

**All you need to know  
for your stay with us!**



## Morzine:

- Town and region
- Weather
- Transport
- Activities on offer
- Morzine's unique scheme: The Friendly-French Scheme
- Events in Morzine

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- Money
- Phones
- Before departure: tips and checklist
- On arrival and during your stay

## Student Terms and Conditions



### Contact us:

Mon - Fri: 9h00 - 12h30 14h00 - 17h30  
+33 450 790 838

### Weekend emergencies:

+33 760 163 668

### email:

[info@alpinefrenchschool.com](mailto:info@alpinefrenchschool.com)



# MORZINE

Morzine is a picturesque traditional mountain town which is also a ski resort in the winter and a summer holiday resort in the summer months and offers a huge array of sports and activities. It is a typical Savoyard town which is kept very traditional through a strict planning regime, but remains vibrant and charming with a friendly and helpful local community.



## What's unique in Morzine ?

- Beautiful scenery surrounded by stunning mountains, forests and lakes
- Typical and lively French village with its traditional shops and local heritage (boulangerie, market..)
- Very safe and easy to explore at any time of day thanks to its manageable size
- A local community who welcomes tourists and foreigners in their village
- Friendly French scheme with businesses to ensure our students receive a warm welcome and get the opportunity and encouragement to practise their French.
- Variety of shops, restaurants, bars, souvenir shops as well as a cinema, swimming-pool, an ice rink, a skate park
- An extensive range of amazing outdoor activities (ski, snowboard, snowshoeing, mountain-biking, water rafting, trekking, paragliding...) on your doorstep. You can get off the slopes within minutes of starting your lesson.

## What's the weather like in Morzine ?

Here's a guideline of the weather in Morzine. Please note that temperatures are based on afternoons.

<b>Winter</b> (Dec – Feb)	Dry, with loads of regular fresh snowfall. <i>Tip of the season:</i> <i>Layers are the key. That way, you can adapt according to the temperatures.</i>	Between -10C & +10C Can occasionally go as low as -20C in January
<b>Spring</b> (Mar – May)	Changeable. Sunny & summer-like days at times, rain on others. <i>Tip of the season:</i> <i>Waterproof clothes. You might not need them but you'll be happy to have them if need be!</i>	Between 10C & 22C
<b>Summer</b> (June – August)	Sunny & dry. Occasional thunderstorms, which tend to be cooling rather than a hindrance. <i>Tip of the season:</i> <i>Don't forget your sunblock !</i>	Between 18C & 30C, but can peak at 38-40C at times
<b>Autumn</b> (Sept – Nov)	Usually sunny & dry but cooler. Occasional rain, mainly in November, but still very pleasant. <i>Tip of the season:</i> <i>Waterproof boots (ie. walking boots or wellies+ a waterproof jacket). That way you can make the most of the sunny autumn walks and not worry about the mud.</i>	Between 5C (nov) & 20C (sept)

## How can I get around Morzine ?

Morzine is a small village, easy to discover on foot. If you wish to go further afield, the town offers a range of buses linking other villages to Morzine, but these tend to be more frequent in the high season (winter and summer) than off-season ! The nearest French city is Thonon which is accessible by bus with the journey lasting around 50 mn, but times are limited.

For information on the Morzine free shuttle services, visit [www.morzine-avoriaz.com/navettes.html](http://www.morzine-avoriaz.com/navettes.html)

For information on bus services going outside of Morzine visit [www.sat-leman.com](http://www.sat-leman.com) and click on 'lignes regulieres' to check timetables.

