These general terms of sale are conducted from one side by the French Alliance Headquarters in Abu Dhabi (UAE), and hereinafter referred to as the “Alliance”, and from the other side by any person or entity wishing to use the services of the Alliance, hereinafter referred to as “User”.

I. Objective
The purpose of these general terms of sale is to define the contractual relationship between the Alliance and the User as well as the conditions applied on any purchase and/or use of the Alliance services, whether the User is a professional or non-professional.

The acquisition of property or use of a service through the Alliance implies an unconditional acceptance by the User of these general terms of sale.

These general terms of sale shall prevail over any other general or particular terms not specified by the Alliance.

The Alliance shall have the right to modify its general terms of sale at any time. In such event, the User shall re-sign the said general terms of sale upon his/her re-registration.

The services offered are listed on the website of the French Alliance of Abu Dhabi: www.afabudhabi.org

This service is of the Language Centre. For this service, general terms of sale shall apply on an individual basis and shall be communicated in time.

For all the services covered by these terms, the prices listed on the website are in UAE Dirhams.

Payment is due upon registration.
Payments can be made by credit card, cheque, or cash.

II. Conditions and Modalities of the Language Center

III.1. Terms and Conditions of Use of the Language Center

REGISTRATION
The User who wishes to enroll in the Language Center should:

- Agree to be photographed for the student card
- Provide his personal details.
- Make the payment as mentioned below

A placement test will be compulsory for all the students who are not beginners and are external to the French Alliance, or who interrupted the courses for more than 6 months. The test cost will be (100 AED), refundable if followed by a registration to a group or private course.

TERMS OF THE CLASSES

GROUP COURSES

GENERAL AMENDMENTS:

1. If the class does not start on the mentioned date, and is postponed by a few days due to lack of students. OR during the session, if a class(es) is/are cancelled by the French Alliance, the French Alliance reserves the right to cover up this/these class(es) as soon as possible, and reserves the right to fix and impose a day and time to cover the missed class(es).
2. The French Alliance reserves the right to cancel a course if the number of students registered is not enough.
3. There is a break for each class.

POSTPONEMENTS:

1. All the requests of postponements should be addressed by email to Ms. Iman Ibrahim or Ms. Meriam Kaddouri in charge of the student registration at the French Alliance. info@afabudhabi.org.

ABSENCES

1. Absence at the start of the session:
   a. If the student is a “beginner”: two classes maximum of missed courses should be compensated by a remedial course of 1 hour per missed course, at the rate of 50% of the private courses fees.
   b. If the student is not a beginner: an absence of a maximum of 6 hours will be tolerated and will require a remedial course of 1 hour per a 2 hour missed class, at the rate of 50% of the private courses fees.

2. Absence during the session:
   a. If the student is absent for a maximum of 6 hours consecutive classes, (s)he will not be able to join the course unless (s)he takes remedial courses of 3 hour per a 2 hour missed class, at the rate of 50% of the private courses fees.

ABSENCE OR FAILURE AT EXAMS

If the student is absent on the day of the exam or in case of failure, (s)he may be able to retake the exam by paying an additional fee of AED 100 per exam. Only a passed exam can allow the student to be admitted to the next session.

In case of failure at the final exam of the session, the student may take remedial courses and pass the placement test upon his/her re-entry to the next level.

LATE REGISTRATIONS

1) If the student is a “beginner”: in case of absence of maximum two classes, it is necessary that the student compensates by taking a remedial course of 1 hour per missed class, at an hourly fee of 100% of the private courses fees.

2) If the student is not a beginner: an absence of maximum three classes requires a remedial course of 1 hour per missed class, at an hourly rate of 100% of the private courses fees.

3) If the student registers after the beginning of the session, he has to pay the full price of the corresponding class even though (s)he missed some of them.

NOTE FOR PARENTS:

This paragraph is for students who are registered for the following courses: French Minis (4-6 years), Children course (7-10 years) and Teenagers course (11-16 years).

When the class ends:

At the end of the class, parents may pick up their children by coming to get him/her directly at the French Alliance. In that case, your child is welcome to stay at our premises until the arrival of parents. In this case, you cannot leave a child alone without any surveillance of an adult in the library or at the administration office.
The parents need to pick up the child before 7:30 pm during the weekdays and before 5:30 pm during the weekend (Friday/Saturday).

