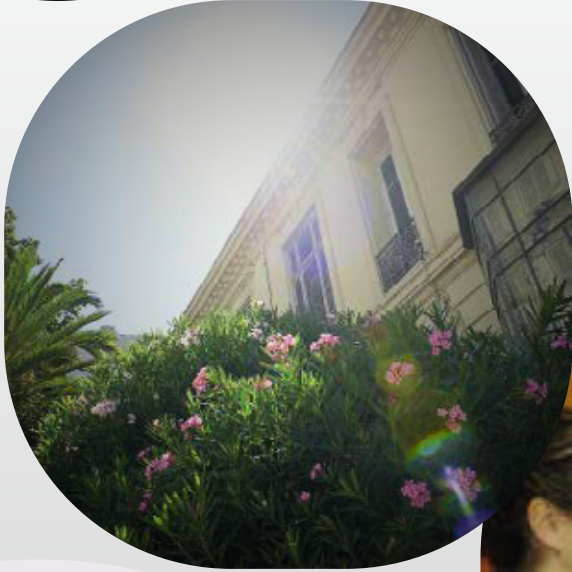




INSTITUT LINGUISTIQUE

GENERAL TERMS AND CONDITIONS



www.alpha-b.fr

1 - Registration – Enrolment in our programs implies acceptance of all the clauses of the general terms and conditions of sale of alpha.b Institut Linguistique. Enrolment may be made in writing, by e-mail or via our website. It becomes valid upon receipt of the duly completed and signed enrolment form, accompanied by a deposit of 25% of the total amount of your stay. Important: for stays in serviced residences only, 100% of the total amount of your accommodation must be paid at the latest 15 days before your arrival. This deposit includes the registration fees and must be paid by bank transfer: CREDIT AGRICOLE 06000 NICE CIMIEZ IBAN: FR 76 1910 6006 8000 9631 2601 895 BIC/SWIFT: AGRIFRPP891

National payment: Bank code 19106 / Branch code 00680 Account No. 00963126018 / RIB key 95 OR by credit card (Visa, Eurocard, Mastercard) by distance payment (VAD) by contacting the alpha.b office OR by Paypal via our website.

2 - Confirmation / Invoice – On receipt of your enrolment form and deposit, we will send you, within 48 hours, an enrolment confirmation and an invoice, the balance of which is due at the latest on the first day of your stay. Important: the balance for accommodation formulas in serviced residences must reach us 15 days before your arrival. After this deadline, we will not be able to maintain your reservation in a serviced residence. The contract is deemed concluded upon sending of the enrolment confirmation by alpha.b and the enrolment then becomes legally binding. Full payment must imperatively reach us at the latest on the first day of your stay. If the chosen program is fully booked, we will inform you quickly and offer you an alternative. If no alternative suits you, alpha.b will reimburse the deposit. In the event of non-payment of the deposit or of the balance within the deadlines indicated above, alpha.b reserves the right to consider the enrolment as cancelled and will retain the registration fees. **3 - Change of reservation** – Any request to change your reservation must reach us in writing (letter or e-mail) at least 10 days before your arrival. These requests will be accepted or refused on a case-by-case basis, depending on feasibility. They will always be refused in the case of a late enrolment (less than 3 weeks before the beginning of the stay), under the conditions specified above.

4 - Withdrawal – Cancellation – Registration fees are never refundable. Any cancellation of enrolment leads to the retention of part or all of the program fees under the following conditions:

4A - Cancellation or modification by alpha.b – alpha.b may be obliged, in the event of exceptional circumstances or major impediment, to modify its programs or services (accommodation for example). In such an eventuality, the client is immediately informed of the change. alpha.b will propose replacement services of equivalent or superior quality or, failing that, reimbursement of services not provided. Host family accommodation is a type of accommodation which cannot be considered as “professional lodging” such as a hotel or residence. A one-off impediment or a withdrawal for personal reasons of a host family initially planned will result in temporary or definitive allocation to a substitute family, without giving rise to any compensation. These circumstances may in no case be considered as

grounds for cancellation of the stay and will not give rise to any refund. alpha.b can in no case be held responsible for possible modifications or cancellations of programs due to force majeure, such as natural disasters, terrorist attacks, epidemics or pandemics, strikes or timetable changes imposed by railway, maritime or airline companies.

