

## **Terms and Conditions: Group Classes & Private Lessons**

The Alliance Française of Calgary (AFC) reserves the right to change or alter these terms and conditions without notice.

Please read the information below carefully. Enrolling in a class and paying for the fees signifies the acceptance of our terms and conditions.

If, under any circumstances, we are unable to provide the service you have paid for, we will notify you in order to make an agreeable arrangement or a refund.

### **Main policies**

1. A membership is not necessary to enroll in a class.
2. If the student is under the age of 18, we ask that a parent or guardian liaise with the AFC on his or her behalf. Parental consent, in the form of payment or written authorization, will be required in order to provide services to a minor.
3. A student must be at least 16 on the first day of class to be eligible for adult classes.
4. A student must enroll for the entire course. There will be no pro-rating for missed classes or late registrations. We reserve the right not to accept enrollment into a session if the student has missed the first week of class.
5. Withdrawal from a class is possible up to 5 business days before the beginning of class with a 20% administration charge. Requests for withdrawal should be submitted by email only. No refund nor credit will be granted less than 5 business days prior to the beginning of the class.
6. Private tuition: No refund nor credit will be granted for cancellation of private tuition packages. Purchased hours must be used within a set period according to the package purchased. Any hours not used beyond the period cannot be used, refunded or credited (refer to our website for more info).
7. To ensure the best quality of teaching, the AFC reserves the right to redirect a student in a different level if the instructor feels that the student's level does not match the rest of the class.
8. Disrespect of our teachers or administrative staff will not be tolerated.

### **Payment Policy**

Private lessons: Students must specify the amount of hours they wish to commit to and pay for them upfront.

Full payment must be received before the first day of class. Payment method accepted include: credit card (VISA, MASTER CARD), cash, or cheques.

Organizations will only be invoiced when a purchase order or letter of authority is supplied at time of enrollment. Invoices must be paid in full within 30 days of emission.

Textbooks are not included in the tuition fees.

### **Credit Policy**

If a credit is given, it is valid for six (6) months from the day of emission. Any unused credit beyond the six (6) month period will be voided from the client's account.

Credit will correspond to the number of remaining hours in the course, once AFC receives written notice of the student's intent to withdraw.

Missed classes do not allow for credit notes.

A credit cannot be cashed or transferred to another client.

### **Cancellation Policy**

No make-up classes will be offered for missed classes. A student may contact the teacher to inquire about missed material. Private tuition is available at a fee and can be used to receive private help.

The AFC reserves the right to cancel, re-arrange, or modify the schedule of a class should the enrollment be insufficient (less than 3 students).

- a. Standard classes:
  - i. For groups of 5 or more students: 28 hours.
  - ii. For groups of 3 or 4 students: 24 hours.
- b. Other classes:
  - i. For groups of 5 or more students: 12 hours.
  - ii. For groups of 3 or 4 students: 10.5 hours.

### **Withdrawal Policy**

Withdrawing from a group class is possible given that it was requested five (5) full business days before the first day of class. There are three (3) refund options:

- 1) 80% refund if done more than 5 business days\* before the beginning of class; OR
- 2) Transfer into a different class; OR
- 3) Credit to the account which must be used as per credit policies, subject to administration fees.

\* If withdrawal notice is done less than 5 business days before the start of the class, no refund or credit will be issued.

Please note that the absence from class does not constitute notice of withdrawal.

### **Children and Teenagers Classes - Drop-Off and Pick-Up:**

To ensure the safety of the children and to make sure your child has the best learning experience with us, we ask the parents to drop-off their child to the classroom where the Alliance Française's teacher is present. In the same way, parents are to pick up their child from the classroom, as the teacher will only release the students to a person explicitly authorized by the parents.

### **Income Tax Receipt**

In accordance with Revenue Canada, tuition fees may be tax deductible. A tax receipt can be issued by the AFC at the end of each fiscal year. The student must make a written request by email at info@afcalgary.ca. The receipt will be issued within the following five (5) business days.

### **Completion Certificate**

A completion certificate can be provided. A completion certificate will only be emitted if the student has attended more than 80% of the classes. The student must make a written request by email at info@afcalgary.ca. The certificate will be issued within five (5) business days of the request.

### **Medical Emergency**

In the event of a personal emergency, sudden illness or accident, you authorize AFC to see medical, hospital or ambulance service on your behalf should the AFC staff consider it necessary. You agree that you will be solely responsible for any expenses associated with the provision of such service.

### **Privacy Statement**

Protecting your privacy and personal information is important to AFC. It is, however, important for us to collect certain personal information from you in order to offer you effective and efficient service.

We will only collect information from you with your knowledge and consent; only use personal information provided by you for the purpose/s for which it was collected, not disclose your personal information to a third party without your prior consent, ensure that your personal information is not disclosed to other institutions except if required by law or other regulation, and remove your personal information from our system where it is no longer required.

Please call us (403) 245-5662 to provide any necessary corrections to your personal information.

### **Newsletter**

The AFC emails a regular newsletter to keep its clients and students informed of our activities. Should you wish to unsubscribe from our newsletter, you may do so directly on the newsletter.

### **Disclaimer**

The AFC makes every reasonable effort to ensure that course information supplied is correct at all times. It reserves the right to change any course, private tuition, fees and tutors when necessary. All attempts will be made to notify enrolled students about any changes.

### **Photo Release**

I hereby grant permission to Alliance Française of Calgary the right to use photographs, films, videotapes, and sound recordings of me or my child, taken during classes or camps without compensation or approval rights, for use in materials created for purposes of promoting the activities of Alliance Française of Calgary only.

### **Jurisdiction**

These terms and conditions will be governed by and construed in accordance with the laws in force in the Province of Alberta and, by purchasing a product with us, you submit to the non-exclusive jurisdiction of the Courts of that Province.