

Applicable to the following schools, hereinafter referred to as "THE SCHOOL":

• **KLF Annecy - Ifalpes**

Websites: <https://klf.fr/annecy/> ; <https://ifalpes.com/>
Address: 14 Avenue du Rhône, 74000 Annecy, France
Phone: +33 4 50 45 38 37
Email: info@ifalpes.com

• **KLF Bordeaux - Newdeal Institut**

Websites: <https://klf.fr/Bordeaux/> ; <https://francais.newdealinstitut.com/>
Address: Jardin de l'Arc, 2 Parvis Gatteboeuf, 33800 Bordeaux, France
Phone: +33 9 53 03 16 20
Email: contact@newdealinstitut.com

• **KLF Lyon - Lyon Bleu International**

Websites: <https://klf.fr/lyon/> ; <https://lyon-bleu.com/>
Address: 82, rue Duguesclin, 69006 Lyon, France
Phone: +33 0 4 37 48 00 26
Email: admin@lyon-bleu.fr

• **KLF Montpellier - LSF**

Websites: <https://klf.fr/montpellier/> ; <https://lsf-france.com/>
Address: 6 rue Foch, 34000 Montpellier, France
Phone: +33 4 67 91 31 60
Email: contact@lsf-france.com

• **KLF Toulouse - Langue Onze**

Websites: <https://klf.fr/toulouse/> ; <https://langueonze.com/>
Address: 10, rue des Arts, 31000 Toulouse, France
Phone: +33 (0)5 61 62 54 58
Email: info@langueonze.com

Acceptance

By submitting a booking request to THE SCHOOL, the student acknowledges that they have read, understood, and accepted these Terms and Conditions of Sale in force on the date of the order, without reservation.

Presentation

THE SCHOOL is a training organisation that designs, offers and delivers French as a Foreign Language (FLE) courses, onsite and online. The training falls under the category of training actions (Articles L6313-1 and following of the French Labour Code): "**actions to acquire, maintain or improve knowledge**". Legal information (training licence number, SIREN, registered office address) is stated on the training contract provided at registration.

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1 / REGISTRATION AND PAYMENT TERMS

1.1 Registration, deposit, fees, balance

Registration is made via the form available on THE SCHOOL's website, on KLF.fr, or through our educational advisors.

Deposit: a deposit of **€200** is required to confirm the registration; for visa applicants, a **30% deposit** is required. **Registration fees (non-refundable), in addition to course fees:**

- €80 for onsite courses
- €100 for the junior programme
- €30 for online courses

The balance is due upon receipt of the final payment request, and no later than **30 days** before the start date. In case of late registration (less than 30 days before the start date), full payment is required.

If payment is not received within 30 days of the start date, THE SCHOOL reserves the right to cancel the registration and, where applicable, the accommodation booking.

Payment methods (choice):

- credit/debit card
- bank transfer (bank details provided in the booking documents)

• cheque in euros made payable to THE SCHOOL, provided payment is received at least 15 days before the start date

Payments must be made in euros. Bank charges are at the student's expense.

1.2 For long stays requiring a visa to enter France

In the context of a registration requiring a visa/residence permit, the student agrees to start the visa application process early enough to ensure the proper completion of registration (at least 2 months in advance). THE SCHOOL cannot be held responsible for entry or residence requirements in France, or any changes thereto. A pre-registration letter will be sent by email after receipt of the deposit payment in accordance with Article 1.1 of these Terms and Conditions.

1.2.1 Visa granted

THE SCHOOL must be informed by the student as soon as the visa is granted by the French authorities.

Once the visa/residence permit is granted, and no later than **15 days** before the start of classes, THE SCHOOL will request full payment of the remaining balance as stated in Article 1.1 of these Terms and Conditions.

If THE SCHOOL has not received the required information, a reminder email will be sent 15 days before the start of classes. If no reply is received within 72 hours, the booking procedure may be suspended and the authorities (embassy/prefecture) may be informed.

1.2.2 Delay in obtaining the visa

The student may keep the initial course start date or change it:

- If the student wishes to keep the initial dates and is certain the visa will be issued in time, THE SCHOOL will request full payment of the remaining balance no later than 15 days before the start date.
- If the student wishes to change the start date because the visa will be issued too late, the start date may be postponed once free of charge. This change implies that THE SCHOOL will provide a new pre-registration certificate with updated dates.
- After the first postponement request, each additional postponement request will be charged **€80**. In that case, THE SCHOOL cannot guarantee the initial accommodation conditions.