## What can you do in the area ?

### Leisure activities:

If you like to relax and enjoy the surroundings, you can go for any of the following:  
(entrance fees apply according to activity)

- Gentle walks
- Snowshoeing
- Spas
- Cinema during high seasons
- Impressive Indoor/outdoor swimming complex
- Crystal-clear lakes and their summer beaches for sunbathing and swimming
- Pavement cafés & mountain restaurants with sunny terraces for soaking up the sun and atmosphere
- Check out [www.parc-dereches.com](http://www.parc-dereches.com) for local swimming-pool, ice rink, tennis courts and more
- Shopping
- Visit local exhibitions, traditional mountain sites

### Sports activities:

If on the other hand you are crazy about sports, you can book before arrival and just need to take your pick from the following:

- Skiing/snowboarding
- Mountain-biking
- Water rafting
- Trekking
- Paragliding
- Climbing
- Canyoning
- Cycling
- and many more

## What can Alpine French School and Morzine offer that is so different?

Aside from the beautiful landscapes, the fun season programme and activities as well as a quintessential French village atmosphere, Alpine French School and the town of Morzine have worked together on a unique scheme offering a unique interaction with the local French community.

Alpine French School has developed a solid relationship with shops, bars, restaurants and other businesses in Morzine, who in turn are more than happy to assist us in encouraging the practice of French to foreigners. This scheme is called

### The Friendly-French Scheme and works as follows :

Participating shops display a 'Friendly-French' sticker on their shop window

- You are given a 'Friendly-French' card to show to the shopkeeper.
- In turn, the shopkeeper will consciously speak clearly and slowly to facilitate communication and will help and encourage you.

This is a great way to give you a pleasant and welcoming experience during your stay in Morzine.

# MORZINE

## What events are there to look out for ?

Here is a range of local events taking place throughout the year in Morzine.

<b>March</b>	<b>Rock the Pistes Festival</b>	The quirkiest music festival in France takes place all over the Portes du Soleil, including Morzine. A range of famous French bands and international novelties perform over 5 days at the top of the slopes, and it's all FREE ! <b>Free</b>
<b>June</b>	<b>Pass' Portes du Soleil MTB</b>	The MTB Pass'Portes du Soleil is a mountain-bike trek ranging from 1000 to 2250m in altitude, in both France and Switzerland, where you can discover the fabulous Portes du Soleil MTB terrain. The 80 km circuit uses 14 lifts. The trek takes one day, and participants can choose to ride it on Friday, Saturday or Sunday.  <b>Anyone can take part in this trek but tickets must be purchased online in advance and can sell out quickly.</b>
<b>July</b>	<b>Bastille Day</b>  <b>Tour de France</b>	<p>On Bastille Day, all the towns and villages display their best fireworks to celebrate the French Revolution. Shows usually start around 10pm and can be followed with a concert. <b>Free</b></p> <p>Morzine will be the last overnight stop for the Tour in 2016. Join the frenzy of events and parade of caravans before watching the athletes go past. This will be the biggest event of the year. (23rd July)</p>
<b>August</b>	<b>Fête des Chars Carnaval</b>	Morzine will be getting its party outfit ready for an exceptional day! Programme: parade of floats made by Morzine's clubs and neighbourhoods, prize-giving for finest float, live music. <b>Free</b>
<b>September</b>	<b>Mont Blanc Morzine Rally</b>	The rally is part of the French Rally Championship and features several special stages in and around Morzine. The village also takes centre stage as the location for the start/finish podium. <b>Free</b>
<b>December</b>	<b>Christmas</b>	A range of events are organised around the town of Morzine to celebrate Christmas. Events vary from year to year

# THE SCHOOL

## The Team

Person of contact	Role
<b>Helen Cunliffe-Watts</b> helenw@alpinefrenchschool.com	Director Marketing Accounts Agent liaison
<b>Carol Anquetil &amp; Christelle Thorel</b> info@alpinefrenchschool.com	Enquiries Enrolments Logistics (accommodation, transport, activities)
<b>Christelle Thorel</b> christelle@alpinefrenchschool.com	Director of Studies Teacher
<b>Déborah Maire</b> debs@alpinefrenchschool.com	Accountancy/Training budgets/Teacher
<b>Emilie Techer</b> <b>Karen Jackson</b> <b>Susie Davies</b> <b>Céline Froc</b>  <b>And additional teachers during our busy periods!</b>	<b>Jennifer Sanders</b> <b>Lucile Chiche</b> <b>Justine Rotteleur</b>  Teachers

