



Institut
Linguistique

General Terms and Conditions



1 -Registration – Enrolment in our programs implies acceptance of all terms and conditions outlined by alpha.b Institut Linguistique. Enrolments can be made in writing, by email, or through our website.

Enrolment becomes valid upon receipt of a duly completed and signed enrolment form accompanied by a deposit of 25% of the total amount for your stay.

Important: For stays in serviced residences only, 100% of the accommodation fee must be paid at least 15 days before your arrival.

The deposit includes registration fees and must be paid by:

Bank Transfer to:

CREDIT AGRICOLE 06000 NICE CIMIEZ

IBAN: FR 76 1910 6006 8000 9631 2601 895

BIC/SWIFT: AGRIFRPP891

National payment details: Bank code 19106 / Branch code 00680

Account No: 00963126018 / RIB Key: 95

OR

By credit card (Visa, Eurocard, Mastercard) through distance payment by contacting the alpha.b administrative office.

OR

By Paypal via our website.

2 - Confirmation / Invoice - Upon receiving your enrolment form and deposit, within 48 hours, we will send you an enrolment confirmation and invoice. The remaining balance must be settled at the latest on the first day of your stay.

Important: For serviced residence accommodations, the total balance must reach us 15 days prior to arrival. After this period, we cannot guarantee your reservation in the serviced residence. The contract becomes binding once alpha.b sends the enrolment confirmation, and your enrolment then acquires legal validity.

Full payment must be received by us at the latest on your first day.

Should your chosen program be fully booked, you will be promptly informed and offered an alternative. If no alternative suits you, alpha.b will refund

your deposit.

Failure to pay the deposit or balance by the indicated deadlines allows alpha.b the right to treat the enrolment as cancelled and retain the registration fees.

3 - Changes to Reservation - Any request for a change in your reservation must be communicated to us in writing (letter or email) at least 10 days before your arrival date. Requests will be accepted or declined individually depending on feasibility.

Requests will always be declined in cases of late enrolments (less than 3 weeks before arrival date), as specified above.

4 - Withdrawal / Cancellation - Registration fees are never refundable.

Any cancellation leads to partial or total retention of program fees under the following conditions:

4A - Cancellation or modification by alpha.b Alpha.b may be forced, in exceptional or unforeseen circumstances, to modify programs or services (such as accommodation). In this event, clients will immediately be informed of changes. alpha.b will offer alternative services of equivalent or superior quality or, failing this, a reimbursement of services not provided.

Host families are not considered professional accommodation providers like hotels or residences. Occasional unavailability or withdrawal of a host family for personal reasons will result in temporary or definitive allocation to another host family without entitlement to any compensation.

These circumstances can never constitute grounds for program cancellation and will not result in any refund.

alpha.b cannot be held responsible for changes or cancellations due to force majeure, such as natural disasters, terrorist attacks, epidemics or pandemics, strikes, or schedule alterations imposed by transport companies.

4B - Cancellation by participant or early departure - Cancellation must be communicated via email and registered mail with acknowledgment of receipt. The date considered for reimburse-

ment under conditions below is the receipt date of the registered letter, not the date of sending the email or letter.

In case of cancellation 10 days before arrival, 100% of the stay will be refunded, excluding registration fees. After these 10 days, no refund will be granted. Once the stay has begun, no refund will be made by alpha.b.

Early departure: Shortening the duration of stay, for whatever reason (including expulsion), does not entitle reimbursement for the unused portion of the stay or any compensation. The full fee is due once the course has started. All return travel expenses remain the participant's responsibility. In genuine cases of force majeure, a refund is possible, except for the current week and the following week (if the decision is taken after Wednesday) and any accommodation fees (hotel or serviced residence) due for the initial reserved period.

5 -Insurance – Our insurance covers: Accidents occurring under our supervision, basic individual coverage, including repatriation and medical expenses.

Our insurance does not cover: Accidents occurring outside our supervision, travel incidents, illnesses, hospitalization, repatriation.

Schengen obligations: Non-Schengen nationals must have medical insurance covering at least €30,000 and repatriation assistance to their home country to obtain visas.

Any student visiting France for less than 3 months must obtain personal insurance covering health expenses. Please consult your own insurance provider regarding coverage.

6 - Health Insurance - Participants are not insured by alpha.b for illness or accidents outside lessons. Participants must be covered against illness and accidents abroad. Check with your health insurer whether your coverage is sufficient abroad.

