

By registering, the student fully accepts these rules and regulations. Lil'Langues refers to the version of the rules and regulations on the date of the registration.

1. Admission condition Lil'Langues

To be admitted to Lil'Langues, candidates must be at least 18 years old (16 years old with parental agreement) and must have the necessary writing and reading level in their mother tongue.

2. Registration

Process of registration

To register, the student must complete the online pre-registration form (www.lilanguages.com/register) or fill in the paper sheet directly to the administration office, sign the terms and conditions and give a copy of an ID.

To validate the registration, the student must pay a deposit included registration fee (45€) and:

- 100% of the total price for 1 to 8 weeks training.
- The first 8 weeks, for any training for more than 9 weeks.

When the deposit is received, Lil'Langues will send a letter of registration.

The balance of the invoice is entirely due on the first day of the training, if the student wishes to benefit from the best price. Otherwise, the payment can be made at the end of the month for the following month; in this case the decreasing prices will apply step by step.

Registration fee

The registration fee is 45 euros (forty-five euros). They are valid for 12 months from the first month of the course. This registration fee must be paid during the registration process and are not refundable.

Payment

The student can pay by bank transfer, bank check payable in Euros and in a French bank or by credit card (Visa, Eurocard Master Card) on site only [Bank fee: add 5% of the total amount] or in cash. All bank charges, exchange fees and bank charges are the responsibility of the customer.

Warning!

Foreign checks and checks issued in a currency other than the euro will not be accepted.

American Express and Maestro are not accepted.

3. Cancellation, postponement and refunds courses and pre-registration.

Postponement of registration

In case of impediment or late obtaining of the visa, the period of course envisaged during the pre-registration can be postponed only once. [Administration fee: 50 €]

Visa

For a visa application, the student must obtain sufficient advance notice from the French Consulate before taking any engagement and paying to Lil'Langues. In case of a visa refusal duly certified by the French Consulate, the deposit may be refunded, minus the registration fee (45 €), administration fee (50 €) and bank charges. Obtaining a late appointment at the French Consulate to obtain a visa cannot be a reason for reimbursement.

Cancellation

The student has a period of 7 days to exercise his right of withdrawal according to the law.

After this date, any cancellation must be sent by letter or by email. Cancellation will be effective upon receipt of this letter.

Cancellation fees:

- 30% of the amount due for a cancellation more than 30 days before the beginning of the course.
- 50% of the amount due for a cancellation between 8 and 30 days before the start of the course.
- 75% of the amount due for a cancellation between 4 and 7 days before the start of the course.
- 100% of the amount due for a cancellation on the last Friday before the start of the course or later.

In case of cancellation, Lil'Langues will deduct registration fees and bank charges of the amount to be refunded.

Training Interruption

Any training started is due in its entirety except in cases of force majeure.

In case of early departure, the course remains due in full, no refund can be made.

However, we can conceive that serious and justified imperatives force the student to shorten his training. In these cases of force majeure: illness, family death, accident resulting in injury, postponement of the course (on written request) may be considered subject to presentation of evidence. Lil'Langues cannot allow a third person to benefit from this postponement.

The student will not be able to claim a refund or a reduction if the training does not correspond to its expectations.

4. Change of program

A group class cannot be converted into an individual class and vice versa at the request of the student. He / she may request a change of group program for a value and duration equal to or more expensive than the budget and duration originally incurred. His request will be accepted according to the availability of Lil'Langues and

will be validated only after payment of the possible supplement. An administration fee of 50 € will be applied.

5. Courses organisation

Level

The student will be placed in a group corresponding to his level of French through our **COMPULSORY** written and oral tests. Lil'Langues guarantees courses for all levels all year long (A1, A2, B1.1, B1.2, B2 and C1) [for complete beginners: see specific dates]. If you do not provide the placement test in time, we will place you in the group of our choice. In this case, no refund or change of program can be requested if the group in which you will be put in does not suit you.

In case that a complete beginner student does not arrive at the correct date, a program of private lessons will be proposed, the hourly volume will be calculated up to 30% of the initial hourly volume. The complete beginner program is integrated into the very beginning of the beginner program (A1).

Any modification of level group for pedagogical reasons may be considered in agreement with the teacher and the pedagogical director. However, it is the pedagogical team that will have the final decision of the level change. In case of disagreement, the learner will not be able to ask for the cancellation and reimbursement of his training.

Absences

Any course, any hour, day or part of the course not followed by the student will not give right to any refund, compensation or postponement, regardless of the reason, even justified and notified in advance.

The learner must inform Lil'Langues the day of his registration of a possible absence (whole week), so that it is not charged.

Only private lessons cancelled more than 48 business hours before the scheduled course may be eligible for a postponement up to 3 postponements during the course.

Attendance

A certificate of level and attendance will be issued the last week of classes. This certificate will only be issued if the student has participated in at least 70% of the scheduled courses.

For those who asked for a certificate of registration that has been used to obtain a visa and / or a residence permit, any repeated, prolonged and unjustified absence may be reported to the competent services of the Prefecture and will be following by a referral.

Behaviour

Lil'Langues reserves the right to dismiss a student without refund in case of possession, consumption of illegal products, excessive consumption of alcohol, vandalism, repeated disruption of courses, repeated violations of the rules of the school, harassing or threatening other students or staff members.

6. Holidays

In accordance with the French calendar, the school will be closed, in 2019, the 22/04, 1/05, 8/05, 30/05, 31/05, 10/06, 15/08, 16/08, 01/11 and 11/11. No classes will be taught on these days.