**Emergency Number:** In case of emergency, please contact the school first. It's important you keep our number with you at all times. Our emergency number is: **0033 7 60 16 36 68** Otherwise, the following numbers are also important to memorise:  
**Police : 17    Fire Brigade : 18    Ambulance : 15    European emergency number : 112** (the last number is a platform for the three services above and can be English speaking)

- **Location:** Alpine French School is located in Morzine itself, making it easy to enjoy the village after lessons. A local map will be provided so you can get your bearings on arrival.
- **Opening hours:** The school is open everyday from 9am to 5.30pm during Summer & Winter seasons and 9.30am - 12.30pm Spring & Autumn
- **Facilities:** The school has 5 classrooms constantly in use, a reception area, a multi-media and resource area, access to wifi and a coffee machine for the students.
- **Courses:** The courses run from Monday to Friday every week. Pre-arrival, you will take a placement test which will determine your level. Groups are then arranged according to levels and don't exceed 12 students per class.
- **Additional lessons and activities:** If you wish to add additional lessons, activities or upgrade your course, we will gladly organise this for you so contact the school reception within 48 hours of the lesson or activity in question.
- **Change of classes:** You will be placed in a class according to the level determined by your entry test. We may change your class if we feel it's better suited to you. If you are unhappy in your class, please inform your teacher who will decide on the best course for you.
- **Material:** All the teaching material is supplied by the school as part of the course. If you would like further material to practice with, the teaching staff can recommend a range of books, films, and games to use.
- **Online Multi-media centre:** All of our students have access to our online multimedia centre for the duration of their course with us, where you will find a wealth of materials and exercises for self-study.

# THE SCHOOL

**Schedule :** You will be given your timetable on arrival. Here are a couple of sample programs:

## Sample week programme winter (Ski, Snowboard)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>9h00 11h00</b>	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course	<b>Ski or Snowboard ALL DAY!</b>	<b>Ski or Snowboard ALL DAY!</b>
<b>11h00 16h00</b>	Ski or Snowboard	Ski or Snowboard	Ski or Snowboard	Ski or Snowboard	Ski or Snowboard		
<b>16h00 18h00</b>	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course		
Enjoy après-ski or dinner with other students or with your host family						Leisure/study time or day excursion	Leisure/study time or day excursion

## Sample week programme summer (Mountain Biking, Adventure Activities, Hiking packages)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8h00 13h30	Chosen activity	Private tuition or leisure /self-study time	Chosen activity	Private tuition or leisure /self-study time	Chosen activity	Leisure/study time or day excursion	Leisure/study time or day excursion
Pop back to accommodation, quick lunch & change							
14h00 17h00	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course	French Intensive Course		
Enjoy a drink or dinner with other students or with your host family							

**Bank holidays:** The school is closed on Bank holiday dates. Lessons will be placed at a different time during that week.

Monday 1st January 2018

Tuesday 8th May 2018

Thursday 1st November 2018

Monday 2nd April 2018

Thursday 10th May 2018

Tuesday 25th December 2018

Tuesday 1st May 2018

Monday 21st June 2018

Monday 31st December 2018

## THE ACCOMMODATION

### APARTMENT ACCOMMODATION (shared or single room in a self-catered apartment)

• Very popular with students wishing to meet other students and stay in Morzine • Shared apartments in a central location with fully equipped kitchen • 275€ per person per week for a shared twin-room • 475€ per week for a single room in a shared apartment.

- Please ask about our family flat and family corner.

Our apartments are of high standard and give the students the calm and sociable atmosphere needed during your language immersion. A deposit of €200 will be requested on your first day at school which will be held in case of bad cleaning or damages. Please note that students must keep their rooms & communal areas clean.

### SELF-CATERED ACCOMMODATION (apartment/chalet)

We can arrange accommodation in self-catered chalets and apartments. From a small studio apartment to a large chalet if you are visiting as a group or with your family, we can find accommodation to suit.

