IMMERSION TRIPS TERMS AND CONDITIONS

Please read these Booking Terms and Conditions ("Terms") carefully as they establish the conditions of the immersion trip organised by Alliance Française de Brisbane. By purchasing an immersion trip, you agree to these Terms. Once your deposit has been paid and accepted by us, you will be deemed to have read, understood, and accepted these Terms.

These Terms govern your relationship with us and form a binding contractual agreement between you and us. Therefore, these Terms are important, and you should ensure that you read and understand them before making a purchase or booking. Please do not proceed with any purchase or booking unless you agree with and understand these Terms. All itineraries are sample itineraries only, intended to give you a general idea of the likely trip schedule.

1. Agent
Alliance Française de Brisbane acts as a facilitator to provide comprehensive language programs combined with discovery tours. Its responsibilities are limited to arranging and making bookings on your behalf with the service providers for the program. The services offered by the service providers, i.e., the language institute, the accommodation providers, the transporters, and any other suppliers and contractors, and all receipts, contracts, and tickets issued by us are subject to the terms and conditions under which these services are provided by these suppliers and contractors.

2. Eligibility
Immersion trip participants must be a minimum of 18 years of age on the commencement day of the tour. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the immersion trip, you must advise Alliance Française de Brisbane on the Booking Form or by any other means. Some activities require a certain level of mobility: Alliance Française de Brisbane invites you to carefully review the immersion trip's proposed activities and evaluate your ability to participate.

3. Conduct and Behaviour
Alliance Française de Brisbane is a caring and welcoming place for all, regardless of status, gender, ethnicity, background, or sexual orientation. Respect for everyone is mandatory. Illicit drug use and alcohol abuse are not permitted. The service providers and/or Alliance Française de Brisbane reserve the right to eject a participant if they consider, at their sole discretion, that a participant has breached acceptable codes of conduct. If such a situation arises, Alliance Française de Brisbane's responsibility for your immersion trip will cease, and

we will neither cover any additional expenses nor consider or accept any claims for compensation or refunds.

4. Limitation of Liability
Alliance Française de Brisbane will not accept any liability for any act or omission of any other service providers. This includes their failure to provide a service, any injury, losses, damage to person or property, or expenses incurred caused by delays, alterations to the program, or otherwise, or inconvenience suffered by you in connection with your booking and/or services or any other event beyond our control. In any cases where our liability cannot be excluded, our liability is limited to the amount that you have paid for your travel services.

5. Rates & Prices
The rates and prices are subject to availability and change without notice. Final prices will be locked in upon receipt of the full balance of your payment. A reservation will only be made once Alliance Française de Brisbane has received all monies owing and received confirmation from the service provider. The mentioned price for any immersion trip does not include airfares, travel insurance, telephone calls, personal expenses, passport and visa-related fees, and baggage charges.

6. Deposits & Final Payments
A deposit of $500.00 is required to secure your booking. The final payment must be made no later than 45 days before the scheduled departure date. If the balance is not paid in full by this deadline, your booking will be cancelled.

7. Payment Options
Any amount paid to Alliance Française de Brisbane by credit card means that you agree that any dispute with the validity of the transaction will be taken up with your credit card issuer. When making a payment by other means than cash, bookings can only be confirmed upon receipt of the funds being cleared.

8. Cancellation Charges and Other Service Fees
If you cancel your booking, cancellation fees are as follows:
—Cancellations more than 90 days prior to the Tour Start Date: 10% of the Price.
—Cancellations between 89 days and 60 days prior to the Tour Start Date: 50% of the Price.
—Cancellations 59 days or less prior to the Tour Start Date: 100% of the Price.

9. Special Requests
Alliance Française de Brisbane will do its best to meet any special requests made by you and to pass these on to the appropriate persons provided they are clearly noted on the Booking Form.

10. Health and Safety
Your personal safety is of paramount importance to Alliance Française de Brisbane. It is imperative that you advise us at the time of booking of any condition, medical or otherwise, that might affect you or any other person’s enjoyment of the immersion trip.

11. Travel Arrangements
It is your responsibility to ensure that your flight is departing at the time specified and that this has not changed. You are asked to inform Alliance Française de Brisbane as soon as you are informed of any change in the flights. Please check baggage allowances applied by the airline prior to travel. Baggage allowances vary depending on the airline and destination.

12. Travel Insurance
Travel insurance is compulsory for you and it is a condition of accepting your booking that, prior to the departure, you will obtain adequate travel insurance at your expense.

13. Travel Documentation
Please ensure that you keep your travel documents in a safe place. It is your responsibility to keep these documents safe and ready for your travel.

14. Passports, Visas, and Vaccinations
Passports and visas are your responsibilities. Be aware that strict requirements are enforced by airlines and that your failure to adhere to these requirements will result in losses or additional expenses for you. It is also your responsibility to check with your doctor at least two months prior to travel for the latest requirements, recommendations, and any costs related to vaccinations.

15. Privacy Laws and Policy
Alliance Française de Brisbane is committed to protecting the privacy and confidentiality of our customer's personal information. Our Privacy Policy sets out what information Alliance Française de Brisbane collects, how we collect it, and what we do with it.

16. Monies not held in trust
All monies that you pay to Alliance Française de Brisbane will be payable to the service provider once the service has been confirmed.

17. Law of Contract
This contract is governed by the law of Queensland, Australia.