1.2.3 Visa refusal (justified by an official document)

If the visa is refused and the student must cancel the programme:

- If the cancellation request is made more than 18 days before the course start date, a fee of **€100** will be retained. Registration fees will not be refunded.
- If the cancellation request is made less than 18 days before the course start date, an amount equal to **10%** of the course price (capped at **€450**) will be retained. Registration fees will not be refunded.

All bank charges related to the refund transaction are at the student's expense. The refund will be made to the person who made the initial payment, using the same payment method as the booking.

2 / MODIFICATION AND/OR CANCELLATION CONDITIONS

No refund will be issued for late arrival or early departure. Any course started is due in full. Registration fees are non-refundable.

2.1 General case

- Cancellation more than 30 days before: deposit refunded, minus registration fees (€80)
- Cancellation between 29 and 18 days before: deposit not refunded (capped at €450)
- Cancellation between 17 and 9 days before: penalty of 50% of course price (capped at €800) + 100% of the first week of accommodation

• Cancellation 8 days or less before: penalty of 50% of the course and accommodation price, capped at €2,000

Bank charges for the refund are at the student's expense.

THE SCHOOL will reply within 1 week (based on the request's sending date). The refund will be processed within 60 days from receipt of the supporting documents.

A group course cannot be changed into private lessons (and vice versa) at the student's request. A change to another group programme of equal or greater value and duration may be accepted subject to availability and after payment of any price difference.

2.2 Force majeure (illness, death in the family, accident with injury)

Each party will be released from liability in case of total or partial, even temporary, non-performance of its obligations under the training contract, if caused by a force majeure event.

For the purposes of this contract, force majeure is defined as an insurmountable and irresistible event, resulting from circumstances beyond the parties' control, such as climatic, bacteriological, military, political or diplomatic events.

THE SCHOOL undertakes, as far as possible and depending on the required pedagogical content, to implement educational continuity via digital materials or to reschedule the training programme.

In case of force majeure, the student remains liable for payment on a pro rata basis for the services already delivered.

In case of death of the father, mother, sibling, descendant or spouse after the start of classes, a death certificate, proof of relationship and a return flight ticket (where applicable) must be provided to the school management.

In case of illness occurring after the start of classes and requiring a definitive return to the country of origin (e.g., specialist follow-up), a partial refund will be issued upon presentation of a medical certificate issued by a doctor practising in France, any supporting documents, and a return flight ticket purchased after the onset of the illness. Any illness that can be treated in France will not be eligible for a refund.

In these two cases only, unused course hours will be refunded (any week started is due), with a penalty equal to one week of the chosen programme and accommodation. Registration fees are non-refundable.

Work or study obligations in France or abroad are not considered force majeure.

The risk related to the COVID-19 epidemic is not considered force majeure and cannot justify an interruption or refund request.

If THE SCHOOL is forced to close following a government decision, classes will be delivered online as part of our educational continuity programmes, with no refund possible.

Cancellation request. Any force majeure cancellation/refund request must be made in writing to THE SCHOOL's management and supported by relevant documents. This request may be made before the programme starts or during the programme. A refund may be considered subject to presentation of supporting documents (certified translation in French or English) and approval by THE SCHOOL.

2.3 Requests for modification, postponement, date changes, holidays, extension

The request must be sent by email to THE SCHOOL's management at least 30 days before the start of classes, except in force majeure cases.

Start date postponement:

- the student has 2 months after the request to provide a new date and pay €80 in administrative fees

- the new course must start within 6 months of the request

End date postponement:

- accepted only in force majeure cases
- request by email to the educational advisor + €80 administrative fees
- the new end date cannot exceed 6 months beyond the initial end date

Private lessons:

- no changes accepted less than 48 hours before a confirmed lesson; the lesson is considered delivered

Holidays during a long stay:

- request by email at least 18 days in advance
- maximum 2 consecutive weeks for 13 to 24-week registrations
- maximum 2 x 2 consecutive weeks for 25 weeks or more
- holidays must start on a Monday
- after the first request: €80 for each additional request

Accommodation during holidays with a host family:

- if the student wishes to keep their room: €120/week, subject to the host family's agreement

Extension:

- possible subject to availability for courses and accommodation
- request by email to the educational advisor

3 / EDUCATIONAL ORGANISATION

3.1 Minimum age

- Adult centre: to be admitted to THE SCHOOL, students must be 18, or 16 with parental authorisation
- Junior centre: to be admitted to THE SCHOOL (junior centre), students must be between 12 and 15 years old

3.2 Public holidays and school holidays

THE SCHOOL is open all year round except for the two weeks corresponding to the Christmas holidays.

