

# TERMS OF SALE: INDIVIDUAL STUDENTS

When you book a course with French in Normandy, whether directly or via an agency, you accept our terms and conditions of sale and commit yourself to attending classes and respecting the school's internal rules and regulations.

## Registration procedures

### To register, you must:

- Be at least 16 years old by the start date of the course
- Make full payment for the stay
- Complete the registration form, indicating any allergies/medical conditions/essential information we need to be aware of at the time of registration
- Sign the Host Family Charter if staying with a host family

French in Normandy reserves the right to deny access to courses to any student with physical or mental conditions not disclosed at registration.

The registration form can be completed directly on the website at <https://frenchinnormandy.my.site.com> or sent via email or postal mail to the school:

- By email: [info@frenchinnormandy.com](mailto:info@frenchinnormandy.com)
- On-site at the school reception: 26 bis rue Valmont de Bomare 76100 ROUEN, France

## Minors

French in Normandy declines all responsibility for minors aged 16 and 17. A parental authorization, duly completed and signed, must be attached to the registration form and payment. Minors aged 16 and 17 are systematically placed in host families on a half-board basis.

## Payment Terms

All payments must be made in Euros, regardless of the payment method chosen. All bank charges are the responsibility of the client.

## Payment Conditions

Full payment must be made upon receipt of the invoice. Upon receipt of payment, program details, and if necessary, a letter of invitation for a visa application will be sent. French in Normandy reserves the right to cancel any registration if no payment is received 1 month after the reservation date.

## Deposits

- 1 to 12 weeks of stay: 100% payment upon receipt of the invoice
- 13 weeks or more: 50% payment upon receipt of the invoice - balance due no later than 4 weeks before the start of the course

## Payment Methods

Flywire for countries outside the Eurozone: [Flywire](#)

- Credit card (Visa, Mastercard, American Express)
- Bank transfer to our account, details of which are provided on the invoice
- Cheque (only from a French bank account) made payable to Language Services Normandie Picardie

## Programme changes

### Before Arrival

- Each date or duration change is charged €60
- Any added service less than 7 days before the course starts must be paid in full upon receipt of the invoice to be effective

### On-Site

- Converting group classes to individual classes is not possible
- Modifications are possible between group classes of equal or higher duration and value but cannot result in a refund
- Individual classes: modification possible if 48-hour notice is given. Otherwise, no refund or rescheduling of hours is possible.
- Accommodation changes: an additional fee of €60 is applied
- Any added service/change on-site must be paid in full upon receipt of the invoice to be effective.

## Cancellations

In accordance with European Directive 97/7 for any distance contract, each student has a right of withdrawal valid for 10 days from the date of registration. The student waives the right of withdrawal if the request is made less than 10 days before the start of the course. Cancellations must be sent by email to [info@frenchinnormandy.com](mailto:info@frenchinnormandy.com). The cancellation is effective on the date the email is received.

## Cancellation Fees

- More than 28 days: €200 non-refundable administrative fees
- 8 to 27 days before the course start: 50% of the total amount retained
- 7 days or less before the course start or after the start date: 100% of the total amount retained

## Visa Procedures

Students requiring a visa must proceed with the necessary steps in time for their application (about 4 months before the program starts). French in Normandy cannot be held responsible for visa denial or changes in conditions and formalities for entering France.

Upon receipt of the complete registration file (form + payment according to our conditions), French in Normandy will send a registration certificate/invitation letter, along with confirmation of accommodation details if applicable. These documents must be submitted with the visa application to the relevant authorities. These documents will be sent by email and, if necessary, the originals can be sent by express mail: the additional cost will be invoiced.

#### **In case of visa refusal**

In all cases, €500 in administrative fees will be retained. To obtain a refund of the amounts paid, the official visa refusal letter issued by the relevant authorities will be required. Refunds will only be made by bank transfer, and bank charges will be the responsibility of the client.

#### **Procedures for Minors**

French in Normandy declines all responsibility for minors aged 16 and 17 registered at the school. A duly completed and signed parental authorization must be returned with the registration form. Minors aged 16 and 17 are systematically placed in host families on a half-board basis.

