



# General Terms and Conditions

## Class allocation

The Principal of French à la Carte offers a student a place in a specific class depending on his/her level and spaces available in the class. Suitability is confirmed by the class teacher.

## Payment / Invoicing Policy

**Standard classes** are usually payable **on a semester basis** (16 lessons of 2 hours) before the semester begins. **Conversation classes** are payable on a **term basis**. See term dates on our website.

Payment can be done by bank transfer or by cheque. See invoice or email for payment details.

A 10% discount applies to couples or two members of the same family when similar classes are booked by both for a whole period.

## Cancellations:

- 10 days or more prior to starting date: 100% refund
- 1 to 9 days prior to starting date: 50% refund
- During the semester 0% refund

We reserve the right to cancel a course due to insufficient bookings. In this event, students will be given the option of either attending a different course or receiving a full refund.

Where classes are below a minimum number, the option will also be offered to students to pay a supplement to keep the class going. The upside is a higher interaction level than in larger groups.

Although classes are scheduled in advance, French à la Carte reserves the right to make appropriate changes due to extraordinary circumstances. These may include a change of premises, schedule, or teacher allocation. We will endeavour to give sufficient notice of any necessary changes (these are extremely rare occurrences).

## Missing a class

If you miss a **group class**, there will be no refund. You will receive all the relevant documents: lesson plan, handouts and notes sent to you by your teacher after the class has taken place. Print out and study these at home. Use question time during next lesson to help you catch up. Please advise your teacher of your absence as early as possible, as numbers can impact class preparation.

## Make-up class

Where possible, you will have the option to "make up" for classes you missed by attending classes of a similar level, depending on space availability. Please enquire to check.

## Missing several classes (only valid for standard classes)

If you are away 4 lessons or less in a row within a term, the same applies as if you miss a class (see above). Please notify your teacher by e-mail as early as possible.

If you plan to be away 5 consecutive weeks or more during a future term, you can choose to pay a **small fee per lesson** for the full set of documents (lesson plans and notes) in lieu of the full class fee. Help with catching up will be at your teacher's discretion. This also guarantees that your place is kept in that group. This has to be arranged with the Principal **before** the semester is due.

## Immersion and other events

Offers to immersion courses are made by the Principal. A deposit is payable by the announced date. The deposit is only refundable by the given date if a replacement is found or in case of cancellation. Please refer to specific enrolment/cancellation policies in the immersion memos for more details.