

TERMS AND CONDITIONS

1 – ADMISSION CONDITIONS

1. Students must go through the terms and conditions and sign the document to process with their registration.
2. Taking a placement test is mandatory for the students who have previously learnt French unless students can provide an authorized certificate of any one or more of the following:
 - Alliance Française network course completion certificate – not older than 6 months
 - DELF–DALF Diploma, TCF & TEF Certificate – not older than 2 years
3. Registration will be confirmed upon the full payment of the fees at the reception or via transfer, credit/debit card or UPI and once you have received an email confirmation from Alliance Française de Bangalore (info.afbangalore@afindia.org).
4. Kindly note that if you register for an onsite class, this modality is not guaranteed. If the minimum number of registrations has not been reached, you will be given a seat in an online class.
5. Alliance Française de Bangalore (AFB) reserves the right to cancel a class if not enough students have registered.
6. The AFB reserves the right to reject any application without assigning a reason.
7. Former students of another Alliance Française must provide an official course completion certificate and an authorization from the Alliance Française in question stipulating that they can register with the Alliance Française de Bangalore.

2 – CLASSES

1. Students should handle with care all equipment provided by the Alliance Française of Bangalore and are liable to pay for any damage caused.
2. Students are prohibited from entering and using classrooms for any purpose outside of class hours and from switching on or using the computers, projectors and air conditioners in the classrooms in the absence of the teacher.
3. The Alliance Française de Bangalore and its management shall not be held responsible for any damages, losses or injuries during the course of study.
4. The Alliance Française de Bangalore reserves the right to assign any teacher to any class.
5. The Alliance Française de Bangalore reserves the right to divide, combine or cancel hours for any classes as it deems necessary.
6. Students must maintain a minimum of 60% attendance to be able to register for the next level, providing that they successfully passed the internal evaluations.
7. In the event of a cancellation for a private class, students or parents of the student are required to notify both Alliance Française de Bangalore's reception and the teacher at least 24 hours in advance. If not, the class will be invoiced accordingly.
8. WhatsApp groups must be used only for the purpose which serves the classes, and students must refrain from posting in the group or calling the teacher between 8:00 PM and 7:00 AM. Numbers gained from WhatsApp groups should not be used to start private conversations or other groups with classmates who do not want to receive those messages. In the event that there is a breach of any of the rules, the group administrator reserves the right to remove the transgressor from the group. By participating in the WhatsApp Group, you agree to these rules.
9. The Alliance Française de Bangalore reserves the right to change instructors at any point during the course due to unexpected and unavoidable circumstances.

10. Internal tests are conducted at regular intervals during the course and will be conducted onsite for all courses:

Level	Evaluation	Modality
A1/A2	At the end of chapters 4 and 8	On-site at AFB premises
B1/B2/C1	Mid-term evaluation and final evaluation at the end of each sub-level (B1.1, B1.2, etc)	On-site at AFB premises

The dates of all evaluations are fixed in advance by the professors and advance intimation is given to the students. Permission requests to take the exam online will be approved only if the student lives outside Bangalore and requests must be submitted by email to the Courses Department at least 3 days prior to the exam.

11. Students who wish to continue into a higher level must obtain a minimum of 50% in the final results computed at the end of the course.
12. Transfers from one batch to another are exceptionally granted only for medical reasons. Students may apply for a transfer to another course of the same level within the same session. Such a transfer becomes effective only after a written application has been submitted to the Courses Department, approval of the transfer by the Management, and payment of any extra amount on account of an increase in admission, tuition, books or GST or a difference in the number of hours or rates over weekends. The student will have to choose between available batches in the current session.

3 –REFUND POLICY

Course fees are not refundable and are not transferable to a third person or to any other Alliance Française in India or in the world.

Cancellation of classes by AFB

In case a course is canceled, students can choose either to:

- Join another equivalent course.
- Defer their registration to the next session.
- Request a refund. Note that refunds may take between two to three months to be processed and to reflect in the bank account.

Cancellation of registration by student before the start of the session

A student may opt out of a class only before the commencement of the session. They would then be eligible for a credit note of the full amount valid for one year.

Discontinuation or withdrawal from an ongoing session

- In case of a medical emergency: students canceling their course registration within the financial year will be eligible for a 50% refund after deducting the number of classes attended. Requests for cancellation must be submitted by email to the Courses Department along with supporting documents that include the relevant dates before the end of the session.
- In case of work-related reason: a student may request a deferment of their course registration for a maximum of one calendar year. Such requests must be submitted within two weeks after the initially scheduled course start date, be supported by relevant documentation, and are subject to approval by the Course Department. Only one deferment per year is permitted.

A credit note can be used to pay for courses and workshops only at the Alliance Française de Bangalore. It cannot be used towards registration for DELF/DALF or TCF exams.

Note: All refund-related transactions may take between 2 to 3 months.

4 – ALLIANCE FRANÇAISE DE BANGALORE RIGHTS AND ENTITLEMENTS

The Alliance Française de Bangalore reserves the right to change the terms and conditions, as it deems necessary, without advance notification.

5 – POLICY ON THE PREVENTION OF HARASSMENT

It is presumed that students, after registering to the courses at the Alliance Française de Bangalore, will conduct themselves in an appropriate and responsible manner.

Alliance Française de Bangalore has adopted a firm policy against all types of harassment, for which zero tolerance is applied. In the event of harassment, whether suspected or proven, this policy provides for means of intervention at both informal and formal levels. All allegations of harassment will be fully, fairly and promptly dealt with in a confidential manner.

In case you're facing an issue, please email us at the following address: posh.afbangalore@afindia.org

6 – EXCLUSION

In the event that the student breaches the internal regulations of the Alliance Française de Bangalore we reserve the right to interrupt the training of the offending student, without reimbursement for lessons.

- I acknowledge that I have carefully read and fully understood all the course registration terms and conditions, and I agree to comply with them.**

Date: _____

Signature:

ANNEXES

FEES

Item	Fee (INR)
Course completion certificate	Rs. 100 per certificate
Placement test	Rs. 1100 (adult) & Rs. 450 (teens & kids)
Library membership	Free for AFB Students
Caution deposit for the Library	Rs. 800

CONTACT

<u>Type of query</u>	<u>Department</u>	<u>Email</u>	<u>Number</u>
For info on course, registration, placement test, course completion certificate and collection of diplomas	Front desk	info.afbangalore@afindia.org cc: courses.afbangalore@afindia.org	+917899562404/ +917338026885
For official exams and course related actions - exam related queries, NOC, credit note, refund, student requests, etc	Courses Department	courses.afbangalore@afindia.org cc: coursesdir.blr@afindia.org	+9170233373273
TCF Canada, DAEFLE, Campus visits, Corporate courses, student or course related issues	Courses Department	coursesdir.blr@afindia.org cc: courses.afbangalore@afindia.org	
For info on communication and cultural events	Public relations/ Comms	culture.afbangalore@afindia.org	
For interpretation and translation services	Head of Translations	translation.bangalore@afindia.org	+919845481812
For info on rentals & bookings	Front desk	info.afbangalore@afindia.org cc: culture.afbangalore@afindia.org	+917899562404/ +917338026885
For internship or volunteering opportunities	Director's office	recruitment.afbangalore@afindia.org	



To file a POSH complaint	ICC	posh.afbangalore@afindia.org	https://drive.google.com/file/d/1D9S51ZWg55ogUOJkPa5MqrhFGgMAtsE/view?usp=sharing
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