

In order to develop a successful partnership with agents, **Alpine French School** has developed a relationship charter.

1. **Alpine French School** will respond to all enquiries and bookings within 24 working hours (excluding weekends when the school reception is closed)
2. **Alpine French School** will always communicate respectfully with agents, students, parents and any representatives regardless of the circumstances.
3. **Alpine French School** agrees to give the other party the benefit of the doubt and expects this in return from agents. In every event, **Alpine French School** will also do our utmost to ensure a satisfied student and agent.
4. **Alpine French School** will always clarify or ask for clarification if something is unclear. We also ask that agents and their students do the same and we will be happy to clarify or give additional information.
5. **Alpine French School** aims to build successful relationships of long-term trust and support with agents.
6. **Alpine French School** agrees to respect commission rates and agreements and asks that agents respect payment terms and our general terms and conditions in return.

Please do not hesitate to contact us by email or telephone if you have any questions or would like any additional information that you feel would make our relationship more efficient and successful, now or at any time in the future.

Yours sincerely,

Helen Watts