

# Terms and Conditions

## **Important:**

**Refunds less a \$50 administration fee will be issued only with written notification at least three (3) business days prior to the 1st day of class. For a limited time after that point (see specific time limits below), a non-refundable credit will be issued less a \$50 processing fee and less the tuition for the classes until the date of written notification. Written requests can be submitted to admin@afdela.org or in person at the Alliance Française. No refunds or credits for books.**

**All transfers from one course to another or to private lessons must be done within the first two weeks of the same session and must be approved by the Language Center, after which time no credits will be issued.**

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## **Payment**

Tuition and fees must be paid in full at registration. Acceptable forms of payment are check, money order (payable to Alliance Française de Los Angeles), or credit card (Visa, MasterCard & American Express). Cash will be accepted only for payments of \$60 or less. We regret that we cannot accept partial payments. \$30 fee is applied to any bounced checks. When a student's employer pays course fees, an authorization letter from the employer is required. If an employer fails to pay the cost of a student's tuition fees and material, the Language Center will require the student to pay the tuition prior to the beginning of the first class. In the event of late registration, tuition cannot be prorated.

## **Withdrawals & Refunds**

Tuition fees are non-refundable unless a student provides AFDELA with written notice that he or she intends to withdraw from a course **at least three business days prior to the start of his/her 1st class**. Please note that absence from class does not constitute notice of withdrawal. An administrative fee of \$50 will automatically be deducted from the refund amount. Books are nonrefundable. Refund of fees paid by credit card will be processed only as a refund to the same credit card. Students are not entitled to a refund for a course where a previous credit was used as full or partial payment of course fees.

## **Tuition Credit**

A non-transferable tuition credit (valid for 1 year from the date of issue) may be granted to a student who wishes to withdraw from a course, only when the student provides the Language Center with written notice of his or her intent to withdraw before the 3rd class of a session. School credit will be processed based on the number of remaining hours in the course once written notice of intent to withdraw is received by the Alliance Française (if the notice is mailed, postmark will act as the effective date). All classes up to and including the date of the credit request will be deducted from the remaining hours. Credit will not be granted for missed classes. Students are not entitled to a credit for a course where a previous credit was used as full or partial payment of course fees.

## **Private Lessons**

Private Lessons once purchased must be used within a four month period (6 and 12-hour package). For a cancellation or a change of appointment, a notice must be received 24 hour before your class, by Friday before 4pm for a Monday class. An appointment can only be cancelled and rescheduled once. You can reschedule a maximum of 1 hour from the 6 hours package, of 3 hours of the 12-hour package.

## **Transfers**

All transfers from one course to another or to private lessons (minimum of 6 lessons required) are available **only within the first two weeks of the same session and must be approved by the Alliance Française**. Any additional tuition or fees resulting from a course transfer are payable at the time the change is made. No transfers are accepted to another group class or private classes after the second week of classes. Transfers to another course or to private tuition will be processed based on the number of remaining hours in the course.

## **Course Cancellations & Changes.**

AFDELA reserves the right to cancel courses, adjust curriculum or change teachers at any time during the session. New classes must reach a minimum enrollment of four students in order for a class to open. Current classes must have a minimum of three students 48 hours prior to the start date. Courses are typically cancelled due to insufficient enrollment, unavailability of an instructor, or inability to schedule appropriate instructional space. If your course is cancelled, you will be notified by telephone or mail and given the option to transfer, to receive a credit or to be fully refunded.

## **Make-ups**

Missed classes are non-refundable. However, students who miss a class are welcome to contact our office for a complimentary make up. Make up classes are limited to one occurrence per session, and must be made within the same session and within the limits of availability. If classes are full, then no make-up can be offered. You must contact the Alliance Française by email at [admin@afdela.org](mailto:admin@afdela.org) before the date of the class in order to have your request approved.

## **Classroom Visitors**

No visitors are allowed in class except for La Maternelle classes.

## **Classroom Courtesy**

The Alliance Française de Los Angeles reserves the right to dismiss any student at its discretion for lack of common courtesy or infringement of any rule of the school.

## **Lost belongings**

Students, families and visitors should make sure to take their and their children's belongings before leaving the AFDELA building. AFDELA is not responsible for any lost belongings.

## **Cellphone Use**

Use of cell phones is not allowed in classrooms, and any student using his/her phone will be asked to leave the class.

## **Pets**

Pets are not allowed in the classrooms at any time.