If the parents choose to drop and pick up their children at the building entrance, kindly note the child will not be accompanied by an adult till the door of the French Alliance.

In any case, the Alliance Française will not assume nor be held liable for the safety and security of the students after the end of the class.

We remind you that on weekdays, the courses at Alliance Française end at 6:30 pm and at weekend courses end at 5pm.

**Private Courses**

- The course should be cancelled or postponed with the French Alliance in writing, 24 hours before the time of the course.
- In case of non-compliance, a penalty of 100% of the hourly rate of the course will be imposed.
- No application will be taken into consideration if it has not been acknowledged as received by the Alliance.
- No postponement shall be effective unless after checking the availability of the teachers and rooms.
- The package of 10 hours + 2 free hours of private courses at 3040 aed, is valid for a period not exceeding 60 days from the date of registration.
- Private course can be paid by the hourly rate of 304 aed

**Semi-Private Courses**

- If one of the two persons miss one class, the class will not be caught up for the absent person.

**III.2. Fees and Payment Terms of the Alliance Services**

**COURSES PAYMENT**

- Registration for a group course or a private course is effective only after payment of the full amount due to the Alliance.
- Registration fee is payable in total before the start of the courses.

**REFUND**

- If the course is canceled, the Alliance shall reimburse 100% of the course’s fees.
- In case of force majeure (illness, dismissal, natural disaster, death, hospitalization, leaving the country), a refund may be made on an individual basis.
- If the student cancels the registration 2 days before the start of the session, the amount will be refund with a penalty of AED 500.
- After the start of the courses, no refunds can be made.

**DISCOUNT**

- The Alliance offers a family discount of 10% on all registrations, from the second family member enrolled.
- The Alliance offers a 10% discount for every new friend the student brings with him to register and for the student himself.
- The Alliance offers a 10% discount if the student is a member of the media library.
- The Alliance offers minimum a 10% discount for the students whose establishments or companies had signed an agreement with the Alliance.
- For children, the Alliance offers 1000 dirhams discount valid for a registration of 5 sessions from September till June, and with no interruption.
- For adults, the Alliance offers 1000 dirhams discount valid for a registration of 5 sessions, in the limit of 2 years, starting from the first registration.
- The Alliance offers a 50% discount for a registration in a conversation course, to any student already registered in a group course.
- Note that all these offers are not cumulative.

**CREDIT NOTE**

- In the exceptional case where the customer is entitled to a credit note, refundable or not, he will have to use it or request a refund within one year from the date of emission of the credit note.

**ACCESS TO THE MEDIA LIBRARY**

A student may have free access to the media library and obtain a “Culturophile” membership throughout the term, provided that s/he pays the security deposit AED 300. A student is then, in law and in practice, subject to the rules of the media library.

**III. Intellectual Property**

All the elements of the Alliance website are and remain the intellectual and exclusive property of the Alliance.

No one is allowed to reproduce, use or repost, even partially and for any purpose whatsoever, the elements of the website, whether software, visual or audio.

No one is allowed to reproduce, use or repost, even partially and for any purpose whatsoever, the elements of the website, whether software, visual or audio made available to the User within his/her electronic subscriptions to the media available at the Alliance.

**IV. Personal Data**

The Alliance shall have the right to collect information about the Users. The procession of information by the Alliance, including the management of E-mail addresses of the website users, is only intended for internal use.

The Users may object to the disclosure of their contact details by notifying the Alliance of the same. Similarly, the Users shall have the right to view and edit their data.

Every subscriber is responsible for the use of digital resources and Internet services to which he/she wish to access. The use of these resources must be rational in order to avoid any deterioration or misuse for personal purposes.

**V. Image reproduction right**

If you do not want the Alliance Française to use your image for any advertisement purposes, please tick the following box:

- I do not wish to appear in the photos of the event that will be displayed for non-commercial use on the different communication tools of Alliance Française

If not, we will consider you accept that we use it.

**VI. Settlement of Disputes**

These general terms of sale are subject to the local law.

In case of dispute, jurisdiction shall be assigned to the local Courts.

Date, Name and Signature (preceeded with the mention "Read and Approved")