7 - Travel Documents Participants receive a travel file approximately 10 days before departure (except late enrolments), provided the balance pay-

ment has been settled. It includes:

Stay details: addresses, phone numbers, practical information and formalities.

A 24-hour emergency contact number during the stay.

Necessary forms to be completed (medical forms, school rules, etc.)

For homestay accommodations: Family details are communicated after deposit receipt, except for late registrations .

8 -Travel Formalities - Participants are responsible for timely obtaining travel documents (visas, passports, customs requirements, insurance, currencies, health requirements, etc.). Conditions vary by nationality. Please consult the embassy or consulate.

8A - Swiss and EU nationals: - Valid identity card or passport is sufficient. Minors travelling alone in EU/Schengen/Switzerland must also have valid parental authorization.

8B - Other nationalities: A tourist visa suffices for stays less than 90 days; beyond this, a student visa is required. Alpha.b has «Qualité FLE» accreditation, facilitating student visa issuance. Information: <https://france-visas.gouv.fr/>

If a visa is refused, conditions of cancellation (point 4B) apply.

9 - Accommodation- Full details of the host family will be provided upon receipt of your deposit, except in cases of late registration.

However, it is possible that the assigned host family may withdraw at the last moment due to serious reasons (illness, family, personal or professional issues, etc.). In such cases, the details of the replacement family will be immediately communicated to you in writing when possible or, at least, by internet or telephone, at the latest 24 hours before your departure. The same procedure applies to late registrations.

For minors, accommodation in a host family is mandatory to facilitate linguistic immersion and to ensure supervision of underage students.

Our host families have been carefully selected according to the European standard EN14804. They

are accustomed to welcoming minors, and all have clear criminal records.

For minors, a curfew between 7 pm and 11 pm must be selected by the parents on the parental authorization form for underage students.

The host family cannot guarantee the minor's adherence to this curfew. However, they will inform the school administration immediately through the emergency contact number if the minor does not comply. The school, in turn, will inform the parents immediately.

The minor and the parents must be aware that failure to respect curfew hours will result in immediate dismissal from the program and repatriation to the minor's home country without refund and at the parents' expense.

Hotel Residence or Hotel Accommodation:

The balance for hotel residence accommodation must reach us 10 days before your arrival. After this deadline, we cannot guarantee your booking. Moreover, no refunds are possible with this type of accommodation. We recommend that you take out cancellation insurance through your own insurance provider.

10 – Transfers - Host families offer free pick-up at Nice train station or airport provided you inform us of your arrival time at least 72 hours in advance. Please note: no transfers are available between 9 pm and 8 am. For all other accommodation types or for your departure, you must organize transfers yourself or book them at an additional cost through alpha.b.

Public Holidays- Classes are not held on French public holidays or during the two weeks of year-end festivities.

Individual lessons scheduled on public holidays are postponed, and a free cultural activity is offered instead.

12 – Minors: Attendance / Supervision / Health Monitoring (see also «Educational Project» document)

12A – Attendance

The institute's opening hours are from 8:30 am to 4:30 pm, Monday through Friday.

Typical class schedules for students are:

Monday to Friday, from 8:45 am to 10:15 am, then after a break, from 10:30 am to 12:00 pm (standard courses)

Intensive courses are held on Tuesday, Wednesday, and Thursday from 1:15 pm to 3:15 pm.

Some classes alternate weekly between morning and afternoon sessions.

During breaks and lunchtime, minors are free to leave the school building independently.

In terms of supervision, parents must ensure that their child is sufficiently responsible and mature to travel independently between the host family and the school, as well as during leisure activities initiated solely by the minor and thus outside alpha.b's control.

Regarding safety, as required by law, emergency procedures (fire, incidents, etc.) are known by all staff members. Regular training and evacuation drills are conducted.

12B – Supervision

The teaching team ensures each student's successful integration into class.

All students must sign an attendance sheet at the start of each class. In case of absence, teachers immediately inform the administration, which contacts the student and the host family. Parents and the agency are informed immediately by phone or email. Any significant events, absences, or misbehavior are noted on the student's academic file and communicated to the parents.

Parents must inform the school at least 48 hours in advance of any planned absence, either by email or phone.

12C – Health Monitoring

In the parental authorization form for minors, parents must complete a medical questionnaire and provide a 24-hour emergency contact number.

Authorization for medical treatment and hospitalization will be given in case of illness or accident.

13 – School Rules

1 – Hygiene and Safety

Students must familiarize themselves with safety instructions displayed at alpha.b's premises.

Students have access to various facilities (library, video room, administrative offices, etc.) during specific hours.

