

ACCENT FRANÇAIS is happy to welcome you and guide you all the way through your learning process. For an optimum group experience, please comply with the following conditions. These conditions are applicable in all the school's premises on 7 Verdun Street, 2 Verdun Street and 12 Boussairolles Street in Montpellier.

## REGISTRATION

To book your program, you must send us your duly completed registration form. You can do so:

- on our website : <https://www.accentfrancais.com>
- by postal mail sent to Accent Français, 2 rue de Verdun - 34000 Montpellier – France
- on site at school reception

In order to confirm your booking, please pay:

- 100% of the total amount for 1 to 4 weeks stays
- 50% of the total amount for stays of more than 4 weeks

The balance is fully due 1 week before arrival, on the your first day at school the latest.

We also ask you to take our level test at the latest 2 weeks before course starts, in order to confirm your course program and for us to organize it under the best conditions: <https://www.accentfrancais.com/french-test>

We will book a seat in class and your accommodation upon reception of your registration form, level test and payment. We will then send you a registration confirmation with details of your stay. Accent Français reserves the right to cancel your registration if no payment is received by the Tuesday prior to the start of the course.

## PAYMENT

The payment can be made by:

- Credit card (Visa, Eurocard, Mastercard) from 300€
- Bank transfer in Euros to our bank account with the following details:  
Banque populaire du Sud - Agence Montpellier Comedie  
Banque: 16607 - Compte: 00219- 09405421018/92  
IBAN: FR76 1660 7002 1909 4054 2101 892 - BIC number: CCBPFRPPPPG
- Paypal to Accent Français
- Cheque in Euros to Accent Français 2 rue de Verdun 34000 Montpellier France
- In cash at school reception 2 rue de Verdun 34000 Montpellier France

The payment must be done in Euros whatever the chosen payment method. Bank charges are at the Customer's expense.

## CANCELLATION POLICY

In accordance with European directive 97/7 for any distance contract, you can use your right to retract within 7 days from the day you have booked.

Cancellations must be sent to us in writing by postal mail or e-mail. The cancellation will be effective at the date of reception of the letter/e-mail.

Cancellation fees

- Registration fees are non-refundable (80€)
- 30% of total fees withheld for any cancellation 30 days before the start of the course.
- 50% of total fees withheld for any cancellation 8-30 days before the start of the course.
- 75% of total fees withheld for any cancellation 4-7 days before the start of the course.
- 100% of total fees withheld for any cancellation on the Friday before the course start or later.

Visa refusal

In case of visa refusal, your stay will be cancelled upon reception of the visa refusal letter. To claim for a refund, you must inform us about the visa refusal 1 week before arrival the latest. We will then reimburse the stay less registration and bank fees. In case we were not informed in due time, extra charges such as courses and accommodation might be deducted from the refund.

Late arrival

If you must delay your arrival, please inform us 2 weeks before arrival the latest. In case we were not informed in due time, we will not be able to reschedule your program (courses and accommodation).

Early departure

No refund will be made after arrival and course start.

## MINOR STUDENTS

Accent Français is a school that welcomes students from 15 years old. We accept children from 9 years old during the Summer if they are accompanied by the parents. A liability release form must be returned to us before the beginning of the course. Students whose parents have not completed, signed and returned this form, will not be permitted to start the program. Accent Français is not a holiday camp – Accent Français does not provide specific supervision of minor students.

## INSURANCE

Accent Français has subscribed an insurance policy to protect people on its premises and during educational outings.

Health: Students are responsible for any expenses incurred in case of illness or accident. We strongly advise non-European students to make sure their health insurance will cover their expenses and medical costs. Accent Français reserves the right to refuse access to courses to any student suffering from physical or mental pathologies that have not been reported during their registration, or informing us after arrival of a pathology that could endanger students and staff of the institute.

We also advise you to subscribe to a "personal liability" insurance policy to protect you in case of damage caused to a third party during your stay. Accent Français cannot be held liable for any theft, damage or loss of personal belongings of students during their stay.

