

# French class terms and conditions

## *Alliance Française de Hamilton*

The following terms and conditions apply for classes offered by the Alliance Française de Hamilton (also referred to as “the Alliance”).

### **Signing up**

Learners can sign up for classes at [afhamilton.org.nz/Classes](http://afhamilton.org.nz/Classes) and make payments by direct transfer to the Alliance via 03-1555-0030451-01. Please include your invoice number as a reference.

As well as tuition fees, students may need to purchase textbooks or materials at an additional cost.

### **Payment**

Current financial members of the Alliance are eligible for the discounted member rate.

Non-members must pay the full rate.

Payments are due before the first class. Learners who have not paid their fees by the second class will not be able to attend further classes until their fees are paid.

### **Withdrawals and refunds**

Anyone who wishes to withdraw from a course must notify [alliancefrancaisehamilton@gmail.com](mailto:alliancefrancaisehamilton@gmail.com) and [afhclasses@gmail.com](mailto:afhclasses@gmail.com) in writing.

Up to and including the second week of a course, learners can choose either a refund or a credit to use for a later course. After this, there will be no refunds or credits, unless in exceptional circumstances.

#### Refunds

A full refund will be available for those who withdraw before classes start.

Those who withdraw within the first two weeks will receive a refund, minus a \$10 administration fee.

No refunds will be available after the first two weeks of a course. The committee reserves the right to use discretion in exceptional circumstances.

If a course is cancelled by the Alliance because of low numbers, those signed up will receive a full refund.

If a particular class/session has to be cancelled by the Alliance, a make-up session will be organised at a time to suit as many students as possible. No credits/refunds will be given if a student cannot attend that session.

Where a learner has signed up for multiple terms, at a discounted rate and not completed them, the refund will be the difference between that and what they would have paid for a single term. For example, a learner who paid for two terms with a 15% discount (\$425) and completed one term (priced at \$300 by itself) would receive \$125 as a refund.

### **Course information and tutors**

Alliance Française de Hamilton makes every effort to ensure that course information is correct, but reserves the right to change fees and tutors when necessary. Should this happen, enrolled students will be notified by email.

### **Privacy**

We will only collect information from you in the sign-up process with your knowledge and consent.

We will not disclose your personal information to a third party without your prior consent, and will ensure that your personal information is not disclosed to other institutions except if required by law or other regulations.