

TERMS AND CONDITIONS

1. CONDITIONS OF ADMISSION

- 1.1 Students must be at least 18 years old to enroll at the Alliance Française Bordeaux Nouvelle-Aquitaine.
- 1.2 There are no prerequisites in terms of academic qualifications or prior training. For students who are not beginners in French, their level is determined by a mandatory written test. Oral skills are assessed in class on the first day or via a telephone interview at the request of the academic department.
- 1.3 Registration implies acceptance of the apprenticeship agreement.

2. RESIDENCE PERMIT / VISA

- 2.1 Individuals wishing to enroll in the Alliance Française from their home country must take into account the applicable laws, which vary depending on whether or not the country is a member of the European Union. [Click here for more information.](#)
- 2.2 Upon receipt of the registration form and payment, AFBNA will issue a **certificate of enrollment**, which can be used, if necessary, to apply for a student visa at the French Embassy or for a residence permit at the prefecture. AFBNA cannot be held responsible for any difficulties in obtaining a visa or residence permit.

3. INSURANCE

It is recommended that you purchase personal insurance covering all risks associated with travel and your stay (your credit card may provide some coverage). AFBNA does not handle insurance arrangements. [Our insurance partner offers various policies.](#) In the event of damage caused by the student, the resulting costs will be the student's responsibility.

4. COURSE CALENDAR

- 4.1 The AFBNA operates on a 4-week session basis; rates are weekly and on a sliding scale.
- 4.2 Registration for the intensive course is available for a minimum of one week.
- 4.3 Online courses: We recommend registering at the start of the session ([see our session calendar](#)); however, registration remains open throughout the session (subject to availability); in this case, you must register until the end of the session.
- 4.4 Intensive courses are held in the morning from 9:00 AM to 1:00 PM (except in exceptional cases: 1:30 PM to 5:30 PM and/or off-site classes).
- 4.5 The **dates for beginner sessions** are listed in the [session calendar](#) and must be strictly adhered to.
- 4.5 **Public holidays are neither made up nor refunded, except for evening classes and workshops.**

5. MODALITES D'INSCRIPTION ET DE PAIEMENT

5.1 For individual registrations

- 5.1.1 The **€60 registration fee** is mandatory (to cover administrative costs and access to the Apolearn platform). It is valid for one year and is non-refundable.
- 5.1.2 Individuals who have taken courses at another Alliance Française **in France** within the 12 months prior to the date of registration are exempt from the registration fee, provided they submit proof of payment.
- 5.1.3 Class Size: Classes consist of 7 to 16 students; registration will be confirmed subject to availability. Conversely, if there are not enough students, a class may be canceled. If no alternative class can be offered, the corresponding tuition fees will be refunded.
- 5.1.4 Registration and payment for courses must be completed no later than 2 weeks before the start of classes.
- 5.1.5 **For any registration (online or at the front desk) for 8 weeks or less, full payment must be made in advance.**
For a registration period of 9 to 16 weeks, students must pay the registration fee and 8 weeks of tuition in advance, and then pay the remaining balance in full upon arrival.
For a registration period of 17 to 24 weeks, the student must pay the registration fee and tuition for 12 weeks in advance, and then pay the remaining balance in full upon arrival.
For a registration period of 25 to 48 weeks, the student must pay the registration fee and 16 weeks of tuition in advance, and then the remaining balance in full upon arrival.
- 5.1.6 A discount is available to au pairs, students at the University of Bordeaux and/or participating in the Erasmus program, and language assistants, upon presentation of proof of eligibility, for registrations of at least 4 weeks.
- 5.1.7 The AFBNA reserves the right to change course fees, dates, or formats without prior notice.
- 5.1.8 Bank fees for transactions outside the European Union are the student's expense.
- 5.1.9 Course materials are not included in the course fee and are not sold by the AFBNA.
- 5.1.10 Private lessons are subject to [specific terms and conditions](#), which are provided prior to registration.
- 5.1.11 Exam fees must be paid at the time of registration, not on the day of the exam. Please [refer to the Terms and Conditions for the specific exam you are taking.](#)
- 5.1.12 The price of the DELF/DALF preparation course does not include the exam registration fee.

