.

PAYMENT SECURITY

- Remote payments via credit card, bank transfer and TransferMate
- No card details visible to or stored by AFS
- All payment processing through secure gateways

PHOTOGRAPHY AND MARKETING

- AFS reserves the right to use photographs and student work in marketing materials, including on our website, in advertising materials, social media, and future publications
- Opt-out procedures available upon request

COMPLAINTS & DISPUTE RESOLUTION

COMPLAINT PROCEDURE

Immediate reporting required:

- Contact AFS as soon as the issue occurs
- Reasonable timeframe required for resolution
- Complaints should be directed to appropriate AFS team members (not teaching staff)

Exclusions:

- No complaints accepted after departure
- Weather conditions beyond AFS control
- Resort opening times/dates beyond AFS control
- Abusive or disrespectful communication will not be tolerated

Resolution Process:

- Complaints must be submitted in writing to info@alpinefrenchschool.com
- Discussion and resolution attempt with management
- Contact available by reception, telephone, or email
- All of our Terms and Conditions apply during the resolution process

PUBLIC REVIEW AND SOCIAL MEDIA POLICY

By booking with AFS, clients acknowledge and agree that:

- All terms and conditions have been read and understood prior to booking
- The refund policy has been read and accepted
- Any concerns or complaints will be communicated directly to AFS management through the complaint procedure outlined in these terms
- AFS reserves the right to respond publicly to reviews to provide context or correct factual inaccuracies

LEGAL PROVISIONS

Force Majeure:

- Government restrictions, natural disasters, public health emergencies
- Provider failures due to external circumstances

Amendment and Interpretation

- Terms may be updated periodically
- Most current version applicable to all bookings
- Any ambiguities resolved in favor of French legal requirements

GOVERNING LAW AND JURISDICTION

All terms are governed by French law, with exclusive jurisdiction vested in the Tribunal de Commerce de Thonon-les-Bains.

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