Choosing this accommodation option allows you to be more independent outside of your arranged tuition and activities.

### 4\*\*\* HOTEL ACCOMMODATION

If you wish to enjoy luxury accommodation during your stay with us, we work with a 4\*\*\*\* star hotel just minutes away from the centre of Morzine. Owned by a local family who will encourage you with your French, you can enjoy the facilities of the hotel

Spacious en-suite rooms with balcony, flat-screen TV, telephone...

- |                 |                                 |
|-----------------|---------------------------------|
| • Free wi-fi    | • Restaurants                   |
| • Swimming pool | • Spacious bar area             |
| • Spa area      | • Reception information service |
| • Sun terrace   | • Conference room               |

### LIVING WITH A HOST FAMILY

Host families are a popular type of accommodation as they provide an immersion language experience outside the classroom.

Most of our host families are located outside of Morzine itself so students will usually need to take the bus to take part in activities and come to school.

Alpine French School will send you details of your host family a week before arrival, giving you enough time to prepare or maybe introduce yourself via email.

#### ROOM

Our host families provide a single room with shared bathroom, unless you have booked a twin or an ensuite room in advance (see your accommodation confirmation).

#### FOOD

Your family will provide breakfast (and dinner depending on your booking). It is important to inform us of all your medical and dietary requirement so that your host family can adapt to your needs.

Feel free to help with dinner preparation. You can help with setting-up or clearing the table, doing the washing-up or even learn some great French cooking tips and it will also create a good bond with your hosts.

#### RULES

Your family will talk you through the basic rules of the household but there are simple rules to follow:

- Be considerate with bathroom times. Make sure everyone has their turn.
- Do not waste or use all the hot water
- Do not waste electricity
- Do not smoke indoors or outside the house on balconies, terraces or in the garden unless the host family gives you special permission.
- Do not alter TV, computer or heating settings. Just let your family know if you have come across a problem (being cold, TV not working...). Ask one of the teachers or staff at the school if you need help with useful phrases to communicate with your host family.
- Respect the cleanliness of the house : Keep your room tidy (with no food in it), rinse the bath after use, help out with the dishes, wear indoor shoes if required...
- Respect dinner times and keep the noise down after 10.30pm.
- You can do laundry at your host family, just check the arrangements with your host.

#### TRANSPORT

Your family may be able to help you with transport. However, bear in mind this is out of goodwill so don't treat them like a taxi ! So feel free to use other transport when possible.



## PRACTICAL INFORMATION

### CLOTHES

Aside from the logical selection of clothes (underwear, trousers and T-shirts) here are specific items that you will require

#### For skiing/ snowboarding:

Thermal underwear (top and tights)	Skiing / snowboarding socks
Skiing/ snowboarding pants	Goggles
Light jumper	Skiing / Snowboarding material (although this can be hired on resort)
Thick jumper	
Skiing/snowboarding jacket	Suncream
Gloves (and hand warmers if you wish)	Sunglasses

#### Rest of the time:

Warm trousers	Waterproof snow boots (with good soles)
Selection of long-sleeve shirts	Scarves, gloves and hats
Selection of T-Shirts	Swimsuit (for swimming-pool)
Selection of jumpers or cardigan	Toiletries
A warm jacket	Backpack
A lighter jacket	Notebook and pens

### PAPERWORK + OFFICIAL DOCUMENTS

You will need the following for your time in France:

We recommend you keep a photocopy of your passport with a member of family.

**A valid passport:** Make sure that your passport is valid for the whole length of your stay (and ideally 3 months after).

**Your visa** (if you need one). For EU residents, this is not necessary. For other nationals, please check on the following website to find out more: [www.diplomatie.gouv.fr/en/france/coming-to-france/getting-a-visa](http://www.diplomatie.gouv.fr/en/france/coming-to-france/getting-a-visa)

**Health insurance:** Although not compulsory, it is strongly advised to take out a health or travel insurance due to the nature of the activities on offer. EU residents can ask for an EHIC card in their country but bear in mind this will cover purely the medical costs at a hospital and will not cover emergency services transport, repatriation costs or property damage.

