



General Terms and Operating Rules

Private One-on-One Courses

Table des matières

Introduction.....	2
Private One-on-One Course Learning Contract	2
AFMTL's Commitments.....	2
Learner's Commitments	3
Sales Terms for Private One-on-One Courses	4
Course Scheduling	4
Cancellation or Rescheduling Notice	5
Number of Allowed Reschedules Per Package	5
Medical Exception	6
Validity of Reschedules	6
Lateness and Punctuality	6
Package Cancellation	6
Special Cases	7
Credit Notes	7
Non-Refundable Fees	7
Privacy Policy.....	7

Introduction

Please read ALL the information below carefully. Enrolling in a private course and paying the associated fees implies acceptance of the general terms and operating rules.

Our general terms and conditions are governed by and interpreted in accordance with the laws of the Province of Quebec. By purchasing a product from the Alliance Française of Montreal (AFMTL), you accept the non-exclusive jurisdiction of the courts of this province. AFMTL reserves the right to modify these terms without prior notice.

In addition, the French version of these terms and conditions is the only official reference. The English version is provided for informational purposes only.

Private One-on-One Course Learning Contract

To ensure high-quality training, the Alliance Française of Montreal (AFMTL) and its learners mutually agree to adhere to the following rules.

AFMTL's Commitments

Teaching

Staff

AFMTL employs teachers with higher education degrees, specializing in French as a Foreign Language. The selection of the teacher is exclusively the responsibility of AFMTL, which reserves the right to replace them at any time.

Course

Organization

and

Availability

Private courses are delivered online, Monday to Friday between 8:00 a.m. and 6:00 p.m., depending on teacher availability. A maximum delay of three weeks may occur between the purchase of the package and the start of lessons. AFMTL does not guarantee the availability of a specific teacher or coverage of all

desired time slots.
In the case of major impediments (illness, emergency), a makeup class will be offered.

Methodology

Courses follow CEFR recommendations, promote real-life interactions, learner autonomy, and communication in French. Some lessons may be recorded or observed for quality assurance purposes.

Assessments

A diagnostic evaluation is conducted during the first lesson. A summative assessment is offered at the end of a level for "General French" or "Professional French" packages.

Teaching

Materials

Online courses use a videoconferencing tool and appropriate digital resources. A digital textbook or workbook is provided for packages of 20 hours or more. For 4-hour packages, materials are provided directly by the teacher.

Certificates

Upon

Request

A training report (progress and hours completed) and a level certificate (after passing the summative evaluation) can be issued upon simple written request via email to: info@afmtl.ca.

Satisfaction

A satisfaction survey is sent at the end of the course package to collect feedback on the content and organization.

Learner's Commitments

Access

Conditions

An annual registration fee is required to enroll in a first course package. This fee provides students with cultural and educational benefits, such as discounted access to "Practice Your French" workshops for 12 months from the date of purchase. The annual registration fee is paid on the website at the same time as the course package registration.

Courses are strictly individual: no companions are allowed to attend. Learners must be at least 16 years old.

Behavior

Respect, politeness, and kindness are expected at all times. Any violent or disrespectful behavior toward a teacher, another learner, or staff may result in expulsion without refund.

Punctuality and Attendance

Schedules are set in advance.

In case of lateness without notice, the teacher will wait up to 15 minutes before disconnecting. With email notice, the teacher will wait up to 30 minutes. Lost time is neither made up nor refunded.

Technical Preparation for Online Courses

Before the first lesson, the student must ensure they have a stable internet connection and a computer equipped with a working camera and microphone. The camera must remain on for the entire duration of the lesson.

Engagement and Progression

Progress depends on the learner's commitment. No result, including passing an exam, is guaranteed. Homework may be assigned to reinforce learning between lessons.

Language of Instruction

French is the language of communication and instruction, regardless of the learner's level.

Sales Terms for Private One-on-One Courses

Course Scheduling

The course schedule is established by mutual agreement between AFMTL and the learner at the time of registration. Any planned absences (vacation, personal or professional obligations) must be declared when setting the schedule.

Private course dates and times are defined in advance with AFMTL and the teacher. The package start date is the date of the first scheduled lesson.

Package Validity

The hours purchased must be used within a specific period, as defined by the package selected. Any unused hours after this period will be forfeited and cannot be used, refunded, or credited.

Packages and Expiration Periods After Purchase

- 4-hour package: valid for 2 months
- 20-hour package: valid for 6 months
- 50-hour package: valid for 8 months

If a teacher becomes unavailable during the validity period, AFMTL will ensure that another teacher is assigned to the student.

Cancellation or Rescheduling Notice

AFMTL requires one full business day (24 hours) notice for canceling or rescheduling a private lesson. The cancellation notice MUST be sent by email to both the teacher AND to AFMTL administration at: info@afmtl.ca.

Failure to provide this notice will result in the full fee being charged for the lesson.

Number of Allowed Reschedules Per Package

Once the schedule is set, course rescheduling is strictly regulated and limited according to the chosen package. Requests must be made at least 24 business hours in advance. Any lesson not canceled within this period will be considered as completed and cannot be rescheduled.

- Less than 10 hours: No rescheduling allowed
- 10-hour package: 1 reschedule maximum
- 20-hour package: 2 reschedules maximum
- 30-hour package: 3 reschedules maximum
- 40-hour package: 4 reschedules maximum
- 50-hour package: 5 reschedules maximum

Rescheduling is offered based on teacher availability. Specific times or the same teacher cannot be guaranteed.

Medical Exception

In the event of absence for medical reasons, one additional reschedule may be granted upon submission of a dated medical certificate stating the student's inability to attend.

This certificate must be sent within 48 hours of the missed lesson.

Validity of Reschedules

Unused reschedules are neither extendable beyond the validity period of the package nor refundable.

AFMTL reserves the right to refuse any reschedule request exceeding the allowed quota or not complying with the above conditions.

Lateness and Punctuality

If the student is late without prior notice, the teacher will wait up to 15 minutes. After this time, the teacher is no longer available, and the full fee will be charged.

If the student is late with notice via email, the teacher will wait up to 30 minutes. After this, the lesson will be lost and billed.

No makeup time will be granted to the student.

Punctuality and politeness are basic forms of respect expected from both students and teachers.

Package Cancellation

If a package is canceled more than 7 business days before the first scheduled lesson, a \$75 fee will be charged.

If canceled less than 7 business days before that date, no refund will be granted. The total amount will be issued as a credit note of the same value.

Special Cases

No fees will be charged for cancellation upon presentation of a medical certificate issued _____ by _____ a _____ doctor.

No fees will be charged for cancellations made by AFMTL.

Credit Notes

All credit notes are valid for one (1) year. They may be used to pay for any other service offered by AFMTL: other courses, private lessons, books, or events. Credit notes are non-transferable.

Non-Refundable Fees

Annual _____ registration _____ fees _____ are _____ non-refundable. Course materials (textbooks, workbooks) are non-refundable.

Privacy Policy

Protecting your privacy and personal information is important to AFMTL. However, we must collect certain personal information to provide efficient and quality service. We only collect information with your knowledge and consent. We use personal data solely for the purposes for which it was collected and do not share it with third parties without prior consent. Your information is not shared with other institutions unless required by law or regulation and is deleted when no longer needed.

AFMTL regularly sends a newsletter to inform clients and students about its activities. If you wish to unsubscribe, you can do so using the link in the email.

By participating in courses and activities of the Alliance Française de Montréal, you grant AFMTL the right to use photographs and videos taken during these events, without compensation or right of approval, for materials created solely to promote AFMTL activities.

Please email info@afmtl.ca for any necessary corrections to your personal information.