## ANNUAL CLOSING AND BANK HOLIDAYS

According to the French calendar, the school will be closed in 2020, on April, 13<sup>th</sup>, May, 1<sup>st</sup>, 8<sup>th</sup> and 21<sup>st</sup>, June, 1<sup>st</sup>, July, 14<sup>th</sup>, Nov, 11<sup>th</sup>. There will be no class those days – a free full-day excursion is proposed instead.

The annual school closing will be from Dec, 20<sup>th</sup> of 2019 to Jan, 6<sup>th</sup> of 2020, and from Dec, 18<sup>th</sup> of 2020 to Jan, 4<sup>th</sup> of 2021.

## COURSE ORGANIZATION

At Accent Français, you will be placed in a group of people corresponding to your level of French determined by our written and oral tests. The oral test is organized on your first day at the school between 8:30 and 9:15 a.m. If you are not present for the test, our pedagogical department will organize another one as soon as possible. For pedagogical reasons, the limit to pass your test and start your course the same day is Tuesday at 8:30 a.m.

Accent Français guarantees courses for all levels from A1 to C1, all year long. For complete beginners, please see specific starting dates on our current price list. In the event that a complete beginner does not arrive at the right date or in case a student has reached C2 level, a program of one-to-one courses will be proposed. The volume of hours will be calculated at a rate of 30% of the initial number of hours. It is not possible for a student to change the group course to one-to-one lessons.

One lesson lasts 45 minutes; your course schedule is posted at the reception on Monday morning before classes start. Students are invited to check it and to let us know in case of absence. Any missed course is lost and can neither be rescheduled nor refunded. A certificate indicating the level and attendance (presence rate) will be given at the end of the stay.

Courses are held in French for better efficiency and we ask students not to translate the course. For teaching purposes, teachers may ask you to use your smartphone or personal computer. Don't forget them!

Please arrive on time for courses to avoid disrupting the course. Your teachers will fill in presence sheets once the course starts. If you arrive too late or if your lateness occurs too many times, access to the classroom may be denied.

## SECURITY – PREMISES - HYGIENE

The institute is equipped with emergency exits marked with lighted signs. In case of fire, please follow instructions displayed on the information board under the extinguishers, and instructions given by Accent Français staff. A student who sustains injury or the witness of an accident within the school must declare the accident or incident to Accent Français.

Smoking is forbidden inside the school and on Accent Français balconies. In order to keep buildings as clean as possible, it is forbidden to throw away cigarette butts or rubbish outside of bins.

It is forbidden to leave any vehicle or bike in the building (hall, corridor, etc.). It is strictly forbidden to leave unattended personal effects on Accent Français premises, except express approval. Your personal belongings are under your sole responsibility in classrooms during breaks. Accent Français declines any responsibility in case of theft.

Accent Français retains the right to expel a student with no refund in situations such as possession or consumption of illicit products, abusive alcohol consumption, drunkenness during courses, vandalism, repeated disturbances during courses, repeated violation of the schools' rules, harassment or threats towards other students or staff.

When a member of Accent Français staff considers taking a sanction resulting in the removal of a student during the courses, a disciplinary procedure is put in place. This procedure provides for a meeting with the management of the school to examine the envisioned sanction and student's explanation.

## IMAGES BROADCAST AND DATA PROTECTION

During your stay, we may take pictures, videos during courses, activities etc. and use them to promote Accent Français (website, social networks, etc.). Acceptance of our general conditions at registration implies acceptance of the use of these pictures and videos, with no limit in time.

All necessary data given during your registration are collected and processed to provide you with the best possible service. This data is for internal use only. The French law on data protection gives you the right to access and change your contact details. If you wish to exercise your right, please contact us at the following email address: [contact@accentfrancais.com](mailto:contact@accentfrancais.com)

## CLAIMS AND LITIGATIONS

You can make suggestions or file a complaint concerning the organization or the progression of your stay by filling in a comments form available upon demand at the reception. It is important that you provide us with detailed information in order for us to solve your problem as soon as possible.

In case of dispute, the Court of Montpellier will be the only court qualified in the matter.



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34000 Montpellier  
France

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[www.accentfrancais.com](http://www.accentfrancais.com)

