

Family Name and Forename:

ID:

E-mail:

Phone:

ALLIANCE FRANÇAISE ABU DHABI
GENERAL CONDITIONS OF SALE

These Sales Conditions are entered into by the “**Alliance Française Abu Dhabi**” (the “**First Party**”), having its head office located in Abu Dhabi, United Arab Emirates (hereinafter referred to as the “**Alliance**”), and any person (the “**Second Party**”) wishing to use the services of the Alliance (hereinafter referred to as the “**User**”).

The present General Sales Conditions aim at defining the contractual relationships between the Alliance and the User and the conditions applicable to any purchase and/or use of the Alliance services, whether the User is professional or non-professional.

Once the User acquires goods or services through the Alliance, this will entail such User’s unconditional acceptance of the present General Sales Conditions.

These General Sales Conditions shall override and prevail over any other general or special conditions not expressly approved by the Alliance.

The Alliance reserves the right to amend at any time its General Sales Conditions, in which case, the User will be committed to sign again the said General Sales Conditions upon re-registration.

The services provided are those displayed in the Alliance Française website:

www.afabudhabi.org

The Alliance offers three types of services: Those provided by the Language Centre, those provided by the Media Library and those related to culture.

Regarding the latter services, the General Sales Conditions shall apply on a case-by-case basis and shall be communicated in real time.

Terms and Conditions of Use of the Services offered by the Alliance Media Library
Terms and Conditions of Use of the Media Library

MEMBERSHIP

Membership fees must be settled in one single instalment.

Users wishing to become members of the Media Library must obligatorily carry out the following:

- . Fill out the Identification Form, indicating all requested details;
- . Accept to have his photograph taken or provide one photograph for issuance of his membership card;
- . Make the payment according to the below mentioned conditions.

When joining, the members shall receive a card and undertake to observe these General Sales Conditions of Sale and the Alliance Regulation by way of signing the same.

Cards are valid for the whole family.

Membership fees paid are not reimbursable.

TERMS OF LOAN:

The only subscription formula is 10 documents all together (books, magazines or DVDs) for a period of 15 days, renewable once.

DELAY:

- A suspension of the User's right to borrow is applied upon return of the documents, and the suspension period is equivalent to the accumulated period of delay;

- A request of postponement concerning the documents one loan shall dispense with the suspension penalty and must be sent by email at: library@afabudhabi.org

LOSS OR DETERIORATION

In case of loss or deterioration, the member must refund the full purchase value of the lost item.

Please note that a DVD cannot be replaced and must necessarily be refunded. Books may be replaced.

Should the iPad be deteriorated, the member is committed to cover the iPad repair and/or pay the replacement cost in full.

Prices and Payment Terms of the Alliance Media Library

Payment is due upon registration.

Payments can be made in cash, by credit/debit card or by cheque.

For all services subject to the present General Sales Conditions, the prices indicated in the website are in United Arab Emirates Dirham (“AED”).

The membership fee for the Media Library is AED 250.

Special rates are granted to the Alliance Française Partners:

1. Students have free access to the Media Library and get membership during their session of classes. However, students are required to pay a security deposit to the Media Library in the amount of AED 300.
2. French teachers from outside the Alliance benefit from a 20% discount on membership, upon presentation of an employment certificate*.
3. The French Embassy and French Consulate staff benefit also from a 20% discount on membership*.

4. Teachers of French as foreign language at the Alliance are entitled to free membership*.
5. Staff and students from partner institutions and companies having obtained corporate memberships are not required to pay registration fees*.
6. Membership fees may not be reimbursed except in case of force majeure (final departure from the country, natural disaster, death, long hospitalization, service termination).
7. The Media Library membership entitles members to a 10% discount per person on private or group lessons at the Alliance.
8. Discounts may not be combined.

* All above partners are required to pay, in addition to the membership fee, a security deposit to the Media Library in the amount of AED 300.

SECURITY DEPOSIT

A deposit of 300 AED is required for any subscription. This deposit is mandatory and must be paid either in cash or by credit card.

At the end of your membership period, you are granted one year to submit a request for the refund of your deposit.

At the end of this period, and in the absence of a prior request from you or from a rightful claimant, the Alliance Française will be entitled to collect your deposit in its account without prior notice and without any possible compensation.

TERMS AND CONDITIONS OF THE LANGUAGE CENTRE

Terms and Conditions of Use of the Language Centre

REGISTRATION

Users wishing to register with the Language Centre are required:

- To accept to have their photograph taken or provide one photograph for the Student Card;
- To provide their personal data;
- Make the payment as hereinafter mentioned.

