

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.