

## GENERAL TERMS AND CONDITIONS OF SALES – FRENCH IN GUADELOUPE (IMLC)

These terms and conditions apply to all students at the School, and you should read and try to understand them. If you need help understanding them please ask a member of the School's office staff.

### GENERAL

Please note that tuition fees do not include fees for external examinations, books, registration fees, accommodation, social activities or transport.

### Membership conditions

To be admitted to French in Guadeloupe (IMLC), the student must be over 18 years old or over 16 if he benefits from a parental consent.

The minors under 16 must be accompanied by their parents or legal guardian. The not accompanied minor students are inevitably accommodated in host family.

Details, prices and cancellation of hosting conditions are available for consultation by request or on the website: [www.imlc.net](http://www.imlc.net)

French in Guadeloupe (IMLC) can't be held responsible for difficulties obtaining a long stay visa or of residence permit by presenting a pre-registration or registration certificate in one of its courses.

### Opening Hours

We are open for classes every week (with the exception of bank holidays). Students may start classes on any Monday, except those weeks which begin on a bank holiday Monday and the last Monday of each term. Beginner students should refer to our schedule mentioning specific start days for them. When there is a bank holiday classes start the following day, Tuesday. The School is closed on weekends.

The School and its facilities are open to all students between 8am and 4pm Monday to Friday. Some activities, such as parties and film evenings, may take place outside the specified opening times.

### Length of Courses

There is a minimum enrolment period of 1 week.

One lesson is 55 minutes.

### REGISTRATION FORMALITIES

Please note that on the first day of school, all students are tested so that the school can determine their level of French and place them in the most suitable class. Testing and placement procedures may take place from 8am to 10am; therefore the school cannot guarantee that students will be able to attend classes during that time.

**The client can make his registration:** By email at the following address [infos@imlc.net](mailto:infos@imlc.net)

You must read carefully the General registration conditions and the annex on the site [www.imlc.net](http://www.imlc.net)

All fees must be paid in full before the start of the course. Students will not be able to start attending their class until full payment is received, guarantying a place in the chosen course.

In case of late arrival, his/her place in the chosen course is no longer guaranteed. Similarly, accommodation will not be booked until full payment is received. The school normally requires full payment at least two weeks before the student's arrival.

For those students who require visas in order to enter Guadeloupe, please note that Visa Invitation Letters will only be issued once full payment has been received.

If students require the original Visa Invitation Letter (or other documents), as a standard procedure, the School will send it by regular mail recorded delivery free of charge (estimated delivery time: 2 weeks).

Alternatively, the School will send it by DHL courier for a fee of €50, payable upfront (estimated delivery time: 2 days).

The client must present him/herself at French in Guadeloupe (IMLC) reception on the first day of class with the following documents: an ID card (ID card, resident's permit or passport with a visa covering the duration of study period at school); a passport photo; a parental consent for candidates from 16 to 18; if necessary, the full payment receipt of tuition fees or the registration certificate.

If the client didn't pay all of tuition fees, he/she has to present him/herself to French in Guadeloupe (IMLC), the first day of the courses in order to finalize his/her registration in the courses chosen on his/her registration form. He/she has to pay the balance of his/her tuition fees directly to French in Guadeloupe (IMLC). The regulation can be made in cash.

When the client makes his/her email registration, he/she has a 7 days withdrawal right as for his/her registration, without having to justify. This withdrawal period starts from the date when the client accepts the registration's General conditions. If the 7 days deadline expires on a Saturday, Sunday, holiday or a non-working day, it's extended to the next working day. The client wishing to make use of his/her withdrawal rights is bound to notify it, in the legal deadline indicated above, in writing and by mail to the following address:

French in Guadeloupe (Inter Média Langues Caraïbes), 14 Rue Alexandre Lemerrier 97190 Le Gosier.

### Accommodation

Where possible we try to arrange accommodation as close to the school as possible. We ONLY start to look for accommodation once full payment has been received.

Accommodation is confirmed only when the student receives the official booking confirmation via email.

For visa students, we must receive confirmation of visa approval in order to book accommodation. In order for the school to book accommodation and airport transfer the

Arrival Details must be sent via email at "infos@imlc.net". Copies of airplane tickets are not accepted. For students requiring a visa, confirmation of visa approval is required.

Students agree that they will leave the accommodation booked by the school as soon as the course is finished, and agree not to attempt to make their own separate arrangements with the school's landlords.

All students staying in the school accommodation should comply with the rules set by their host families or landlords. Students are liable for any damage or expenses incurred during their tenancy. All students staying in host families or halls of residence accommodation are asked to pay a deposit on arrival against any damages to the property or loss of room/house keys: the amount of the deposit is €100 to be paid in cash directly to the landlord.

