



Provisional General Terms and Conditions of Sale – COVID-19 situation – Valid until the date of total lifting of the restrictions imposed by the French government.

Due to the health crisis of COVID-19 and to the regulatory measures taken by the French government, our school is currently not able to welcome students for a language stay.

The school has set up a programme of pedagogical continuity called Keep Learning French, which allows us to provide French as a foreign language courses at a distance.

During the health crisis, the school modifies its general terms and conditions of sales by easing them up. Therefore, from today, Friday April 3rd 2020 and until the total lifting of government restrictions (confinement, border closures), learners who wish to book a stay benefit from more flexible cancellation conditions :

- **Any stay booked up to the date of the lifting of restrictions may be cancelled without cancellation fees up to 7 days before the start of the stay.**

For learners present and/or those who had planned a stay during the period of government restrictions, the following is proposed:

- Automatic access to the Keep Learning French continuity programme for the students already present
- Substitution of face-to-face courses by the online courses of the Keep Learning French programme for students who could not travel to France.
- Voucher of the amount of the stay (courses plus accommodation) valid until December 31, 2021.
- Possibility to transfer the voucher to a member of your family or friend at no additional cost.

Apart from these cases only, the general terms and conditions of sales apply. See below.

Accommodation

Juniors: When accommodation is indicated for one week, this means 7 nights from Saturday to Saturday or Sunday to Sunday, unless otherwise specified. However, if the client spends less than 7 nights in the accommodation in any particular week, they will not receive any discount. For arrival or departure dates on other days but Saturdays or Sundays, and in the case where the student arrives on a Saturday and departs on a Sunday, a supplement may be payable.



Materials and Transfers

Juniors: Course materials, the cost of activities and excursions as well as transfers are included in the host family package – arrival and departure transfers for residential students are payable.

Adults: In some cases where there are insufficient numbers to run a group class, a reduced number of individual classes may be offered (e.g. 20 group lessons may become 10 one-to-one or two-to-one lessons).

Public Holidays

For adults, individual and group classes are automatically rescheduled during the week and it is the student's responsibility to attend these rescheduled classes.

For juniors, there will be no lessons on a public holiday, but a normal activity programme will take place (only for students who are enrolled for the activity programme). No reduction in price will be given except where specifically stated. Please consult the list of public holidays shown in the company price list.

Booking and Payment

If the full balance due for the stay is not received in the company's bank account by the due date shown on the initial confirmation / invoice (4 weeks prior to departure), the company reserves the right to cancel the client's booking and to impose the cancellation charges, stated below.

Cancellation by the Client and Visa Problems

In the case of cancellation, LSF will reimburse the client via the same payment method used by the client. Refunds by credit card are subject to a handling charge of 2.5% of the total amount invoiced.

The cancellation charges are as follows (no refunds will be made once the course has started) :

- 32 or more days before arrival = full refund of the total fees, except for a cancellation fee of 80€
- 31-15 days before arrival = refund of 50% of the total fees received
- 14-1 day before arrival = refund of 25% of the total fees received



Alterations by the Company

If the company cancels or significantly modifies an essential element of the client's course due to "force majeure", at the date the payment of the balance becomes due, the company will inform the client as soon as possible and offer the choice of another course date or a full refund. In the case of "force majeure" occurring during the course, the company will attempt to make reasonable alternative arrangements.

Liability of the Company

The company accepts responsibility for ensuring that all parts of the stay are supplied as described and that all services shall reach a reasonable standard.

Alterations by the Client

If the client wishes to change their booking in any way after the confirmation invoice has been issued, they must inform the company immediately, in writing, and the company reserves the right to refuse the requested change. The company also reserves the right to charge €50 per person per change in order to cover the additional administration involved.

Insurance

The company reserves the right to refuse bookings from clients who are not adequately insured against holiday risks.

Complaints Procedure

Should this prove to be the case, however, the customer must inform the company in writing immediately (using the special complaint forms provided) prior to departure.