



## **Terms and conditions: 2017**

### **Courses**

- i. The Alliance Française of Durban reserves the right to refuse any application for student enrolment.
- ii. Students must enroll for an entire term and purchase the prescribed books, which are available at Reception.
- iii. Adult Courses are for students of 16 years and above unless otherwise indicated.
- iv. All fees must be paid in full at time of registration. Please note that no students will be allowed into class until all fees are fully paid. Any special requests must be directed to the director in writing.
- v. No refund or credit will be given to any student who withdraws less than 5 working days before the commencement of a course.
- vi. If a student withdraws before the beginning of a course, the full amount minus 20% of the course fee will be refunded or a full credit for the following term will be issued. Refund and credit requests must be made in writing to the director of Alliance Française.
- vii. No refund, transfer or credit will be given should a student fail to attend every class or leave before the end of the term.
- viii. Please note that group class fees cannot be transferred to private lessons
- ix. Regular attendance is essential to the learning process. If missing a class is unavoidable, you may be able to join another group class for that week, depending on class numbers and learning rhythm.
- x. If the student misses more than 3 classes it will be necessary to book private lessons on a basis of 1 hour for 2 hours of class missed at the rate of R300 per hour.
- xi. Alliance Française de Durban reserves the right to re-arrange or to cancel classes if the required minimum number of enrolments is not reached. For certain courses, where available and expressly stated, students may enroll in a smaller class at a higher fee or reduced hours per week, still at the same price.
- xii. If a course is cancelled by AF, students can transfer to another course in the current term or be fully refunded or accept a full credit for the following term.
- xiii. Please note that credit notes are neither transferable, nor redeemable for cash and have a strict use by date.
- xiv. To ensure the best quality in teaching, the AF reserves the right to redirect a student to another class level if the student's level does not match the level of the class.

### **Private tuition**

- i. Private lessons are booked and payable in advance. A 5% discount is allowed on purchases of 10 or more hours.
- ii. Cancellation policy: We appreciate 6 hours' notice of cancellation directly to the teacher and the Alliance. Lessons cancelled may be rescheduled but not reimbursed. Students will be charged the full amount for a session if they notify the teacher less than 6 hours in advance. Only in unavoidable circumstances will an exception be made.

### **Attendance:**

- Punctuality is most important and a student may be refused entry to a class if more than 15 minutes after start of the lesson.
- Absence from lessons for personal reasons is limited to 3 lessons in a 40-hour session (20 lessons) or 2 in a 30-hour session (20 lessons). The student is expected to get notes, etc. from the teacher and other students in the class.
- If more than the permitted number of lessons are missed, the student will be obliged to take private lessons to catch up: one hour for each 2-hour-lesson missed. Private lessons will be conducted by whichever teacher is available at the time requested by the student.
- If a student does not endeavour to catch up to the class level, he will not be accepted in the next level in the following session.
- At the end of each term, a certificate of attendance will only be issued to those students with regular attendance. If a student has missed more than 3 lessons without taking catch-up lessons, the student will not be issued with an attendance certificate.
- In order to improve the quality of our service, we appreciate your feedback (complete our online student survey or speak to our course coordinator).

### **Affiliation**

A compulsory affiliation fee of R100 (valid for the current year) is payable and affords the student benefits which include allowing the student to receive discounts on social and cultural activities organized by AF and to borrow books, magazines and DVDs from our library (a refundable deposit of R150 must first be paid).

### **Student Code of conduct**

- Staff and students shall be polite and courteous to each other at all times.
- Students and staff shall either switch their mobile phones off or to silent during class times.
- Students and staff shall place chair back to their original position before leaving the classroom and place any litter in the bins provided.
- Students and staff shall not write on tables, chairs, walls and material provided by the Alliance.
- A class break is at the discretion of the teacher.
- All administrative queries must be addressed directly to the administrative staff at reception, if reception is closed (after 17h30) please contact us by email, telephone, fax or in person during opening hours.
- Students shall respect and support their fellow students and teacher at all times, constructive feedback is always welcome as an important element of social interaction. Language classes often cover a vast array of topics and normal differences of opinions may arise. These differences should be expressed with candour and respect between students and between students and staff.

### **Indemnity**

The signatory hereto indemnifies Alliance Française de Durban against liability of whatsoever nature and howsoever arising for loss or damage to property, injury or death while on its premises.