4B - Cancellation by the participant or early departure – This must be made by e-mail and by registered letter with acknowledgement of receipt. The date taken into account for a refund under the conditions below is the date of receipt of the registered letter and not the date of sending of the e-mail or said letter. In the event of cancellation 10 days before the arrival date, 100% of the stay is refunded, with the exception of registration fees. Beyond these 10 days, no refund of sums paid will be possible. Once the stay has begun, no refund will be made by alpha.b. Early return – Reduction of the length of the stay, for whatever reason, and in particular in the event of exclusion from the stay, does not give rise to any reimbursement of the part of the stay not completed, nor to any compensation whatsoever. A course that has started is due in full. The same applies to all costs incurred by the return journey. The client is responsible for organising the return journey. In the event of proven force majeure, a refund is possible with the exception of the week already started and the following week if the decision is taken after Wednesday, and of fees in a serviced residence and hotel which are due in full up to the end of the initial reservation.

5 - Insurance – Our insurance covers: any accident occurring under our supervision; basic individual cover is included, in particular repatriation and medical costs. Our insurance does not cover: any accident occurring when you are not under our supervision, as well as travel incidents, illnesses, hospitalisation or repatriation. Schengen obligations: “Non-residents of the Schengen Area must be covered with medical insurance for at least €30,000 and with repatriation assistance to their country of origin in order to obtain visas.” Any student coming to France for less than 3 months is obliged to take out personal insurance for health expenses. Please consult your own insurance company on this subject. **6 - Health insurance** – Participants are in no case insured by alpha.b for illness or accidents occurring outside our lessons. You must imperatively be covered against the risks of illness and accidents abroad. You must check yourself with your health insurance company whether you are sufficiently insured abroad.

7 - Travel file – Each participant receives, around ten days before departure (except in the case of late enrolment), and provided that the balance of the stay has been paid, a travel file including: information relating to the stay: address, telephone number, practical information and formalities. a telephone number reachable 24/24h in case of emergency outside office hours, during the stay any forms to be completed (medical forms, school rules, etc.). For language stays in a host family, the full details of the host family are communicated upon receipt of the deposit, except in the case of late enrolment. **8 - Formalities** – The participant is responsible for making the necessary arrangements for their trip within the deadlines (obtaining a visa, passport formalities, customs formalities, valid insurance, currency, health requirements, etc.). Often, conditions are not the same

depending on the participant's nationality. Please check with the embassy or consulate.

8A - For Swiss and European Union nationals – A valid national identity card or personal passport is sufficient. Minor participants, nationals of Switzerland and of certain European Union countries, travelling alone within EU countries, the Schengen Area and Switzerland must also have an exit permit or “parental authorisation to travel abroad”, which is valid.

8B - For other nationalities, outside the European Union and Switzerland, a tourist visa is sufficient for any stay of less than 90 days. Beyond that, a student visa is compulsory. As alpha.b is a centre labelled “Qualité FLE” by 3 French ministries, obtaining a student visa is made easier when your study project in France is well-founded. Find out more at <https://france-visas.gouv.fr/> . If your visa is refused, the reservation is cancelled under the cancellation conditions cited in point 4B.

9 – Accommodation – The full contact details of the host family are communicated upon receipt of your deposit, except in the case of late enrolment. However, it may happen that the allocated family withdraws at the last moment for serious reasons (illness, family, personal or professional problems, etc.). The contact details of the new family will then be immediately sent in writing when this is still possible or, at the very least, by internet or telephone, at the latest 24 hours before departure. The same will apply in the case of late enrolment. For minors, accommodation in a host family is compulsory in order to facilitate linguistic immersion and the monitoring of underage students. Our host families have been rigorously selected in compliance with the European standard EN14804. They are used to hosting underage students and their criminal record is clear of any conviction. In accordance with our quality commitments, each host family may host a maximum of five participants per accommodation. For minors, a return time between 19:00 and 23:00 will be chosen by the parents in our parental authorisation form for underage students. The host family cannot guarantee that the child respects the return time instructions. However, they will inform the school administration the same day or evening via the emergency number. The school in turn will inform the parents. The minor and the parents must understand that failure to respect curfew instructions will be sanctioned by immediate exclusion and repatriation of the minor to their home country without refund and at the parents' expense. In a serviced residence or hotel: the balance for accommodation formulas in a serviced residence must reach us 10 days before your arrival. After this deadline we will not be able to maintain your reservation in a serviced residence. Furthermore, by choosing this accommodation option, no refund is possible. Remember to take out cancellation insurance with your insurance company.

