

STUDENT TERMS AND CONDITIONS

JUNIOR SUMMER PROGRAMME

General

Only the target language must be spoken in the classroom

Photocopies and a course folder will be provided during the course (coursebooks are not included in the lesson costs as they are not required but we would be happy to recommend one for self-study if required)

Clients are expected to comply with the rules and regulations of the school. Clients are expected to behave in a courteous and polite manner. Inconsiderate behaviour will force Alpine French School to terminate participation in the course and if necessary the client will be asked to vacate his accommodation.

Payment

Payment must be made prior to the start of the course, as agreed with Alpine French School or their representative.

Group courses are booked as a course and no refunds are made for missed lessons, unless agreed otherwise by contract.

Our courses prices are exclusive of enrollment fee: 60€

Details of what is included in our prices is explained on the relevant page of our website. Prices do not include flight or rail travel or insurance.

Acceptable payment types are Bank Transfer, Euro Cheque or credit card. For bank transfers, all charges are to be paid by the client. Alpine French School uses the exchange rate on the day of pricing according to www.xe.com. Alpine French School will not be responsible for charges imposed on you, by your bank. This also includes payment discrepancies caused by variations in exchange rates used by your bank.

Deposit

We take a deposit of 200€ to secure your booking. This amount is deducted from your final balance which is payable 8 weeks before the course start-date. The agreement between Alpine French School and the client becomes legally binding upon payment of the deposit.

Cancellation

More than 8 weeks before course start date: full refund

6-8 weeks before course start date: 75% refund

4-6 weeks before course start date: 50% refund

2-4 weeks before course start date: 20% refund

Less than 2 weeks before course start date: no refund

For private lessons cancelled less than 48 hours in advance, the full amount will be charged. With more than 48 hours notice, we will do our best to re-arrange your lesson subject to availability.

In the event that Alpine French School has to cancel a lesson, another lesson will be offered in replacement.

No reimbursements are made for late arrivals or early departures, regardless of the reasons.

Travelling from abroad

Clients are responsible for arranging their own transport to and from the school. Alpine French School can organise transfers from Geneva for you (or another specified airport/train station).

If you have booked a transfer through us, upon arrival at Geneva/alternative pick-up point, you will be greeted by our transfer representative, shown to your mini bus and driven to your accommodation. Weather and road conditions permitting, the journey should take no more than 90 mins.

In the case of unforeseen circumstances, out of Alpine French School's or the transfer company's control, such as flight delays, cancellations, lost luggage, adverse weather and road conditions, you may be required to wait in the airport arrivals café area. If this happens, you will be notified immediately upon arrival and kept informed of the situation by a designated transfer representative who will be in the arrivals hall.

Transfers are arranged on a shared-transfer basis. This means you will be travelling with other passengers. In this situation, you may also be required to wait at the airport. Alternatively we can arrange a private transfer for you for an additional charge if you do not wish to wait. For your return journey, it may be necessary for us to allow up to 4 hours to transport you safely to the airport from Morzine, due to adverse weather or traffic conditions.

Travel and Insurance

Clients must arrange their own formal travel documentation such as visas if required. For students in the EU or in countries in the Schengen area, a visa is not required for stays of under 90 days (3 months). Please see the following link for the list of countries:

<http://vosdroits.service-public.fr/particuliers/F21921.xhtml>

For stays of longer than 90 days, Alpine French School will provide the relevant documents to support your visa application. However, Alpine French School takes no responsibility for the outcome of your application.

Travel and medical insurance: Clients are not insured for the activities provided during their stay. Students should ensure they have comprehensive travel & medical insurance for their trip. Our 3rd party activity providers are all insured and fully certified by the French government and have the relevant liability insurances.

Liability

It is not possible for Alpine French School to be held responsible for services not under our control. Alpine French School will not, under any circumstances, be responsible for any additional expense, distress, disappointment, loss, damage, injury, accident, delay, inconvenience or irregularity resulting from or attributable to the act or default of any company, firm or persons in connection with the carrying out of such arrangements or bookings or the conveyance of any clients, unless caused by either the proven negligence of, or a proven lack of diligence by Alpine French School. Every booking is accepted subject to the conditions imposed by these outside companies or agencies and any claim with respect to such matters must be made against the appropriate principal.

Accommodation

Accommodation will be provided as detailed in the course description. Alpine French School reserves the right to modify accommodation details, but accommodation provided will be of an equivalent standard if a substitution is made.

Changes to Course Content, Cancellation or modification of programmes

Alpine French School reserves the right to modify courses and activities subject to outside circumstances, cancellations, weather etc. AFS reserves the right to cancel or modify any programme or programmes listed in our brochure because of an insufficient number of participants or for any other reason beyond its control. If this rare event occurs, AFS will offer clients their choice of an alternative camp programme or full refund of any monies paid.

Promotional materials

AFS reserves the right to use any photographs, art work, etc, of the children on its website and in any of its future publications.

Medical release

AFS shall have full authority to take whatever action it deems necessary to safeguard the health and well-being of the child. Such authority shall include the right of AFS to take the action it deems necessary to secure medical treatment for the child at the parent's or guardian's expense. Full medical information must be completed on the application form.

Complaints

In the event of any complaints during your course, please request a complaint form from the school reception and complete this in writing and hand it in to reception where we will discuss the issue with you. Please do this as soon as the problem arises so that we are able to do everything in our power to remedy the situation. Any complaints made after departure will not be considered. Complaints cannot be accepted for weather conditions or resort opening times/dates as these things are beyond our control.

Activities

We reserve the right to modify the activity programme; in some cases this is necessary due to weather conditions, opening dates and availability.

Adverse weather conditions

AFS cannot be responsible for weather conditions that adversely affect the client's ability to participate in activities offered. Furthermore, if, in AFS opinion, conditions are hazardous due to adverse weather, activities may be curtailed or cancelled. If published activities are cancelled for any reason, AFS will do everything possible to find alternative activities for its clients.

Parents' responsibilities

Parents or guardians accept full financial responsibility for anyone they register in AFS (children or adults) for the following reasons:

- a. Damage caused, whether wilful or not, to facilities, equipment, clothing or anything else belonging to or leased by AFS.
- b. Repatriation expenses for any person having to be sent home or to a designated place, due to illness, accident, misbehaviour or any other reason deemed valid by AFS.
- c. Any pocket money or any purchase of a personal nature made on behalf of the child for anything not expressly included in the holiday package.
- d. Rental or purchase of any equipment deemed essential for a child to enjoy his/her holiday due to their own equipment being unfit, unsafe or missing.