#### **Holidays**

Students enrolled in long-term courses can take holidays at the rate of 1 week of leave (Monday to Friday) for every continuous 12-week enrollment period. The student is free to choose their holiday week but must inform French in Normandy in advance, no later than 4 weeks before the start of the holiday, by completing the form available at the reception. The student's enrollment will then be extended accordingly. If the student is in accommodation with French in Normandy (studio or host family), it is due during the absence period. Accommodation can also be extended according to our current rates and availability.

#### **Closures and Holidays**

During school closures (non-working public holidays or internal training days), courses are not provided, but all hours are made up within the same week. The school is closed for 2 weeks during the Christmas holidays. Any student in a host family during this period switches to full board and must pay the additional costs incurred.

#### **Discipline**

By enrolling at French in Normandy, the student agrees to attend their course regularly and to comply with the school's internal regulations displayed on the information boards. If the student books accommodation through French in Normandy, they agree to comply with the Quality Charter in the host family and any internal regulations related to dormitories or residences they are placed in. French in Normandy reserves the right to expel and/or terminate the accommodation of a student (without refund) if their behavior is contrary to the principles set out in the Quality Charter in the case of host family accommodation; if they do not comply with the internal regulations of accommodation booked through French in Normandy, especially in cases of theft, property abuse, abuse of persons, alcohol abuse, intoxication during classes, possession or consumption of drugs, refusal to adhere to local rules (at school or in accommodation booked by French in Normandy), or violations of the laws and regulations in force in France.

#### **Absence / Lateness**

Scholarship students, students on professional training leave, and minors are required to attend classes regularly. Minors must sign the attendance sheet at the school reception in the morning and afternoon.

In case of repeated and unjustified absences, the certificate of participation cannot be issued to the student. If late by more than 30 minutes in the morning, entry to the class is at 11:30. If late by more than 30 minutes in the afternoons, no entry to the class is accepted. For students on a visa, any unjustified absence will be reported to the relevant authorities. Any absence must be notified by email to [info@frenchinnormandy.com](mailto:info@frenchinnormandy.com).

#### **Insurance**

Each student must take out individual insurance covering all risks of their travel and stay. This insurance is mandatory and the responsibility of the student, regardless of the duration of their stay. Anyone who does not have individual insurance will bear all costs related to damages they may accidentally cause. If necessary, French in Normandy can assist in subscribing to insurance with our partner.

#### **Complaints**

All complaints must be formalized and sent by email to [accueil@frenchinnormandy.com](mailto:accueil@frenchinnormandy.com). Only complaints recorded on-site will be considered. Any dispute falls under the exclusive jurisdiction of the courts of Seine Maritime and French law: Tribunal de Seine Maritime 53, avenue Gustave Flaubert 76000 Rouen Phone: 02 35 58 35 00 / Email: [greffe.ta-rouen@juradm.fr](mailto:greffe.ta-rouen@juradm.fr)

#### **Right to Image**

Unless otherwise stated by the student at registration, French in Normandy may take photos or videos of students and use them in its informational and communication materials. The refusal to use one's image must be notified in writing by the student at registration or upon arrival.

#### **Confidentiality – GDPR**

##### **Right of Access to Computerized Files**

The information requested from the student during registration is only transmitted to persons or entities expressly authorized to know it. Any student can request French in Normandy to communicate information concerning them and rectify it if necessary, in accordance with the provisions of Law No. 78-17 of January 6, 1978, on data processing, files, and freedoms.

##### **Privacy Notice – GDPR**

The centre implements personal data processing to ensure, among other things, the services to which the student has subscribed. Personal data is kept by us for the duration of the contractual relationship, then archived for the period related to our responsibility, before final deletion. The personal data we process is provided by the student or authorized third parties (such as an agency) during registration and the student's stay. The student has the right to access, rectify, delete, oppose, and limit the processing of personal data. They can exercise their rights by any written and signed request sent to [info@frenchinnormandy.com](mailto:info@frenchinnormandy.com). A response will be sent within one month of receiving the request, extendable if necessary.