### Administration fees

Administration fees apply to all bookings and are as follows:

€65 – Registration fee

€65 – Accommodation finding fee (NON REFUNDABLE)

### Class Allocation

We do our best to ensure that students can study at their chosen time. In some cases this may not be possible and your placement into a class may change in order to maintain the most effective learning environment for our students. The school cannot guarantee the students course timetable, although every effort is made to comply with the students' initial booking. The school reserves the right to alter the timetable, cancel or combine classes when necessary, or make changes to course arrangements, without liability. No refunds can be given in such instances.

### Mobile Phones

Students should ensure that all mobile phones are switched off during classes.

### Transfer of Payments

Please note that payments made by one student cannot be transferred to another student at the School, except at the discretion of the Manager.

### Delay, change of program, modifications

No rhythm and schedule changes can be accepted once the courses program initially chosen is started.

French in Guadeloupe (IMLC) reserves the right to:

- Cancel a class for which the number of student isn't enough. If another class of equivalent level could not be proposed, the entire corresponding tuition fees will be paid off to the customer.

- Modify, if necessary, the schedules and courses calendar, subject to inform the student and the customer about it in advance.

### Changes in Course or Accommodation Arrangements

Legal holidays (holidays) periods don't give rise to neither discount nor refunds, nor adjournments.

Course changes from one level to another are free of charge, but must be agreed by the Director of Studies or the Office Manager. Please note that changes in the course and accommodation arrangements are possible before the student's arrival: however, they will be subject to a €50 amendment charge if the booking has already been confirmed. Students will be placed in and moved between classes if necessary to ensure that they are receiving the most appropriate level of tuition for their ability. Such changes must be approved by the Director of Studies or the Office Manager.

Changes in accommodation are possible at no extra charge if booking confirmation has not been sent to the student (prior to arrival) and if the school receives the following notice:

Homestay/French in Guadeloupe (IMLC): at least 2 weeks' notice

(Prior to arrival ONLY, Bookings cannot be amended if the tenancy has already started)

If the student fails to give the required notice and wishes to change accommodation immediately after the tenancy already started, a 2 weeks rent will be charged for the students staying in Homestay or apartments.

Apartment bookings cannot be cancelled or amended, therefore the student will be charged for the full booking period.

If students are dissatisfied with their accommodation or a conflict of interest arises, a change in accommodation will be made as soon as possible.

### Refunds

#### EU Students

#### Course Bookings

##### Prior to arrival

If you wish to cancel or amend a course and apply for a refund, all requests must be made in writing.

Course amendments will incur a €50 amendment fee.

Course cancellation incurs the following charges:

€225 - cancellation fee

€65 - course registration fee

€50 - courier charges (if applicable)

##### During the Course

Cancellation or amendment of the course after the student's arrival is not permitted, therefore NO REFUND will be granted.

The student is not entitled to a refund after the course has commenced. In this case, a credit note may be issued at the discretion of the Manager. This credit is non-transferable and can be used within 12 months from the date it was issued.

**Visa Students**

**Course Bookings**

**Prior to Arrival**

If you wish to cancel a course and apply for a refund you may only do so in case of a visa refusal: any claims based on a visa refusal must be in writing and must be accompanied by a copy of the refusal letter.

You will not be eligible for a refund if your visa was refused because of:

- The making of a false or dishonest statement
- Use of false documents
- The withholding of relevant information used in the Enrolment and Accommodation Application form and or Application for confirmation of Acceptance of Studies.

Please note that the School reserves the right to seek independent confirmation of visa refusal from the French Authorities.

All refunds will incur the following charges:

- €225
- €65 – course registration fee
- €50 – courier charges (if applicable)

Any permitted course amendments require a payment of €50.

**Accommodation Bookings – Applicable to all Students**

If accommodation has been booked with the school then this may only be cancelled, prior to arrival, if the following minimum written notice is given:

- 1) Homestay - at least 2 weeks' prior to arrival
- 2) Apartments - at least 4 weeks' prior to arrival

In case of cancellation, refunds will be issued as follows:

- 1) Homestay: full refund on accommodation costs, less €65 accommodation booking fee.
- 2) Apartments: refund on accommodation costs, less 2 weeks rent, less €65 accommodation booking fee.