10 – Transfer – Host families will welcome you free of charge at Nice train station or airport if you communicate your arrival time 72 hours before arrival. Important: no transfers between 21:00 and 08:00. For other accommodation formulas and for departure, the transfer is to be organised by you or booked at extra cost through alpha.b services.

11 - Public holidays – Lessons are not held on public holidays in France and during the 2 weeks of the Christmas and New Year holidays. On public holidays,

individual lessons are rescheduled and a free cultural activity is offered.

12 – Minors: Attendance / supervision / Health monitoring (see also the document “Educational project”)

12A - Attendance The institute's opening hours are: 8:30–16:30 from Monday to Friday. Class hours for students are generally: Monday to Friday 8:45–10:15 / break / 10:30–12:00 for the continuous course + Tuesday, Wednesday, Thursday 13:15–15:15 for the intensive course. Some courses take place in the afternoon on alternating weeks. During breaks and at lunchtime, each minor is free to leave the building independently. In terms of supervision, it is essential that parents ensure their child is sufficiently responsible and mature to move around the city alone from their host family to the school for example, but also during leisure activities which would be at the sole initiative of the minor and therefore outside alpha.b's control. In terms of safety and as required by legislation, emergency, fire, security, etc. procedures are known to all staff. Dedicated training and evacuation drills are held regularly.

12B - Supervision The teaching team ensures the proper integration of each student in class. All students sign a daily attendance sheet at the beginning of lessons. In case of absence, teachers immediately inform the administration which will contact the host family and the student. Parents and the agency are immediately informed by telephone or e-mail. Any notable event, absence or misconduct is recorded in the trainee's pedagogical follow-up file and reported to the parents. Parents must imperatively inform the school 48 hours in advance of any planned absence of their child, either by e-mail or by telephone.

12C – Health monitoring In the parental authorisation form for underage students, parents must complete a medical questionnaire and provide a 24/24h telephone number for emergencies. Authorisation for medical intervention and hospitalisation will be given in the event of illness or accident.

13 – School rules

1 – Hygiene and safety Trainees are invited to read the safety instructions displayed on alpha.b premises. Trainees have access to the various services (library, video room, administrative services, etc.) during their specific opening hours. Smoking in the school is prohibited, as is throwing cigarette ends, paper, etc. on the ground, both inside the building and in the gardens. Trainees may use equipment made available to them under the responsibility of a member of the administrative team or a trainer. It is forbidden to take equipment belonging to the organisation without prior authorisation. Trainees are responsible for their personal belongings. Alcoholic drinks are strictly forbidden on the premises. In case of illness or accident, the trainee must immediately inform the alpha.b office and complete the necessary declarations with the relevant services: insurance company, employer for employees, parents or relatives... In contrast, in case of an accident on the institute's premises, the alpha.b office will complete the declaration and the necessary formalities. If the trainee does not inform alpha.b within 24 hours, alpha.b declines all responsibility regarding the obligation to declare.