5.2 For third-party payers (companies, organizations, Alliances Françaises, and any other legal entity)

Registration is done via email by completing the following steps:

- 5.2.1 Review the General Terms and Conditions of Registration and return the dated and signed registration form. This constitutes a commitment to cover all training and/or accommodation costs in full.
- 5.2.2 Submit the placement test for non-beginners.
- 5.2.3 The AFBNA will prepare a cost estimate. Before approval, the third-party payer may request a **single modification** to the planned stay.
- 5.2.4 After approval by the third-party payer, AFBNA will send the registration certificate and, if applicable, information regarding accommodations. The details of the trip are then final. **Any request to change the trip may result in additional fees.**
- 5.2.5 The terms and conditions for rescheduling, cancellation, and refunds are the same as those for individual students; however, the funds will be refunded to the third-party payer rather than to the student, as applicable.

6. ATTENDANCE – PUNCTUALITY - DISCIPLINE

Students are required to attend classes regularly. A training evaluation is issued at the end of the course. Students are required to adhere to the class schedule. Students are subject to the [AFBNA's internal regulations](#). In the event of misconduct or inappropriate behavior by a student during class or while staying with a host family, the AFBNA reserves the right to terminate the student's enrollment without notice or refund.

7. COURSE EXTENSION

Students who wish to extend their course **must pay at least two weeks in advance**. Re-enrollment is subject to availability in the course.

8. DEFERRAL, REFUND POLICY, CANCELLATION, RECLAIM

- **No rescheduling or refunds are permitted, except in cases of force majeure (illness, death of a family member, work-related conflict). Requests must be made in writing, accompanied by supporting documentation, and within two weeks (except for online courses and workshops, which remain payable for the entire session).**
- Any deferral or refund must be processed within 12 months of the original course start date.
- No deferrals will be accepted unless the full course fee has been paid.
- For any cancellation, the registration fee of €60 will be withheld.
- The implementation of online courses for health-related reasons does not entitle students to a refund (except in exceptional cases, subject to approval by management).

8.1 Before the beginning of the course

- 8.1.1 To cancel or modify your stay, you must submit a written request no later than two weeks before the start of classes. Upon presentation of proof of force majeure (illness, death of a close relative, work-related impediment), the registration fee and accommodation fee of €50 will be retained, if applicable.
- 8.1.2 **In the event of a late cancellation (less than two weeks before the start of classes), the registration fee and accommodation fees, if applicable, will be retained, as well as the cost of the first two weeks of classes at the current rate.**
- 8.1.3 For online registrations, you have the right to cancel within 14 days of the date of purchase, unless the classes have already begun.
- 8.1.4 If a visa is not obtained, the registration fee and accommodation costs, if applicable, will be retained.

8.2 After the beginning of the course

- 8.2.1 **Any course period reserved at the time of registration must be completed by the student.**
- 8.2.2 In the event of repeated unexcused absences or **early departure** not authorized by management, **no course postponement or refunds will be provided.**
- 8.2.3 No changes to the length of stay are permitted, except in cases of force majeure (see 8). Depending on the circumstances, between 2 and 4 weeks of classes may be booked. In addition, the price will be adjusted based on the actual duration of the classes taken.
- 8.2.4 If the student has obtained an entry visa for France or a residence permit based on the AFBNA certificate, they must attend classes for the duration and under the program specified on the certificate. Otherwise, **the AFBNA will be required to notify the Prefecture.**

8.3 Reclaim

For any complaints, please fill out the [complaint form](#).

9. ACCOMMODATION

Please allow two weeks to reserve accommodation. A deposit of €50 is required for all reservations to cover administrative fees. Accommodation arrangements will be made after receipt of payment for the course and subject to availability. The accommodation office will contact the student to provide details regarding the chosen accommodation option (payment for nights, arrival at the residence or with the host family, payment of accommodation fees, etc.).

In the event of cancellation within 2 weeks of the arrival date, the accommodation fee will be retained (€50).

10. CONFIDENTIALITY

These are confidential personal information protected by French Law N-78-17 (CNIL) modified and in respect with RGPD. The personal data of the students is confidential and will not be disclosed to third parties. They may be deleted at any time on request.

L'inscription à l'un de nos cours implique l'acceptation des présentes conditions générales.