

# TERMS & CONDITIONS



The general terms and conditions of sale apply to Junior stays in the following destinations:

LSF-IEF Montpellier  
Newdeal Institut Bordeaux  
Ifalpés Annecy  
Langue Onze Toulouse

hereafter referred to as the SCHOOL or the KLF Centre.

By placing a booking request with THE SCHOOL, the student/customer certifies that he/she has read, understood and unreservedly accepts these General Terms and Conditions of Sale in force on the day of the order.

## ARTICLE 1. HOW TO REGISTER AND PAY FOR THE HOLIDAY

Enrolment is made using the enrolment form available on the L'ÉCOLE website or on the klf.fr website, or by contacting one of our advisors. Final confirmation of enrolment is subject to payment of a deposit of €200. The amount of this deposit will be 30% of the cost of the course if registration requires a visa or residence permit.

In addition to the course fees indicated on the price sheets, the student must pay a registration fee of €100 and a supplement of €120 for one-week stays with accommodation.

The balance is due on receipt of the final payment request, which must be received no later than 30 days before the start of the course. In the case of late enrolment (less than 30 days before the start of the course), full payment will be required.

In the event of non-payment less than 30 days before the start of the course, L'ÉCOLE reserves the right to cancel the course enrolment and accommodation reservation (if applicable).

The customer may pay for the stay (by choice) by credit card, by bank transfer to L'ÉCOLE's bank account (bank details provided in the booking documents) or by bank transfer to L'ÉCOLE's bank account (bank details provided in the booking documents).

Payment must be made in euros regardless of the method of payment used. Any bank charges relating to payment methods will be borne solely by the student.

## ARTICLE 2. CANCELLATION AND CHANGE OF STAY CONDITIONS

No reimbursement for any service whatsoever will be accepted for late arrival or early departure. Any course started is due in full. Registration fees are non-refundable.

### 2.1 - Cancellation

- If cancellation is requested more than 30 days before the course start date, the deposit paid will be refunded, less the €100 enrolment fee.
- If cancellation is requested between 29 and 18 days before the course start date, the deposit (up to a maximum of €450) will not be refunded.
- If the cancellation request is received 17 days or less before the course start date, a penalty of 50% of the course price, up to a maximum of 800€, will be deducted, as well as 100% of the price of the first week's accommodation.

All bank charges generated by the refund transaction are the responsibility of the student.

The SCHOOL undertakes to respond within 1 week, the date on which the cancellation request is sent being taken as proof. The refund will be made within 60 days of the date of receipt of the supporting documents.

### 2.2 - Requests to change or postpone dates and/or move the course start or end date

In the event of a change (dates, programmes or type of accommodation): more than 15 working days before arrival, a penalty of €100 will be charged (plus the additional price difference).

## ARTICLE 3: ORGANISATION

### Minimum age :

To be admitted to our junior centres, students must be aged between 13 and 16.

### Public holidays :

The school will be closed on French public holidays.

Public holidays will not be made up or compensated. These dates are mentioned on the calendar published on the school website.

### Number of pupils per class.

The SCHOOL makes every effort to ensure a maximum of 16 students per class with an average of 12.

### Placement test.

All registered students must take a written placement test before their arrival. The maximum level for participation in the Junior Camp French courses is B2.

## ARTICLE 4 : ACCOMMODATION

Arrival on a Sunday, departure on a Saturday. Any additional night will be charged at the current rate.

People who have asked THE SCHOOL to find accommodation and who wish to change the type of accommodation once they have arrived must submit a reasoned and documented request to the management.

However, the management reserves the right to refuse such a change if the reasons given by the student do not seem sufficient or if L'ÉCOLE provides a satisfactory solution. In this case, if the student persists in his or her request for a change, the Management may grant the change by charging a change fee of €100.

The student must read and accept the house rules and the conditions of the accommodation he/she is staying in.

### Damage

Students are responsible for any damage caused to the accommodation they occupy. Any breakages, missing items, repairs or cleaning that may be necessary will be invoiced directly to the customer. Payment must be made to the school concerned.

## ARTICLE 5: INSURANCE

Customers are strongly advised to take out personal insurance to cover cancellation/interruption of stay or repatriation. Please note that personal effects, suitcases, objects, furniture, vehicles and valuables belonging to customers are not guaranteed against theft, loss or damage of any kind. The parties therefore agree that KLF cannot be held liable under any circumstances and that it is the responsibility of the student to take out any insurance deemed necessary to guarantee his/her personal effects and the property made available to him/her.

## ARTICLE 6: TRANSFERS

The SCHOOL organises a transfer between the airport or station and the place of residence for students who arrive within the times indicated in the enrolment form.

Any arrivals or departures outside the proposed transfer times will be invoiced additionally.

## ARTICLE 7: COMPLAINTS

Any complaint concerning the services provided by the KLF centre must be made in writing by the party concerned to the KLF sales department before the end of the stay in order to be accepted.

In the event of a dispute, the parties agree that the case will be judged under the sole jurisdiction of the courts of the region in which the company's head office is located.

## ARTICLE 8: USE OF IMAGE

KLF reserves the right to take photographs of students in order to illustrate its brochures. In the event of disagreement, he/she or his/her parents must state this refusal in writing on the enrolment form.

## ARTICLE 9: BEHAVIOUR

In the event of illegal activities, violation of the rules or inappropriate behaviour by a student, KLF reserves the right to take any action we deem appropriate, ranging from a warning to dismissal.