



La Training Solutions si occupa di consulenza e formazione nel campo delle lingue e delle tecnologie informatiche **da 15 anni** circa.

Crediamo da sempre nella validità dell'esperienza di studio all'estero.

Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

FRENCH IN NORMANDY

Terms and Conditions

When you book a course with French in Normandy, whether directly or via an agency, you accept our terms and conditions of sale and commit yourself to attending classes and respecting the school's internal rules and regulations.

BOOKINGS AND PAYMENTS

In order to process a booking, a non-refundable deposit equivalent to our registration fee (see our current price list) must be paid. If booking accommodation with your course a non-refundable deposit equivalent to the appropriate placement fee (see our current price list) must also be paid. These payments can be made by credit card (Visa or Mastercard only) or by bank transfer (details on request).

You will receive an invoice in Euros and payment must be made before your arrival by credit card (Visa or Mastercard only) or by bank transfer to the account shown on your invoice. If paying by bank transfer from outside Europe, there will be an additional fee to cover bank charges (see our current price list) and please fax or e-mail us a copy of your transfer form together with a copy of your registration form or invoice.

Full payment must be received 3 weeks (15 working days) before the start of your course. Only when payment is received can we confirm the course definitively and send you details of your accommodation.

If you are booking through an agency or a web site other than www.frenchinnormandy.com, you should comply with their terms and conditions.

CANCELLATION CONDITIONS

If you cancel a booking for whatever reason more than 3 weeks (15 working days) before the course start date, your non-refundable registration and, where appropriate, accommodation placement fee will be retained. If you cancel a booking for whatever reason less than 3 weeks (15 working days) before the course start date, your registration fee, your accommodation placement fee (if appropriate), your course and accommodation fees will not be refunded. French in Normandy reminds students that they should take out insurance cover for all eventualities, including cancellations.

NB: If, after you have begun your course, you decide to cut short your course and/or your stay in France, you will not be refunded or compensated in any way. Moreover, if you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you stop your course.



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ABSENCES

Students absent from lessons will not be refunded or compensated in any way and, if you have been issued a French visa on the basis of an invitation letter from French in Normandy, we are obliged to inform the appropriate authorities if you are repeatedly absent

HOLIDAYS

Long-term students who wish to take an unscheduled holiday during their course should inform French in Normandy in writing using the appropriate form (EA4201072008 ABSENCES), available at the ground floor reception office, at the latest 4 weeks before their intended absence, in order to avoid losing their lessons. Each complete week of holiday notified in this way can be taken later. Any periods of less than a week will not be replaced. This procedure must be adhered to strictly or the absence will not be compensated.

LATENESS

So as not to disturb other students, students who arrive over 15 minutes late will have to wait until break time to join their class. However, in exceptional circumstances, teaching staff may allow late students to join class. Lessons lost through lateness will not be replaced.

INSURANCE

French in Normandy is not responsible in any way for accidents, loss or theft of property, money or personal items nor for damage or injury caused to third parties by our students. Students must have civil liability insurance to cover damage or injury caused to third parties, including accommodation providers. You must take out adequate insurance health, repatriation and cancellation costs. [Contact our insurance partner Guardme](#) to subscribe to a suitable policy for your stay at French in Normandy

BEHAVIOUR

In the case of unsociable, unacceptable or abnormal behaviour, French in Normandy has the right to dismiss the student at any time with no refund or compensation.

IMAGE USE

Photos of students taken during lessons, activities or excursions may be used by French in Normandy in its promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents state otherwise. This refusal must be made in writing when booking or by ticking the appropriate box on the student personal data sheet.



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COMPLAINTS PROCEDURE

French in Normandy has a formal complaints procedure. Students are asked to make complaints or comments to the Centre Manager Malika Bezzou or the Study Coordinator Landry Noel who will complete the appropriate document (EA43220909). Students will be asked to countersign this record. French in Normandy will take appropriate remedial action which will also be noted. The student will again be asked to countersign and to add any additional comments they feel necessary. Only complaints signalled in this way during a student's stay can be taken into consideration. French in Normandy reserves the right to decide what compensation is appropriate if the circumstances require such an outcome. In any event no refunds will be made.

INTERNET USE

We have a strict code of conduct that relates to the use of computers and the internet on our premises or in those of our accommodation providers. Any student violating this code will be refused access to our internet rooms and may be asked to leave the school.

DATA PROTECTION

French in Normandy collects and processes data to manage effectively student registration and follow-up. This data is reserved for internal use. French data protection law (January 6, 1978 amended in 2004) gives you the right to access and rectify your personal information and you can exercise this right by [contacting our services](#).