The annual closure of the school will take place from 20/12/2019 to 6/01/2020.

Bank holidays will not be charged for any training of less than 8 weeks.

The student may take vacations during his / her training period (whole week). These will not be charged if the student has informed Lil'Langues on the day of his registration.

7. Modification

Group classes are up to 12 students. It takes 3 minimum students to open a morning group and 4 students for an evening group.

In case of less than 3 or 4 students registered in a level guaranteed by Lil'Langues, 50% of the number of hours booked will be dispensed.

8. Insurance and responsibility

The student is responsible for any health problem or accident. Before coming to France, he must check that he is insured for cancellation trip and any medical expenses and repatriation in case of illness or accident.

Non-European learners must check that their health insurance covers them during their stay in France.

Lil'Langues cannot be held responsible in case of theft, damage or loss of the personal effects of the student during their stay or for any incident that would occur during the training.

Right to image and data protection

Lil'Langues may take pictures of students to use to illustrate a brochure, advertisement, or website; unless otherwise directed by the student. This notice must be notified to Lil'Langues in writing, at the latest at the time of registration.

Lil'Langues guarantees its compliance with the RGPD. The information requested of the student for his registration is only useful for pedagogical and non-commercial administrative purposes. This data is erased 5 years after the first registration. You have a right of access, rectification, opposition, erasing your data by sending us an email (contact@lilanguages.com).

9. Claim

Any claims must be made according to our claim procedure and in any case before the departure of the student; in order to give us the opportunity to provide adequate solutions to the subject of the claim. In case of dispute, the Court of Lille is designated as the competent authority.

RULES OF LIL'LANGUES

In order for your training to run as smoothly as possible, certain rules must be followed.

I - Tests and evaluations

Following the **COMPULSORY** placement test (written and oral) **before the beginning of your training**, you will be placed in a level group. Any modification for pedagogical reasons may be considered in agreement with the teacher and the pedagogical manager. However, it is the pedagogical team that will have the final decision of the level change. In case of disagreement, you cannot request the cancellation of his training.

It takes an average of 8 weeks of the intensive program per level.

Classes are conducted exclusively in the French language, as recommended by the teaching method of Lil'Langues. You are asked to refrain from abusing translations for the sake of your professors and colleagues.

II - Delay and diligence

You are kindly requested to arrive on time in order not to disturb the group. Timesheets will be completed by the teachers after the start of classes. In case of too much or too frequent delay, access to the course may be refused.

In case of private lessons, your delay will not be recovered.

A certificate of attendance will be issued the last week of classes. This certificate will only be issued if you have participated in at least 70% of the scheduled courses.

III - Teaching materials and personal work

We use our own teaching materials designed by our teaching team. You receive copies every day.

We ask you to come to class with writing material (pencil / pen and paper) as well as with the teaching material given to you by the teacher.

To ensure real progress you must get involved in your training, regularly learn what is taught to you in class, participate in class, do your homework as requested by the teacher. The teacher or Lil'Langues cannot be responsible in case of non-progression if you do not provide sufficient personal work.

IV - Private lessons

If the teacher cancels a course, it will be postponed to a later date in agreement with you.

If you cancel a course more than 48 business hours before the scheduled date, the course will be postponed entirely to a later date; subject to 3 cancellations during the training period. Beyond 3 reports your course will be fully charged

If you cancel less than 48 business hours before the scheduled date, the course will be fully charged.

In case of delay on your part, the delay will not be recovered.

V - Tutoring

You can benefit from Lil'Langues tutoring on Wednesday and Friday from 13:30 to 15:30. For this you must make an appointment at the reception by specifying the day and time and the reasons for your tutoring. In case of absence not reported to the tutor, Lil'Langues reserves the right to charge you.

VI - Equipment and premises

It is forbidden to smoke in the premises. It is forbidden to throw butts or rubbish outside the bins provided for this purpose.

We welcome you in a warm and friendly atmosphere. To keep it in good condition we ask you to respect it. It is forbidden to degrade the tables, chairs, walls and floor of the whole school. If you degrade the equipment or the premises, Lil'Langues reserves the right to ask you to reimburse the damages.

It is forbidden for any vehicle or bicycle to park in the premises (entrance hall, corridor, classroom ...). Lil'Langues is not responsible for any theft or damage.

VII - Respect for others

In order for everyone's training to be as good as possible, we ask you to respect the other students both physically and morally.

We also ask you to respect all the staff of the school.

In case of relationship difficulties, ask your teacher or the director of Lil'Langues.

VIII - Security

Lil'Langues is equipped with marked exit. In case of danger or fire, follow the instructions on the fire information board and instructions from the Lil'Langues personnel at the scene. Any accident or incident occurring in the school must be declared to Lil'Langues by the person injured or the witnesses of the accident.

IX - Claim procedure

In case you are dissatisfied with the courses or any other service provided at Lil'Langues, the procedure to follow is as follows:

1. Please inform the reception as soon as a problem arrives.
2. Complaints will be made orally or in writing (forms available at the reception). They must be specific and identify the exact reason for the complaint.
3. The host will forward the claim to the responsible person.
4. The person in charge may receive the learner personally to discuss the problem. In all cases the learner will be informed within 24 hours.

Students are reminded that our terms and conditions apply.

We wish you a very good training in Lil'Langues.

Date: _____

Signature: _____