Smoking is strictly prohibited inside the school and its gardens, and students must not litter.

Students may use equipment provided under the supervision of a staff member. Borrowing equipment without prior authorization is prohibited.

Students are responsible for their personal belongings.

Alcoholic beverages are strictly prohibited within the premises.

In case of illness or accident, students must immediately inform alpha.b administration and carry out necessary formalities (insurance, employer notification, family, etc.). If an accident occurs within the school, alpha.b administration will manage the declaration and required procedures. If students fail to notify the administration within 24 hours, alpha.b declines all responsibility concerning the declaration requirement.

2 – Discipline

Students must attend classes regularly and punctually. Parents must justify any absence of a minor.

Students must dress appropriately within the school.

Students are expected to respect a quiet and productive working environment.

Students must maintain confidentiality regarding information they may acquire from other students, businesses, or organizations related to their training.

In case of misconduct toward school staff, fellow students, the host family, or the French hosts, or violation of school rules, the following sanctions may apply:

Warning

Temporary suspension (1 to 5 days)

Permanent exclusion after a formal discussion.

Sanctions are issued by the school director or representative following this procedure:

Students will be summoned (minors' parents continuously informed) and heard before any sanction is applied. They may be accompanied by another person. Sanctions will be communicated in writing, with justification.

The director or assistant will inform:

The employer (for employed students)

Employer or organization financing the training

The student (or parents for minors) If misconduct constitutes a criminal offense (theft, violence, hacking, etc.), alpha.b reserves the right to pursue legal action through French courts.

3 – Student Representation

Students have the right to express their concerns or suggestions to school management. They may be accompanied by another person. Suggestions or complaints regarding the course, living conditions, safety, hygiene, and internal regulations may be submitted individually or collectively.

4 – Complaints

If, after consulting with alpha.b representatives, a student believes the issue has not been resolved satisfactorily, they may submit a written complaint. Students must request a «Complaint» form from the administrative office, complete it, and return it promptly. Students will receive a copy and acknowledgment receipt. Complaints will be reviewed within 24 hours by two representatives, who will propose a meeting within 72 hours, during which students may explain their concerns. Students may be accompanied during this meeting.

(This regulation is in compliance with French Labor Law No. 90-579 of July 4, 1990, article L.920-51, decree No. 91-1107 of October 23, 1991, article R.922-1, and French Social and Family Code articles L227-4 et seq., as well as European standard EN14804.)

14 – Use of participant photos and videos - Photos and videos of participants may be taken during their stay and used in all communication media by our organisation (brochures, flyers, website, and accounts managed and owned by our organisation on social media). The use of these photos

and videos is accepted in advance by the participant or their legal representatives if they are minors. Photos and/or videos will not be disclosed to third parties, sold, or used for any purposes other than those stated above. No remuneration will be provided for such use. The publication or dissemination of participants' images, captions, or comments accompanying the images must not harm their dignity, privacy, or reputation. In case of refusal, the participant must inform the alpha.b administrative office in writing.

15 - Data Protection alpha.b guarantees that your personal data will be processed in accordance with applicable privacy legislation. Your data may also be processed for the purpose of contacting you with information about programs and services offered by alpha.b. You have the right, upon request and free of charge, to object to the processing of personal data for direct marketing purposes and to access or rectify your data. Minors must be represented by their parents or legal guardians. To exercise your rights, you may contact alpha.b at:

alpha.b, 2 rue d'Angleterre – 06000 Nice – France.

16 – Complaints

For minors (under 18):

Any issue related to the booked program must be reported during the stay to enable rapid intervention by the alpha.b teams. It is therefore the responsibility of the participant or their parents to immediately inform the centre management of any incident or misunderstanding occurring during the stay. Issues such as incompatibility with the host family (integration difficulties, lifestyle, food, etc.) must absolutely be reported promptly, on-site during the stay. Complaints regarding these issues cannot be accepted after the participant's return. After the stay, any complaints must be sent by registered mail with acknowledgment of receipt and will only be admissible within a reasonable period of one month following the participant's return.

For adults (18 and over):

Tout problème relatif au programme souscrit doit

Any problem relating to the booked program must be reported during the stay to the responsible staff member: accommodation, classes, billing, etc., or directly to the alpha.b management. You may also fill out a complaint form in your own language, available from the administrative office. Your request will be dealt with promptly, and a response will be provided within a maximum of 72 hours, excluding weekends. Complaints will no longer be admissible beyond a reasonable period of one month following your return.

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