

## TERMS AND CONDITIONS

### Registration and cancellation policy: Adult, Children and Teens Group Classes

i) Membership is not necessary to enrol in a course.

ii) Students must enrol for an entire course, unless pro-rata request is accepted by the director

iii) Adult courses are designed for students of 18 years and above, unless otherwise indicated. Students aged between 16 and 17 years may be able to join an adult class. If a student under 18 wishes to join a group class for adults, the student must apply in writing to the director. The director reserves the right to accept or refuse the application.

iv) All fees must be paid at time of registration. Payment in 2 instalments can be arranged via direct debit, please request the direct debit terms and conditions form.

v) **No refund, nor credit, under any circumstances, will be given to any student who withdraws less than 5 working days before the commencement of a course.**

vi) If a student withdraws at least 5 working days before the beginning of a course, the full amount minus 10% of the course fee will be refunded. Refund requests must be made in writing and received at least 5 working days before the beginning of the course.

vii) No refund, nor transfer nor credit, under any circumstances, will be given should a student fail to attend every class or leave before the end of the term.

viii) Group class fees cannot be transferred towards private lesson fees and vice versa.

ix) Regular attendance is essential to the learning process. If you miss a class you may be able to attend during the same week a similar class level, only if there are places left in that class, students must contact reception to organise this.

x) Alliance Française de Brisbane reserves the right to re-arrange or to cancel classes if a minimum of students is not reached at any time.

xi) If a class is cancelled by Alliance Française de Brisbane, students can transfer to another class in the current term or be fully refunded.

xii) To ensure that Alliance Française de Brisbane delivers the best quality in teaching, the Alliance Française de Brisbane reserves the right to redirect a student to another class level, at any time, if the student's level does not match the rest of the class.

xiii) Alliance Française members receive 5% discount on their course fees all year round. Members of the Alliance Française receive 10% discount if they enrol by the early bird deadline.

xiv) Non-members receive 5% discount on their course fees if they enrol by the early bird deadline.

xv) Full time tertiary students, pensioners or health care card holders, upon presentation of their valid relevant card, receive a FREE single membership when they enrol in the full length of a course. They therefore benefit from all the advantages and discounts of members of the association for the time of their membership.

xvi) Alliance Française de Brisbane **membership or tickets for events and activities are non-refundable and non-exchangeable; cancellations, under any circumstances, will not be reimbursed.**

xvii) Should classes or events be cancelled due to an act of God, no refund, nor credit will be given and rescheduling of events or classes is not guaranteed.

**The Alliance Française de Brisbane reserves the right to change or alter these terms and conditions at any time.**

### CONTACT US

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