Cancellations made after the time specified in a) and b) above will result in the following:

- a) Homestay: refund on accommodation costs, less 4 weeks rent, less €65 accommodation booking fee, and 3% credit card charges (if applicable)
- b) Apartments: NO REFUND

Once at the school, changes to accommodation may be permitted subject to availability if two weeks written notice for homestay is given and upon payment of a €50 administrative charge. No changes are permitted for student apartment bookings

**General notes**

All refunds are paid by bank transfer. Refunds may take up to 6 weeks to be processed and claims must be made using our refund application form which is available from the office upon request.

Refunds will only be made to the person or organization that paid in the first instance.

Refunds do not apply to group bookings unless expressly authorized by the Manager.

When the student is in breach of the Terms and Conditions, and therefore not eligible for a refund, a credit note may be issued at the discretion of the Manager. This credit is nontransferable and can be used within 12 months from the date it was issued.

**Important**

You should be aware that the policy of the school, in common with other similar schools, is to grant refunds only in the case of a visa refusal, providing specific conditions are met. Any other case is not eligible for a refund and any exceptions to this are entirely at the Manager's discretion. Please ensure you read and understand the Terms outlined in the refunds section: if you have trouble understanding them, please contact us via email before you book your course.

**Bank Charges**

All international bank transfers are subjected to bank fees. The school will not support these fees so please adjust your wire transfer accordingly.

**Deferring your Course**

If you are not entitled to a refund, you may wish to return to the school at a future date to continue studying in the future. This is possible upon the provision of at least one week's notice, although a second registration fee and bank transfer fee will be deducted from the remaining fees.

**Student Holidays**

- Courses of between 1 and 4 weeks: No holiday allowance
- Courses of between 5 and 12 weeks: 2 weeks
- Courses of between 13 and 23 weeks: 4 weeks
- Courses of between 24 and 47 weeks: 6 weeks
- Courses of 48 and over weeks: 9 weeks

All students must notify the school office in advance before they take a personal holiday.

Holidays must be booked at the latest on the Wednesday before the Monday that the holiday should start. No holidays should be taken without first informing the school office.

If students do not book their holiday at the school office, they will be marked absent and the school may notify the Home Office or Immigration authorities which might make it difficult for

students to retain or extend their visa. This also applies if students take time off outside their holiday allowance. If for any reason, students cannot attend classes due to illness or other uncontrollable circumstances, students must inform the school. No refunds will be given in these cases.

**Outings and excursions**

French in Guadeloupe (IMLC) reserves the right to organize outings, in a more or less regular way, to which each student will be invited. These are free to accept or refuse but won't be able to ask for a refund in case of refusal if the outing lasts all day. French in Guadeloupe (IMLC) reserves the right to claim a financial student's participation within the outing's framework.

**Photography and Video Recording**

During your time at the school, photography and video recordings may be taking place. Some pictures and videos may be used in our publicity (website, social networks etc.). If you do not want to appear **you can notify the school prior to your arrival at : [infos@imlc.net](mailto:infos@imlc.net)**

**Insurance**

Health insurance, accident and civil liability are on the customer's responsibility.

**Attendance**

You are expected to attend classes every day that the school is open. The school must keep records of the attendance of students. No refunds or credits are given in respect of missed classes.

**Expulsion**

If the student doesn't respect French in Guadeloupe (IMLC) rules and regulations, this one reserves the right to interrupt the student training.

**Evaluation forms and certificates**

We ask our students to fill the evaluation form online before the end of their stay. The evaluation form is available the website of the school ([www.imlc.net](http://www.imlc.net)).

End of course certificates will be given at the end of the course only if the evaluation form has been filled out.

**Student Declaration**

This is to confirm that I have applied to undertake a course of study at French in Guadeloupe (IMLC) School in Le Gosier the details of which can be found on my Enrolment Application Form.

I hereby confirm that:

- I fully intend to attend classes at French in Guadeloupe (IMLC) School on a regular basis.
- I intend to study to the best of my ability and to take all progress exams during the duration of my course of study.
- I undertake to ensure that the French in Guadeloupe (IMLC) School is kept notified of my current address at all times while I remain a student at the school and I will inform the school of any changes to my contact details within 10 working days from the date the changes are made.
- I do understand that French in Guadeloupe (IMLC) School retains the right to terminate my enrolment should it subsequently be discovered that the information provided in support of my application was inaccurate or incomplete or a misrepresentation of my French language level.
- I am aware that French in Guadeloupe (IMLC) School collects processes and holds student data for administrative, academic, statutory support and health and safety reasons. It may disclose student data for the meeting of legal obligations to the French Border Agency, for the purposes of Council Tax exemption and, when legally required, for other government information.
- Please refer to our abusive behavior and expulsion policies for more details concerning these issues.

I have read and understood these terms and conditions, and I agree to be bound by them.

.....(Signature)