

By registering, the student fully accepts these terms and conditions. Lil'Langues refers to the terms and conditions valid on the date of the registration.

1. Admission Conditions for Lil'Langues

Candidates must be at least 18 years old (16 years old with parental agreement) to register at Lil'Langues and must be fully literate.

2. Registration

Process of Registration

To register, the student must complete the online pre-registration form (www.lilanguages.com/register) or fill in the pre-registration form at the administration office, sign the terms and conditions and provide proof of identity.

To validate the registration, the student must pay a deposit included registration fee (€50) and:

- 100% of the total price for 1 to 8 weeks of classes
- 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 €50 (fifty euros)**. It is 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 Method

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

Note:

- *Foreign checks and cheques issued in a currency other than the euro will not be accepted.
- * American Express and Maestro are not accepted.

3. Cancellation, postponement, 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 making any commitment 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 (€50), administration fee (€50) and bank charges.

Any refund asked after the theoretical beginning of the classes will not be accepted.

Note:

- * Obtaining a late appointment at the French Consulate to obtain a visa is not a valid 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 or email.

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 3 days before the start of the course or later.

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

Course Cancellation/Postponement

Any registered course is due in its entirety except in cases of force majeure on the side of the student.

In case of early departure, the course remains due in full, no refund is given. However, we can accept serious or justified cancellation or postponement in the case 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. Any week paid in advance can be refunded in such cases, with a penalty of one week of the selected program.

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

In case of force majeure on the side of Lil'Langues, if no alternative training solution (online classes) have been offered, Lil'Langues will postpone the agreed upon training. If no report is possible, Lil'Langues will refund the already paid weeks, without penalties. If Lil'Langues offers immediately an alternative training solution, without interruption or with an interruption of less than 3 working days, no refund or postponing will be accepted.

Special conditions related to Covid-19

If the student is forced into a quarantine related to contact with the Covid-19, Lil'Langues does not reimburse the training. The student can extend his training by 2 weeks if he wishes.

If Lil'Langues is forced to close due to an administrative order because of the Covid-19 and Lil'Langues immediately sets up a distance learning solution, no refund or postponement can be requested.

If the student contracts Covid-19, his training is suspended until his recovery. No refund can be requested. In the event of medical repatriation, the student's insurance will cover the costs of canceling the training.

Insofar as Lil'Langues implements health security measures, the center cannot be held responsible in the event of contamination with Covid-19 during Lil'Langues training.

4. Change of Course

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 for a value and duration equal to or more expensive than the registered course. The request will be accepted according to the availability of Lil'Langues and will be validated only after payment of extra incurred costs. An administration fee of €50 will be applied.

5. Course Organisation

Level

The student will be placed in a group corresponding to their level of French through our **COMPULSORY** level assessment test. Lil'Langues guarantees courses for all levels all year (A1, A2, B1.1, B1.2, B2) [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 level can be requested if the group in which you have been placed is not suitable for you.

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

Any modification of 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 a cancellation or reimbursement.

Absences

The student will not have the right to any refund, compensation or postponement for missed classes, regardless of the reason, even if justified and notified in advance.

The student must inform Lil'Langues the day of his registration of a possible absence (whole week), so that they are not charged. Only the working hours programs are eligible to this postponing.

Only private lessons cancelled more than 48 business hours before the scheduled course may be eligible to re-schedule the class, with a maximum of 3 re-scheduled classes per course. Evening classes can't be postponed or divided.

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 students who asked for a certificate of registration to obtain a visa and / or a residence permit, prolonged and unjustified absence will be reported to the requisite services of the Prefecture and Lil'Langues reserves the right to ask the student to leave the school.

Behaviour

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

6. Holidays 2021

In accordance with the French calendar Lil'Langues will be closed, in 2020, on the 05/04, 13/05, 24/05, 14/07, 01/11 and 11/11. No classes will be taught on these days.

The annual closure of the school will take place from 19/12/2020 to 11/01/2021.

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

7. Modification

Group classes are up to 12 students. It takes a minimum of 4 students (full price) to open a morning or afternoon group and 5 students (full price) for an evening group.

In the case there are less than 4 or 5 students registered in a level guaranteed by Lil'Langues, 50% of the number of hours booked will be taught.

8. Insurance and Responsibility

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

Non-European students 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 personal effects of the student during their stay or for any incident that might occur during their course.

9. Right to image & data protection

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

I do not want my image to be used for advertising purposes.

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

I do not wish to receive any advertising solicitation from LIL'Langues after the end of my training.

10. Complaints Procedure

Any complaints must be made according to our claim procedure and before the departure of the student; in order to give us the opportunity to provide an adequate solution to the complaint. . In case of a dispute, the Court of Lille is designated as the competent authority. The French language edition of the present rules & regulations is the authoritative one.

RULES OF LIL'LANGUES

In order for your course 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 course, you will be placed in a level. 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 the course.

It takes an average of 8 weeks on an intensive program to acquire the level outcomes.

Classes are conducted exclusively in the French language, as recommended by the teaching method of Lil'Langues. You are asked to refrain from over using translation websites for the sake of your professors and classmates

II Punctuality

You are kindly requested to arrive on time in order not to disturb the group. Timesheets will be completed by the teachers at the start of classes and access to the course may be denied after 15 minutes and/or persistent lateness.

In the case of private lessons, your delay will not be made up.

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 course.

III - Teaching Materials and Self Study

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 course regularly learn what is taught to you in class, participate in class, do your homework as requested by the teacher. The teachers or Lil'Langues cannot be responsible in case of non-progression if you do not do sufficient personal work.

IV - Private Classes

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 course. After 3 cancellations, 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 service (15 minutes) on Wednesdays and Fridays from 13:30pm to 15:30pm. 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 on the premises. It is forbidden to throw cigarette 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 damage the tables, chairs, walls and floor of the school. If you damage 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 be parked 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 experience at Lil'Langues 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 exits. 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 – Complaints 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 arises.
2. Complaints should be made verbally or in writing (forms available at the reception). They must be specific and identify the exact reason for the complaint.
3. The receptionist will forward the complaint to the management.
4. The management may call a private meeting to discuss the problem. In all cases the student will have a response/solution within 24 hours. Students are reminded that our terms and conditions apply.

We hope you enjoy learning at Lil'Langues.

Fait à (place):

Le (date) :

Signature :