A placement test is mandatory for any student who is not a beginner and external to the Alliance Française, or who has stopped taking classes for more than 6 months. The amount to be paid for the test is AED 100, refundable if followed by registration for a group course or private course.

Conditions for Classes

Group Course

GENERAL CONDITIONS

1. If the class does not start on the scheduled date, and is postponed for a few days due to insufficient number of students; or if during the session, the class is cancelled by the Alliance Française, the establishment reserves the right to make up for this class (s) as soon as possible, and gives itself the right to freeze and impose a catch-up date and time for missed classes.
2. The Alliance Française reserves the right to cancel a course if the number of students enrolled is insufficient.
3. Books or other learning materials may not be exchanged or refunded.
4. The Alliance Française reserves the right to open additional classes and to distribute the students in other if there is high demand.
5. Diplomas are to be withdrawn at the reception of the establishment. Additional charges will apply if the student wishes to receive the same at home.

POSTPONING A COURSE BEFORE THE BEGINNING OF THE SESSION

1. All postponement requests must be emailed to the registrar in charge at the Alliance Française, to the following address: marketing@afabudhabi.org

2. For a postponement request submitted more than 6 working days prior to the beginning of the session, no penalty is applicable, and the postponement is valid for the next 6 months. The same student may request up to a maximum of two postponements every 6 months, and the postponement takes effect as from the date of the initial registration.
3. For a postponement request made during the week before the beginning of the session, a penalty of 10% will be imposed on the amount of the courses.
4. Groups may not reschedule classes unless such decision is adopted with the majority consent of the participants.
5. For a postponement request made after the beginning of the session:
 - a. If two courses have already taken place, a penalty of 10% of the course fees will be applied in addition to the fees for the number of hours already performed on an hourly basis.
 - b. If more than two courses have already taken place, no postponement or refund is allowed.
 - c. If the student does not participate in a session, a penalty of 15% of the course fees will be applied.

ABSENCE

1. Absence at the beginning of the session:

- a. If the student is a beginner, only two courses over the entire missed period will be compensated by a one-hour remedial course per missed course, on basis of 50% of the private tutoring tuitions.
- b. If the student is not a beginner, an absence of maximum 6 hours will be tolerated and requires a course of 1 hour catch-up for 2 hours of course missed, on basis of 50% of the private tutoring tuitions.

2. Absence during the session:

- c. If the student is absent for a maximum of 6 consecutive hours of classes, he / she will not be able to join the course unless he / she takes a 1-hour remedial course for 2 hours missed, on basis of 50% of the private tutoring tuition.
- d. If the student misses a lesson, it is considered taken.

ABSENCE OR FAILURE AT THE EXAMINATION

- 1. If the student is absent on the day of the exam or fails, he / she is given the opportunity to write the exam again at an additional fee of AED 100 per exam. Only a successful exam gives the possibility to the student to be admitted to the next session.
- 2. The student must participate in at least 75% of the courses in order to receive a certificate of attendance.

In the event of failure of the session final examination, the student may take remedial classes and take a placement test when he or she re-enters the higher level.

LATE REGISTRATION

- a. If the student is a beginner: in case of absence of a maximum of 2 courses, it is necessary for the student to catch up to these hours by taking one-hour remedial lessons per missed course, on basis of 100% of the private tutoring tuitions.
- b. If the student is not a beginner: a maximum absence of 3 courses requires a 1 hour catch-up course per missed class, on basis of 100% of the private tutoring tuition.
- c. If the student registers at the beginning of the course, he/she must pay the full price for the session.

NOTE FOR THE PARENTS:

This section is intended for students enrolled in the following courses: Bain Linguistique (Language Course) (4-6 years old), Educational Modules for Children (7-10 years), and Educational Modules for Teenagers (11-14 years old).

- It is best for children to participate in all lessons of a session for extra learning potential.

- Children must arrive on time and no later than 5 minutes after the start of classes.
- Please make sure your children go to the bathroom before they arrive.
- Children can bring their own bottle of water, pencil case and crayons.
- The Alliance is a place of education and the rights of all students must be respected. Children must leave class without playing, running or making noise.
- If you have an emergency preventing you from picking up your children on time, please notify the Alliance.
- Children should not be brought to lessons when ill or unwell.
- We care about your children's health, so, if a child gets sick during his lesson or if an unexpected event happens to him/her, the parents will be immediately informed and if necessary, an ambulance will also be called.