THE SCHOOL is closed on French public holidays, except where otherwise specified by THE SCHOOL. Public holidays are neither made up nor compensated. Dates are available on the calendar published on THE SCHOOL's website.

3.3 Class size, levels, internal organisation

THE SCHOOL endeavours to ensure a maximum of 14 students per class, with an average of 12.

THE SCHOOL may adjust the organisation of level groups if necessary, in particular where a group is too small, in order to ensure consistent pedagogical organisation. THE SCHOOL reserves the right to change the teacher for a given level for internal organisational reasons.

3.4 Placement test, beginners

Each registered student takes a written placement test before arrival. The minimum level required to join a general French group course is A1 (false beginner).

Absolute beginners (A0) can join only on the specific start dates indicated on THE SCHOOL's website calendar. A late start is possible within two weeks after the official start date, subject to completing the dedicated online beginner module (extra charge).

3.5 Course schedules and timetable communication

Classes may take place in the morning or in the afternoon depending on pedagogical organisation and timetable constraints (levels, enrolment, classrooms, teachers).

A weekly timetable is provided each week, at the latest by the end of the previous week, for the following week. It is available:

- on the mobile app
- at the school reception (display)
- and, where applicable, through any other internal channel

Students must check their timetable regularly. THE SCHOOL may make occasional adjustments and will inform students as soon as possible.

3.6 School rules, conduct, attendance

Students agree to respect the school rules and all safety instructions.

In particular, the following are prohibited during classes, activities and on school premises:

- harassment, threats, violence, discrimination
- consumption or possession of alcohol or drugs; behaviour that endangers others
- damage, theft, serious disruption

Serious or repeated misconduct, or significant absenteeism combined with abandonment of classes, may lead to permanent expulsion with no refund.

3.7 Online courses and platform (technical requirements)

For online courses and access to the platform, the student must have suitable equipment and an adequate internet connection (computer or tablet, microphone, camera if required, stable connection).

THE SCHOOL cannot be held responsible for an inability to attend due to the student's equipment, internet connection, or unsuitable environment. Except in recognised force majeure cases, no refund is due if the student cannot participate for these reasons.

4 / ACTIVITIES AND ACCOMMODATION

4.1 Cultural activities

THE SCHOOL offers optional cultural activities. Registration and payment are made:

- at the school reception, or
- via the school app, when available.

Any registration for a cultural activity is final. THE SCHOOL reserves the right to cancel an activity, in particular if the number of participants is insufficient. In this case, the activity will be refunded.

4.2 Accommodation

THE SCHOOL acts as an agent on behalf of the student and the accommodation provider (host family, residence, hotel, or other options).

Host family:

- arrival on Sunday, departure on Saturday
- any additional night is charged at the applicable rate

Change of accommodation after arrival:

- a reasoned and documented request must be submitted to the management
- THE SCHOOL may refuse if reasons are insufficient or if a suitable solution is provided
- if the change is maintained: €80 change fee

Accommodation extension:

- the student must check availability ideally 2 weeks before the start of the new period, via their educational advisor

Accommodation rules:

- the student must read and accept the house rules and accommodation conditions
- these rules apply in particular in case of cancellation or early departure, including force majeure cases

No refund for amounts already paid for host family accommodation will be granted in case of late arrival or early departure, except in force majeure cases (Article 2.2).

Accommodation search fees: fees related to the search, matching and booking of accommodation are charged and retained, including in case of cancellation.

Accommodation booking fees charged again: in case of extension, if the student requests a change of host family or if staying in the same accommodation is not possible due to lack of availability, accommodation booking/search fees may be charged again.

July and August: THE SCHOOL cannot guarantee host family accommodation if registration is made less than 18 days before the requested course start date.