Students must have civil liability insurance to cover claims for damage or injury involving third parties, including accommodation providers

**Your plane ticket and itinerary:** Please let us know as soon as possible if any changes occur in your travel arrangements.

### MONEY

The currency in France is the Euro.

We recommend approximately €90-€120 per week in spending money. This does not include sports equipment hire or lift passes. If you have not opted for one of our sports package and you would like the occasional ski day, please let us know and we can give you rates.

When travelling, take a maximum of €50 (no more) to cover your food and drinks expenses on the day.

Cash machines are widely available in Morzine but check with your bank if your credit/debit cards are accepted in France and make sure you inform your bank of your travels as certain countries can freeze bank/credit cards when overseas, unless they're notified.

Traveller's cheques are accepted but can be difficult to change at times, simply due to opening hours.

The cost of living can be slightly higher during the winter months. However, here is a price guideline of the most common things you will buy in Morzine:

A bus ticket	1,00 €	A packet of headache tablets	1,50 €
A coffee	1,50 €	Water at the supermarket	0,70 €
A soda in a bar	3,00 €	Wine at the supermarket	6,00 €
A beer in a bar (25cl)	3,00 €	A packet of cigarettes	7,00 €
A sandwich at the bakers	4,00 €	A cinema ticket	8,00 €
A hamburger	8,00 €		

Please note that neither the host family nor the School are responsible for your money or documents so make sure you keep them in a safe place at all times and don't go out with unnecessary amount of cash.

### INSURANCE

Students should ensure they have the necessary insurance for their stay in Morzine.

## PRACTICAL INFORMATION

### PHONES

Before departure, check with your provider if your mobile phone's frequency is compatible with Europe and what costs this will incur. Alternatively, you can buy a phone card when you land in France. If your host family has a landline, your family will be able to contact you on their number but please avoid calls between 10pm and 7am for the respect of the household.

Otherwise, you can also use Skype or Whatsapp through the internet. Free wi-fi is available at the school and at most cafés in Morzine if you buy a drink.

### UNDER 18

All students under the age of 18 years old are required to carry a signed autorisation from their parents allowing them to travel on their own, as well as the Alpine French School Under-18 declaration.

## CHECKLIST

### BEFORE DEPARTURE

It is important to prepare mentally for your course. It is going to be a fantastic experience, but also an intense one at times. In order to prepare properly, here are a few tips:

- Practise French before you go. You can talk a few minutes to yourself, listen to some French radio stations (France Bleu, France Inter..) read online papers ([www.rfi.fr](http://www.rfi.fr)). Basically, let French get inside your head!
- Familiarise yourself with the area of Morzine but also the region of Haute-Savoie. You can have a look at the Morzine Tourist Office website: [en.morzine-avoriaz.com](http://en.morzine-avoriaz.com)
- If you're staying in a host family make a first contact by email with them to introduce yourself. That way, your first encounter will feel more natural.
- Be open-minded and embrace this experience the best you can to truly enjoy it!

### What to check

#### TO ARRANGE 3 MONTHS – 1 MONTH BEFORE DEPARTURE

- My passport is valid for the whole stay and beyond
- I have organised my visa (if applicable)
- I have arranged travel insurance for the length of my stay
- I have paid my final balance
- I have completed and sent back the booking form to Alpine French School WITH all my accommodation and transport requirements
- I have informed Alpine French School of my flight details and itinerary
- I have informed Alpine French School of any dietary and medical requirements if I'm staying in a host family
- I have taken the language placement test
- If I'm under-18, I have sent the parental autorisation to Alpine French School

#### 1 WEEK BEFORE DEPARTURE

- I have received the details of the schedule of my course
- I have received details of my accommodation / host family
- I have arranged some travelling money and informed my bank of my travels

