

General Terms and Operating Rules Mini-Group Courses

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Introduction

Please read ALL the information below carefully. Registration for a private course and payment of fees implies acceptance of the general terms and operating rules.

These general terms will be governed and interpreted in accordance with the laws in force in the province of Quebec and, by purchasing a product from Alliance Française de Montréal (AFMTL), you accept the non-exclusive jurisdiction of the courts of this province. AFMTL reserves the right to modify these general terms without notice.

AFMTL's values are respect, kindness, and humanity. Any violent or inappropriate behavior by the student towards other students, teachers, or AFMTL staff may result in permanent expulsion from AFMTL without possibility of refund, or where applicable, legal action.

Furthermore, the French version of these general terms is the only reference version; the English version is provided for informational purposes only.

Operating Rules for Mini-Group Courses

AFMTL offers mini-group courses, both in-person and online, consisting of 6-8 people, maximum 12 people. Students must be at least 16 years old to be enrolled in a group course. Parental authorization is required for minors.

Placement Test

An oral expression placement test will be required for all new registrants upon first registration or any new registration within the last 12 months to refine the assignment of a level to a student.

For complete beginner students, registration for the A1.1 course does not require any placement test.

For students who know their French level, course registration does not require any placement test. In this case, prior attestation is required to determine the appropriate level for each newly enrolled student within the preceding 12 months. The student may, at their convenience, provide:

- Results obtained from an official French exam (DELF, DALF, TCF, TEF) dated less than 2 years ago
- A level certificate from an Alliance Française or Institut Français

The oral placement test will be conducted via videoconference by a member of AFMTL's teaching team. The test amount will be deductible from tuition fees if registration occurs within 3 months following the test.

A level certificate will be issued following the placement test. This certificate will be sent by email.

The purchase of a placement test is non-refundable and non-transferable.

For scheduled placement tests: for any change in date or schedule, one (1) business day's notice is required.

No complaints will be accepted if students submit erroneous exam results or if they decide not to take the oral placement test and register for a level or class that does not suit them.

To ensure the best possible teaching quality, AFMTL reserves the right to redirect a student to another level if the teacher considers that the student's level does not correspond to the level of the rest of the class.

Waiting list

If a group course is full, a student may request to be placed on the waiting list for that course. AFMTL will contact them as soon as a spot becomes available or if the number of registrations requires the creation of an additional class.

Purchase and Payment

Payment conditions are as follows:

- Students registering themselves: registration is final when all fees are paid: tuition fees, educational materials, and others if applicable.
- Students whose tuition fees are paid by the employer: the first payment is required at least 7 days before the first lesson.

Students joining a mini-group course session in progress must pay all tuition and registration fees due for the session.

When group courses are purchased for a student, registration is nominative and cannot be transferred.

A textbook and activity book, printed or digital, will be provided to the student and are included in tuition fees for any first registration in a level.

For online course students, a digital activation key for the textbook and its activity book is provided upon registration. The printed version of the textbook is available for an additional cost for purchase on our website.

Annual Registration Fees

Annual registration fees are required to enroll in an AFMTL course. This amount covers administrative costs and educational software licenses. These fees must be paid each year.

The student who has paid these annual registration fees will have, for a period of 12 months from the purchase date, the right to privileges such as reduced-rate access to French practice courses (conversation workshops, literary café, board game workshop) and cultural events organized by AFMTL.

Annual registration fees are paid on the website at the same time as registration for the mini-group course session.

Course Duration

AFMTL reserves the right to cancel a course or reduce the teaching hours planned in a course if the number of students enrolled in the course is insufficient:

- 4 or more enrolled students: indicated session duration
- 3 enrolled students: 2/3 of the indicated session duration – upgraded to semi-private course, same program and same course content.
- Fewer than 3 students: the course may be canceled at AFMTL's discretion

Cancellation / Withdrawal / Transfer / Credit Policy

Once the course has started, registration is final. Any request for refund and/or credits must be requested at least 5 business days before the first lesson by email to info@afmtl.ca.

Exceptions: in case of medical emergency requiring a refund and/or credit, medical justification will be required. No tuition fees will be charged to a student for a course canceled upon presentation of medical justification provided by a doctor.

Similarly, no tuition fees will be charged to a student enrolled in a course canceled by AFMTL.

AFMTL reserves the right to choose the teacher assigned to each course. The teacher may be replaced without notice during the session.

A student may request to be transferred to another course session, subject to course availability and number of enrollees, as follows:

- Transfer request made by email 5 business days or more before the session start date: the transfer will be made without administrative fees.
- Transfer request made by email 5 business days or less before the session start date: a credit will be issued minus \$75 administrative fees.

Credits are valid for one (1) year. They can be used as payment for other services or products provided by AFMTL (other courses, individual private courses, educational materials, events). These credits are not transferable to another person and cannot be used at another Alliance Française.

Students are not eligible for credit issuance for a course for which a credit has already been used as partial or complete payment of tuition fees.

No credit will be granted for classes missed during a session.

The purchase of the following products is final, non-refundable, and non-transferable:

- Annual registration fees

- Course materials (textbooks, activity books)
- Access licenses to exam preparation platforms (PrepMyFuture)

Alliance Française de Montréal is not responsible for changes that occur in the student's personal or professional life.

Privacy Statement

The protection of your privacy and personal information is important to AFMTL. However, it is necessary for us to collect certain personal information in order to offer you efficient and quality service. We only collect information with your knowledge and consent. Furthermore, we only use the personal information provided for the purpose for which it was collected. We do not disclose your personal information to third parties without your prior consent.

We ensure that your personal information is not shared with other institutions, except if required by law or other regulations, and we delete your personal information from our system when it is no longer necessary.

AFMTL regularly sends a newsletter to inform its clients and students of its activities. If you wish to unsubscribe from our newsletter, you can do so directly via the link provided in the email.

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

Please send an email to info@afmtl.ca to communicate any necessary corrections regarding your personal information.