



TERMS & CONDITIONS

JUNIOR SUMMER CAMP 2021

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GENERAL

Clients are expected to comply with the rules and regulations of the school (see Code of Conduct on our website and in our Info Packs).

Clients are expected to behave in a courteous and polite manner. Inconsiderate behaviour will oblige Alpine French School to terminate participation in the course and if necessary the client will be asked to leave the school.



TERMS OF PAYMENT

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

Courses are booked as a complete course and no refunds are made for missed lessons. Details of what is included in our prices is explained on the relevant page of our website and on your quote.

Acceptable payment types are Bank Transfer, Euro Cheque, via Studypay or credit card. For bank transfers, all charges are to be paid by the client.

All prices are in euros.

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 400€ to secure your booking of which 200€ is non-refundable in the event of a cancellation.

This amount is deducted from your balance which is payable 6 weeks before the course start-date.

The agreement between Alpine French School and the client becomes legally binding upon payment of the deposit.

An additional deposit of 400€ will be taken for any accommodation booked through one of our accommodation partners and this deposit is non-refundable.

CANCELLATION POLICY

More than 8 weeks before course start date: 200€ of deposit retained

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

0-2 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 rearrange 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.



COVID-19 CONCERNS

We are taking the outbreak of COVID-19 very seriously and we have sought advice on the current situation.

All students enrolled on a course with Alpine French School will receive the choice of deferring their dates, receiving a full credit note or a full refund in the event of:

- Alpine French School cancelling the course
- being unable to leave your home country or enter into France due to government restrictions related to Covid-19
- health problems related to Covid-19.

Whilst at Alpine French School, you will have masks and hand disinfectant gel at your disposal.

France has an excellent healthcare service and good infrastructure to deal with any sudden illness or injury. There are 6 hospitals in the area:

- Lyon
- Clermont-Ferrand
- Grenoble
- Saint-Etienne
- Annecy
- Chambéry



TRAVELLING FROM ABROAD

Prices do not include flight or rail travel.

Alpine French School can organise transfers from Geneva for you.

If you have booked an airport transfer and meet and greet service, upon arrival at Geneva airport, you will be greeted by a representative from Alpine French School who will be waiting in the Arrivals Hall.

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 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 with the Alpine French School representative.

TRAVEL AND INSURANCE

Juniors travelling unaccompanied through Geneva airport must carry an Unaccompanied minors' travel form (in our Junior Student Manual)

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>

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 is provided in our Junior Study Centre: Chalet L'Escalade, 670 Route de Morzine, 74110 Morzine

Accommodation is in rooms shared with other students of the same sex.

Meals are provided by the centre who cater for dietary requirements upon prior notification.

If a substitution is made in the event of unforeseen circumstances, accommodation provided will be of an equivalent standard.

MODIFICATION OF PROGRAMMES

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

Alpine French School 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.

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 and parents will be asked to sign a separate medical release form which is a legal requirement in France.

COMPLAINTS

In the event of any complaints during your course, please ask your child to contact a member of the camp staff or parents can contact us at the Alpine French School office.

We will be happy to discuss the issue with you and we will 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 such things are beyond our control.

MOBILE PHONES, TABLETS AND LAPTOPS

The use of mobile phones/tablet computers by minors is an area of great concern for Alpine French School and all parents.

We have a strict policy concerning the use of mobile phones at our camp which is a carefully considered policy decided by Camp staff and School Directors. This policy is to ensure the well-being of all students and their enjoyment of the camp.

Day Camp Students:

No mobile phones are allowed at the camp during the day.

If you wish to send your child with a mobile phone in case of an emergency, this should be turned off and in their bag or handed in to Camp Leaders upon arrival at the camp.

If you wish to contact your child during the day, please feel free to call the camp and you will be able to speak to your child.

Residential Camp Students:

This policy is to ensure the well-being of all students and their enjoyment of the camp.

Monday to Friday:

Students' mobile phones will be kept by Camp Staff during the day so that students can concentrate on their lessons and activities.

They will be returned to them at the end of the afternoon activities (around 16h30) and they will be allowed to use their phones for internet use, calls and messaging until bedtime.

At bedtime, students' mobile phones will be handed in to Camp Staff.

Weekends:

Students will be allowed their phones from breakfast time until bedtime at weekends.

The activities are more relaxed at weekends and this will enable students to message and call friends and family and take photos of their activities.

LESSONS

Students are divided into groups according to age and French level.

The first session of all of our courses is an informal evaluation and groups will be changed if necessary.

Please do not hesitate to contact us if you feel that your child has been placed in the incorrect group.

Photocopies and a course folder will be provided during the course

We will be using an online platform in order to keep parents and guardians updated with work completed and activities that the children partake in.

More information on Google Classrooms can be found on the web.

ACTIVITES

We reserve the right to modify the activity programme.

All programmes provided are provisional and are subject to change; in some cases this is necessary due to weather conditions, opening dates and availability.

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:

- Damage caused, whether willful or not, to facilities, equipment, clothing or anything else belonging to or leased by AFS.
- 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.
- 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.
- Rental or purchase of any equipment deemed essential for a child to enjoy his/her holiday due to their own equipment being unsuitable, unsafe or missing.

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.

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