## DURING THE STUDENT'S STAY

<b>Pick-up on arrival</b>	<p>If you have booked a transfer with us, one of our transfer companies' representative' will be waiting for you in the arrivals hall. You may be required to wait for further passengers before going to Morzine. We will send contact details closer to the time and their emergency contact number in addition to ours. They will have your flight details and your mobile telephone number too.</p> <p>Clients are expected to wait at the airport for other passengers to arrive. This can be between 10-50 mn in peak times or longer outside normal hours.</p> <p>If you're visiting us in the Spring or the Autumn, please note that during inter-season, shared transfers are extremely limited so it is common to have to wait for other passengers. It is not uncommon to group flights with 3-5 hours difference, leaving students the time to go and discover Geneva in the meantime. We will inform you if that is the case so you can go and enjoy Geneva. If you do not wish to wait, we can arrange a private transfer at €130</p>
<b>Arrival in Morzine</b>	<p>You will be dropped off directly at your accommodation, giving you time to get your bearings with the location. You will find a Welcome folder with information on Morzine, things to do and a selection of maps.</p>
<b>Local shops</b>	<p>During the high seasons (winter and summer), Morzine is a busy town and most shops have long opening hours. Please bear in mind that shops tend to close at lunchtime and on Sundays.</p>
<b>Supermarkets</b>	<p>There are 3 small supermarkets in Morzine:</p> <ul style="list-style-type: none"> <li>- CASINO on route de la Plagne and has everything you need for your weekly shopping.</li> <li>- CARREFOUR MARKET, perfect again for your weekly shopping and is situated near the Post Office.</li> <li>- SPAR (50 metres from the school) is perfect for one-off food items but it can be more expensive.</li> </ul> <p>If you have access to a car, there is also a bigger CARREFOUR on the road joining Morzine and St Jean d'Aulps.</p>
<b>First day at Alpine French School</b>	<p>If the student is staying in a host family, the host will give instructions to the school. For other accommodation booked through us you will find directions from the chosen accommodation in the welcome folder.</p> <p>It is important for students to arrive 15 minutes before the start of their first lesson. We are open from 9h00-17h30 if you want to come and ask us any questions!</p> <p>For students who have booked accommodation with us, please note that a deposit of €200 will be held during your stay in case of damages.</p>
<b>General rules</b>	<p>The student will be required to acknowledge the Code of Conduct and will be explained the general rules regarding attendance and classroom conduct at the beginning of the course.</p> <p>.</p>
<b>Emergency contacts</b>	<p>Students will be given emergency contacts as part of their welcome package which includes staff details, emergency numbers for the school as well as in France.</p>
<b>In case of problems</b>	<p>Students are required to signal any problems arising as soon as possible and in all cases before the end of their course. This should be done with the help of one of our staff, in writing through one of our forms. The relevant procedure will follow and Alpine French School will assist the student the best they can to help resolve the issue.</p>
<b>Validation of the course</b>	<p>At the end of the course a certificate will be handed to the student with the new level acquired.</p>
<b>Departure from accommodation</b>	<p>Students must vacate their accommodation at 10 am on the day of departure. It is also important to leave the accommodation tidy. Luggage storage at the accommodation is possible depending on the times of the new arrivals.</p> <p>Please note that one of our staff will inspect the accommodation before your departure so we can release your deposit.</p>
<b>Return transfers</b>	<p>If you have booked transfers with us, your transfer will pick you up at your accommodation. Exact times will be confirmed the night before by text. It is normal procedure to allow extra transfer time.</p>
<b>Back home</b>	<p>We encourage students to stay in touch with us through our Facebook page and Twitter. We post regular updates to make sure they still feel part of the school.</p> <p>We have many options for follow-on study options with us using online learning packages &amp; Skype/ telephone lessons</p>

## 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)

We carry out evaluations to ensure that students are placed in the correct group for their level and objectives. If you feel that you have been placed in the wrong class, then please tell your teacher or send us an email [after the first lesson](#) so that we can discuss this with you and move you to a different group if necessary.