When the class is finished:

- At the end of the class, parents pick up their children by coming directly to the Alliance. In this case, the children are invited to stay in our premises until the arrival of their parents. Therefore, parents may not leave their children alone without adult supervision in the Media Library or with the Administration. Parents must pick up their children before 7.30pm during the week and before 5.30pm during the weekend (Fridays and Saturdays).
- If parents choose to drop off and pick up their children at the entrance of the building, please note that they will not be accompanied by an adult to the Alliance gate.

In any case, the Alliance will not be held responsible for the safety of students before and after the end of classes.

We remind you that on weekdays, classes end at 18:30, and during the weekend at 17h.

Private Tutoring

- Courses must be cancelled or postponed in writing with the Administration, 24 hours before class time.
- In case of non-compliance with the above clause, a penalty of 100% of the course value on an hourly basis will be applied.
- No application will be considered if there is no acknowledgment of receipt issued by the Alliance.
- The postponement will be effective only after checking the availability of teachers and of a classroom.
- The 10-hour private lesson package is valid for a period of 60 days from the date of enrolment.
- The 40-hour lesson package + 5 free hours is only valid if the 45 hours have been used within 6 months after payment.

Semi-Private Tutoring

- If one or two people miss the class, no catch-up lesson will be arranged for the absent person.

PRICES AND PAYMENT TERMS FOR THE LANGUAGE CENTER SERVICES**PAYMENT OF COURSES**

1. Registration for a group class or private class is effective only after payment of the total amount due to the Alliance. A student's place is only guaranteed after payment in cash.
2. The registration fee may be paid in several instalments before the beginning of the session.
3. Payment must be made before the start of the session to confirm the dates of the session.

REIMBURSEMENT

- If the courses are cancelled, the Alliance will reimburse 100% of the course fees.
- In case of force majeure (sickness, dismissal, natural disaster, death, hospitalization, departure from the country), a reimbursement may be made on a case by case basis.
- If the refund is requested before the beginning of the session, except for cases of force majeure, a penalty of AED 500 is applied.
- After the beginning of the session, no refund can be made.

DISCOUNTS

- The Alliance offers a 10% discount on registration starting from the second member of the family who gets registered.
- Should the student sponsor one of his or her acquaintances, the Alliance offers a 10% discount to the sponsor and the sponsored student.
- The Alliance offers a 10% discount if the student is already a member of the Media Library.
- The Alliance offers a minimum of 10% discount to students whose institutions or companies have entered into an agreement with the Alliance.
- The Alliance offers AED 1000 discount valid at registration for 5 sessions from September to June without interruption. In order to benefit from the offer for the 5 sessions, the student will have to register for 5 consecutive sessions from September.
- The Alliance offers a 20% discount when registering for a conversation class to any student already enrolled in a group class.

Please note that these offers are not cumulative. Offers may not be converted into cash, or exchanged for a product other than those mentioned above.

ACCESS TO THE MEDIA LIBRARY

A student at the Language Centre has free access to the Media Library and obtains an annual membership subject to a security deposit of AED 300. Such student is therefore practically and contractually subject to the regulation of the Media Library.

INTELLECTUAL PROPERTY

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

It is prohibited to reproduce, exploit, rebroadcast, or use for any purpose whatsoever, even partially, software, visual or sound elements made available to the user as part of the electronic subscriptions to the press, available at the Alliance.

PERSONAL DATA

The Alliance reserves the right to collect information about users. The Alliance's automated processing of information, including the management of users' e-mail addresses, is solely for internal use.

Users may object to the disclosure of their details by notifying the Alliance. Similarly, users have the right to view and rectify data.

You may receive occasional information about courses or offers by SMS or email from the Alliance Française. Please inform our team if you do not wish to receive such alerts.

RIGHT OF PUBLICITY

Photographs may be exploited and used as part of the information and public communication actions carried out by the Alliance in order to promote its activities, intended for different audiences and in any form of media, without any limitation.

The Alliance Française expressly prohibits the exploitation of images and recordings that may affect the privacy, dignity or integrity of the child.

Settlement of Conflicts

These General Sales Conditions are subject to the local law.

In case of conflict, jurisdiction is granted to the local courts.

By becoming a member of the Alliance Française Abu Dhabi, I undertake to park my car on public parking spaces only. The Alliance Française Abu Dhabi will not take any responsibility in case of non-compliance with this clause.

Vehicle License Plate Number:

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I do not authorize the Alliance Française to photograph me, if I am of age, or the person I represent, if such person is a minor.

I do not wish to receive the newsletter of the Alliance Française Abu Dhabi as well as any follow-up of its projects and those of its partners.

Signature of the User preceded by the handwritten words

"Read and approved"