5 / TRANSFERS AND TRAVEL

THE SCHOOL acts as an agent on behalf of the student and the transport provider. A transfer corresponds to transportation from a train station or an airport (arrival point) to the student's accommodation (host family, residence, hotel, etc.) or, where applicable, to the school.

The transfer request must be made at the time of booking or by email to the educational advisor no later than 7 days before arrival.

No later than 7 days before arrival, the student must provide:

- flight or train number
- exact times
- a phone number reachable in France
- pick-up and drop-off locations

No refund is due in case of a missed appointment caused by the student.

6 / INSURANCE

THE SCHOOL has taken out insurance covering property and individuals on the premises and during educational outings.

Health, accident and civil liability insurance are mandatory and are the student's responsibility. In particular, the student must ensure they are properly insured for any medical expenses or travel cancellation with a reputable and solvent insurer. A copy of the insurance certificate may be requested by THE SCHOOL or by the accommodation provider.

Students' personal belongings (items, effects, furniture, vehicles, valuables) are not covered against theft, loss or damage, regardless of the cause. It is therefore the student's responsibility to take out any insurance they consider useful to protect their personal belongings.

For students staying in a residence or with a host family, the student must take out civil liability insurance covering the risk of damage and/or breakage in the accommodation.

THE SCHOOL may refuse access to certain services (in particular accommodation/activities) if the student is unable to provide a valid insurance certificate upon request.

It is the student's responsibility to ensure their insurance covers risks related to the stay, activities, and any damage that may be caused to third parties or to property made available.

7 / PERSONAL DATA PROTECTION / GDPR (INCLUDING COOKIES)

7.1 Personal data and purposes

Personal data collected during registration is stored in a computerised database designed and secured notably by FIDELO SOFTWARE and HUBSPOT.

Within the school, the data controller is the Centre Director.

Data is used only when necessary to:

- process requests and registrations
- create and manage the profile and access to services (app, platform, online services)
- deliver services
- ensure pedagogical and administrative follow-up
- commercial prospecting
- statistical studies
- comply with legal obligations

Our administrative and marketing teams may use your data to send communications related to the KLF group (practical information, greetings, promotional offers, discounts, news).

You may opt out of these communications at any time by emailing contact@klf.fr; your request will be processed as soon as possible.

Data is kept as long as necessary after the end of the training. THE SCHOOL implements measures to ensure confidentiality and security.

Access to data is limited to teaching and administrative staff and, where necessary, service providers (including accommodation providers), who are subject to confidentiality obligations.

7.2 Individuals' rights and contact

In accordance with applicable regulations, the student has, in particular, rights of access, rectification, erasure, restriction, objection and portability.

To exercise these rights, the student may contact:

Email: contact@klf.fr

Address: 1 place Niki de Saint Phalle, 34070 Montpellier, France

Phone: +33 4 67 57 90 78

7.3 Cookies

A cookie is a text file stored on the user's computer or mobile device. THE SCHOOL uses cookies to facilitate browsing and improve the user experience. Cookies are not used to store sensitive personal information or to disclose such information to third parties.

Two types of cookies may be used:

- session cookies (temporary), deleted when the browser is closed
- persistent cookies, stored for a maximum period of 12 months

Users can delete or disable cookies via their browser settings. If cookies are disabled, certain features may be limited.

Third-party cookies: THE SCHOOL may use third-party cookies for aggregated statistics (e.g., analytics tools). These cookies may be persistent or session cookies. Persistent cookies are stored for a maximum period of 24 months.

7.4 Image rights

KLF and its schools may take photos of students during classes, workshops and activities, unless the student explicitly objects. Any objection must be communicated no later than the student's arrival at the school.

Images may be used for communication purposes (internal materials, brochures, advertisements, websites) without geographical or time limitation. This authorisation is granted free of charge. Any commercial use requires a specific authorisation.

Acceptance of these Terms and Conditions constitutes acceptance of the provisions relating to image rights.

7.5 Complaints, contact and follow-up

Any complaint must be addressed primarily to THE SCHOOL, by email or post, using the contact details below:

Email: contact@klf.fr

Address: 1 place Niki de Saint Phalle, 34070 Montpellier, France

Phone: +33 4 67 57 90 78

8 / TERRITORIAL JURISDICTION

Any dispute relating to this contract falls under the jurisdiction of the competent French courts, depending on the location of THE SCHOOL's registered office.