Clients are expected to comply with the rules and regulations of the school. If clients do not agree with **Alpine French School's** division of students into groups, the scheduling etc, they should discuss this with a member of the teaching or administrative staff. The client agrees to comply with the applicable law whilst abroad. 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 course prices are exclusive of enrollment fee: €30

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, Credit card payments over the phone or via our online gateway. 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 the online gateway rate.

**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. The school doesn't accept Amex or Diner's cards.

## Deposit

We take a deposit of 200€ to secure your booking and 400€ if you book accommodation. This amount is deducted from your final balance which is payable 4 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

Weekly Group lessons are booked as a course and no refunds are made for missed lessons unless otherwise agreed with the teacher.

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.

## Training Budgets (For French registered business only)

We are happy to organize a government training budget for you if you are eligible for this (this includes the application and processing of your training budget and all the associated paperwork and administration). For this service we take an administration fee of 15% of the total amount of your training budget, training budgets will be applied for, for a minimum amount of 2 courses.

**Alpine French School** accepts no responsibility for students not receiving their training budget. This is at the discretion of the training budget organisation that you are affiliated to and is also dependent on you being up to date with all of your contributions as well as respecting the application deadlines. We organise training budget applications and help with the process but it is the students' responsibility to ensure that all necessary information and documentation is transferred to **Alpine French School** promptly and that all documents provided by **Alpine French School** are dealt with according to our instructions.

**Alpine French School** cannot be held responsible for delays from budget organisations.

## Local Teacher Travel Expenses

Travel expenses will be charged for all lessons not taken at our premises as our teachers therefore have to travel and it is a legal obligation for them to be paid a government-defined amount of travel expenses. We are aware that this increases the price of the lessons, unfortunately this is beyond our control. If you would prefer not to pay travel expenses, then you are more than welcome to take your lessons at our school premises.

## Travelling from abroad

Clients are responsible for arranging their own transport to and from the school. **Alpine French School** can organise transfers from and to Geneva airport for you.

If you have booked a transfer through us, upon arrival at Geneva, you will be greeted by a 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.

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.

## 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.



## Accommodation

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

Your accommodation will be available after 4 pm on the day of your arrival. The same conditions apply to self-drive guests. Home-stay accommodation is usually available from any time but please check with us if you wish to arrive before 4pm and we will check with your family.

For departure, rooms must be vacated by 10 am. Your luggage can be stored if you have a later departure. Please ask a member of staff

For students staying in shared apartment accommodation, a weekly clean is included at an extra €20/week. Please make sure the cleaners can access your room between 10-2pm on Saturdays. Students are responsible for the general upkeep of the apartment during their stay. A deposit of €200 will be held on your credit card on your first day at school. On departure, a member of staff will check the state of the room & communal areas before instructing if the deposit can be released. Please tell a member of Alpine French School staff in the event of a problem with the accommodation so that we can remedy the situation. Any complaints made after departure will not be considered.

## Changes to Course Content

**Alpine French School** reserves the right to modify courses and activities subject to outside circumstances, cancellations, weather etc.

If the minimum number of participants is not met for a particular week (minimum of 3 persons required to run a course), an alternative course will be provided with private/semi-private tuition.

For 2 students, intensive courses will be reduced to 2h tuition + 1h autonomous work per day. For 1 student, intensive courses will be reduced to 1h tuition + 2h autonomous work per day.

## 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

Activities will be provided as per your chosen package. We reserve the right to modify the activity programme; if this is due to weather conditions, opening dates and availability.

Any problems with a third party service should be taken up with the provider directly.

## Privacy Policy

As part of your booking we will ask for some personal data. Your data is stored in our booking system which is compliant with GDPR. We will never share your data with a third party. You have the right to have any personal data deleted at any time.

Remote payments are made via telephone or Studypay which is an accredited and secure online payment system. No records of card details are visible to us via this system and no card details are stored.