

# Special Terms and Conditions (Accommodation and Activities)

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## PURPOSE

These Special Terms and Conditions set out the special terms and conditions according to which France Langue shall offer Students accommodation services and other ancillary activities (cultural activities, sporting activities, etc.).

These Special Terms and Conditions, along with the General Terms and Conditions of Sale, form an indivisible whole. In the event of a contradiction, the Special Terms and Conditions shall prevail over the General Terms and Conditions.

## SPECIAL TERMS AND CONDITIONS APPLICABLE TO ACCOMMODATION

### FINANCIAL TERMS

The following fees must be paid in euros in order to reserve accommodation:

**Accommodation fees.** Accommodation fees vary depending on the type of accommodation chosen. Students can stay with host families, rent a room in someone's house, stay in halls of residence, hostels, flats, rented accommodation or hotels. Our accommodation office can help students choose the most appropriate option to meet their expectations and requirements. Details of the various types of accommodation available are available on our website.

**Accommodation search fee.** The accommodation search fee has been set at EUR 80 for 2012. This is a flat fee that must be paid even if accommodation is subsequently cancelled, regardless of the date and reasons for such cancellation. It covers the administrative costs and general overheads incurred in connection with identifying and reserving accommodation.

A further accommodation search fee will be charged if a Student asks to change accommodation during his or her stay, for reasons of personal convenience.

**Cancellation fee.** The School will charge a cancellation fee if a Student cancels accommodation that has already been reserved (see below).

**Other fees.** Students must pay the bank and interbank charges borne by the School, particularly if accommodation is cancelled (see clause 7).

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## ENROLMENT FORMALITIES

Students may enrol in three ways:

- On our website;
- By e-mail or post; or
- Directly at the School (Admissions Office).

Requests for accommodation must be made upon enrolment. The prices shown on our website and in our brochures may change during the year. If certain proposed products cease to be available (particularly hotels or halls of residence), we will offer a product that is equivalent in terms of quality, services and price.

### Specific formalities to be completed by minor Students

Students aged between 16 and 18 during the course must provide the School Admissions Office with a parental consent letter and a copy of their parents' certificate of insurance (see clause 8).

The School may remove a Student from his or her host family or halls of residence if the Student fails to abide by rules of cohabitation, in which case the Student will not receive any refund. In the event of a problem (accident involving a host family, etc.), the School may move a Student to other equivalent accommodation.

### Specific formalities to be completed by foreign Students

Foreign Students from outside the European Economic Area must meet specific terms and conditions of admission if they intend to stay in France for more than three months.

Accommodation will only be definitively allocated to foreign Students on presentation of a visa issued by the consulate in their country of origin and on payment of the balance of their accommodation fees.

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### **Specific formalities to be completed by foreign minor Students who require a visa**

We will only allocate accommodation to foreign Students who require a visa if they are accompanied by their guardian (mother, father, etc.).

### **PAYMENT**

Accommodation fees, related fees and fees relating to cultural and sporting activities, transfers or internships may be paid:

- by bank card (Visa, MasterCard or Eurocard);
- by bank cheque (or euro-cheque) that can be endorsed in France;
- by bank transfer to the School's account (in which case the Student's name must be stipulated on the transfer); or
- in cash (euros only).

For one-week stays, accommodation fees are payable in full on enrolment. For stays of more than one week, 50% of the fees are payable on enrolment. Students must pay all accommodation fees owed to the School on the first day of their course at the latest.

### **CANCELLATION**

#### **Cancellation by the Student**

Cancellation and refund requests must be sent to the School in writing (by letter, fax or email). Cancellations and refunds are subject to certain criteria, as set out below:

Cancellation before the course commencement date

Students who have paid for accommodation (as part of a package or otherwise)

Packages include a language course, cultural services and/or accommodation.

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Only the date the School receives the cancellation request will be taken into account. If the cancellation request reaches the School more than 30 days before the accommodation is due to be made available (Sunday), the School will retain a flat fee of EUR 150 to cover the various costs borne by it as a result of the cancellation.

- If the cancellation request reaches the School 8-29 days before the accommodation is due to be made available (before the Sunday), the School will retain a flat fee of EUR 300 to cover the various costs borne by it as a result of the cancellation.

- If the cancellation request reaches the School less than 8 days before the accommodation is due to be made available (before the Sunday), the School will retain a flat fee of EUR 450 to cover the various costs borne by it as a result of the cancellation.

Regardless of the date of cancellation, the cancellation fee retained by the School must not exceed 50% of the total price of the service.

### Visa refusal

If a Student cancels his or her accommodation due to a visa refusal at least 15 days before the accommodation is due to be made available, he or she will not be charged. If accommodation is cancelled less than 14 days before it is due to be made available, the School will retain a flat fee of EUR 150.

Cancellation after the course commencement date

Refund requests will not be accepted after the date on which the course is due to commence.

### **Cancellation of accommodation by the School**

The School shall endeavour to find equivalent accommodation for Students.

If a Student rejects the proposed alternative accommodation, he or she will be refunded the price originally paid to the School.

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### **RULES APPLICABLE TO LIVING WITH A HOST FAMILY**

Students will be provided with the contact details of their host family at least three weeks before the beginning of their stay.

Students who have registered to stay with a host family must read the documents governing the rights and duties of students and families. Host families and Students (except minor Students) may make arrangements between themselves.

The School will not be liable for the loss or theft of, or damage to, a Student's personal belongings during his or her stay, regardless of the type of accommodation chosen.

Students must take out insurance to cover sickness, accidents and their civil liability as well as cancellation insurance (such as student travel insurance).

The School may remove a Student from his or her host family or halls of residence if the Student fails to abide by rules of cohabitation, in which case the Student will not receive any refund. In the event of a problem (accident involving a host family, etc.), the School may move a Student to other equivalent accommodation.

### **SPECIFIC TERMS AND CONDITIONS APPLICABLE TO CULTURAL AND SPORTING ACTIVITIES**

Students are required to provide a medical certificate for certain sporting activities such as surfing. The relevant terms and conditions are available on our website.

If an activity is cancelled by the School (particularly due to insufficient interest), Students will receive a refund.

In all cases, the School will not pay any damages for whatever reason owing to the cancellation of an ancillary service.

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### LIABILITY FOR THE ACTIONS OF MINOR STUDENTS

The School will not be liable for all the actions of minor Students; only for actions taken whilst such Students are the School's responsibility.

The School will not be liable for the conduct of Students who do not attend lessons or take part in ancillary activities.

Parents are fully responsible for Students outside the School's premises and outside the scope of the ancillary activities run by the School.

Host families will not be responsible for minor Students during their stay with the families.

Parents will be fully responsible for Students during authorised outings and during their time spent with a host family.

Host families are not responsible for educating or monitoring minor Students, only for accommodating and feeding them and for helping to ensure that matters run as smoothly as possible during their stay. No parental authority is delegated to host families. The concept of 'cohabitation' in the legal sense will continue to apply notwithstanding a minor Student's temporary stay away from his or her family home.

Parents are solely responsible for their children when the latter are not the responsibility of the School.

January 2012