2 – Discipline Trainees must be regular and punctual. Any absence of an underage trainee must be justified by the parents. Trainees must wear appropriate

clothing on the premises. Trainees are asked to respect good working and concentration conditions for everyone... no noise, etc. Trainees are bound to discretion regarding information they may obtain about other trainees, about companies or other organisations with which they are in contact in the context of their training. In case of wrongful behaviour by the trainee towards institute staff, other trainees, the host family or French host, or in case of failure to comply with the rules set by these school rules, the following sanctions may be applied: a warning; temporary exclusion (from one to five days); permanent exclusion after explanation. Sanctions are decided by the centre manager or their representative and according to the following procedure: the trainee will be summoned in writing or orally (parents are continuously informed for minors) and will be heard, before any sanction, during an interview during which they may be assisted by another person. The sanction will be the subject of a written and reasoned decision. The director or their assistant will inform of the sanction taken: the employer, when the trainee is an employee benefiting from a course as part of a company training plan. the employer or the joint body that has covered the training costs when the trainee is an employee benefiting from a course as part of a training leave. the trainee, only if they are self-funded. the trainee (and their parents if the trainee is a minor). If the wrongful behaviour constitutes an offence (theft, violence, piracy of documents or IT data, etc.), alpha.b reserves the right to bring proceedings before the competent French courts.

3 – Representation of trainees Each trainee has the possibility to be heard by the managers of Institut alpha.b. They may, if they wish, be assisted by another person. At any time, they may make any suggestion to the managers to improve, where necessary, the running of the course and the living conditions of trainees. Complaints may be individual or collective and relate to the course, living conditions, hygiene and safety conditions and the application of the school rules.

4 - Complaint If, after having spoken with a representative of Institut alpha.b, a trainee considers that no solution has been provided regarding the quality of the services they are supposed to receive, they may submit a written complaint. To do so, they must obtain the “Complaint” form from the alpha.b office. Once completed, the document must be returned as soon as possible to the office. The trainee will receive in exchange a copy of the document and a receipt. Their complaint will be examined within 24 hours by 2 representatives of alpha.b who will, within 72 hours, propose a meeting at which the trainee may express their grievances. During this interview, the trainee may be assisted by another person. Rules taken from Law n° 90 579 of 4 July 1990, Article L. 920-51 of the French Labour Code Decree n° 91-1107 of 23 October 1991, Article R. 922-1 et seq. In application of Articles L227-4 et seq. of the French Social Action and Family Code – in application of European standard 14804.

14 - Use of photos and videos of participants – Photos and videos of participants may be taken during stays and used in all the communication media of our organisation (brochures, leaflets, website and accounts managed and held by our organisation on social networks). The use of these photos and videos is accepted in advance by the participant or their legal representatives if they are a minor. The

photograph and/or video will not be communicated to third parties, nor sold, nor used for purposes other than those mentioned above. It cannot give rise to any remuneration in case of use. The publication or dissemination of the participant's image, as well as the captions or comments accompanying this publication, must not infringe their dignity, privacy or reputation. In case of refusal, the participant will inform the alpha.b office in writing. 15 - Data protection – alpha.b guarantees that your data will be processed in accordance with the legislation applicable in terms of privacy protection. Data may also be processed in order to contact you to inform you about programs and services offered by alpha.b. You have the right to object, on request and free of charge, to the processing of personal data envisaged for direct marketing purposes and you have a right of access and rectification of your data. Minors must be represented by their parents or legal guardian. To exercise your rights, you may contact alpha.b, 2 rue d'Angleterre – 06000 Nice – France. 16 – Complaints – For minors – under 18. Any problem relating to the subscribed program must be reported during the stay to allow rapid intervention by alpha.b teams. It is therefore the responsibility of the participant or their parents to inform the centre managers immediately of any incident or misunderstanding occurring during the stay. Problems of mismatch with the host family, for example (integration problems, lifestyle, food, etc.) must imperatively be reported on site, during the stay and as quickly as possible. No complaint in this respect can be accepted after the participant's return. After the stay, any complaint must be sent by registered letter with acknowledgement of receipt and will only be admissible within the reasonable period of one month following return. For adults – 18 and over. Any problem relating to the subscribed program must be reported during the stay to the manager of the department concerned: accommodation, courses, invoicing etc... or to the alpha.b management. You may also complete a complaint form in your own language, which you can obtain from the office. Your request will be processed quickly and a response will be given at the latest within 72 hours, excluding weekends. Complaints are no longer admissible after the reasonable period of one month following return.

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