



GENERAL TERMS AND CONDITIONS

1. REGISTRATION

While registering, the student accepts without reservation to abide by the present General Terms and Conditions. Alliance Française Port Harcourt (AF PHC) refers to the General Terms and Conditions of as at the day of purchase. AF PHC reserves the right to change the terms and conditions, as it deems necessary, without advance notification.

1.1. Conditions for admission

To be eligible for admission at AF PHC, the prospective student must be aged from 3 years and above. For those under 18, parental permission is required. Registration will be confirmed upon the full payment of the fees at the counter or online. Only registered students are accepted in class. Registration is only complete when full fees are paid. Registration is on a “first fully registered, first served” basis, including former students

1.2. Student membership

The Student Membership is compulsory for enrolment in a course. A fee of 2,500 NGN is to be paid upon enrolment and is valid until the end of the civil year. Once paid, the membership fees are not refundable. Membership is not transferable

Membership:

- gives access to the Multimedia Library “Culturethèque”.
- gives free entrance or low fee entrances for some cultural events.
- entitles the member to receive the e-newsletter of the AF PHC and information on the organised events by the AF PHC.

2. COURSES

Course fees are strictly non-transferable and non-refundable. Classes have a maximum of 15 students. When the number of registrants in a class is too low for the opening of the latter, options for joining equivalent groups are offered to students. AF PHC reserves the right to assign any teacher to any class. AF PHC reserves the right to divide, combine, cancel, or reduce hours for any classes as it deems necessary. AF PHC reserves the right to vary courses and event details, prices and dates without notice and shall not be liable if scheduled courses or contracted services cannot be delivered. Students are requested to attend all the classes on time and avoid missing classes. No credit/refund/discount on the missed classes is possible.

2.1. Placement test

A placement test is mandatory for anyone who wants to join a non-beginner class. AF PHC will not proceed to any refund for the course if the student drops out because the level chosen was not suitable. No trial class is allowed.

2.2. Young audience classes

AF PHC classes for the young audience. AF PHC shall not be responsible for any child fifteen minutes after the close of class. The parent or adult responsible for the younger pupil must pick them up immediately after the class. On the contrary, AF PHC reserves the right to annul the registration of any such pupil or to demand a financial compensation from the parent(s) of such a pupil/student. AF PHC is not a nursery; hence babies, unattended children or nannies will be allowed neither in nor during classes.



2.3. Division, Combination, Resizing and Cancellation of Courses

If the class is not open, students can choose either a full refund or a postponement to the following session. Those who opt to carry over to the next session should be aware that the specific level may not be offered or may only be offered on another day / time. AF PHC reserves the right to cancel any course or reduce the number of instructional hours of any given group course due to insufficient enrolment. AF PHC reserves the right to rearrange or to cancel classes if a minimum of students is not reached at any time. If one or several classes are cancelled due to unexpected circumstances during the session, AF PHC reserves the right to switch to online classes or to define a different date and time to cover up the missed classes.

2.4. Deferment and Transfer of Hours

“Think before you pay” policy applies: Neither reimbursement nor deferment of the course can be made after registration. ONLY in the situation of “force majeure”, a written request with concrete justification will be studied on a case-by-case basis by the Director of Classes & the AF PHC Director. Any accorded postponement is non-refundable and is valid ONLY for the next two sessions within the same calendar year. The student may have to pay additional tuition if the rates have changed since the initial enrolment. Registrations are non-transferable in any case to any other person for the session. Classes do not take place on public holidays. Public holidays are generally included in AF PHC courses calendar and schedule. For public holidays falling on weekdays, remedial lessons will be organised at the end of the session. Students cannot make up for a missed class by attending a similar class on another day / time. No refund or credit note will be issued in the event of the student's absence for any reason.

2.5. Books

Books are mandatory for group courses and are valid for several sessions. Books must be purchased at AF PHC only.

3. OFFICIAL EXAMINATIONS

Registration for the various exams offered at the AF PHC takes place within a defined period; the days and the hour are affixed to the reception. No postponement or registration will be accepted outside the stipulated deadlines.

To register, the student must present:

- An identity card (driving licence, international passport, national identity card, voter card), as requested on the day of the examination.
- An email address and a valid telephone number, which the candidate undertakes to consult daily to be informed of any information that AF PHC wishes to communicate with him.
- Depending on requests from official institutions, additional personal information may be required to register for certain tests.

The full examination fee(s) must be paid on the day of registration. No refund will be made for any reason.

On the day of the exam, no delay or absence will be tolerated in which case the candidate will not be allowed to sit for the exam and no refund or compensation will be granted.

On the day of the exam, if no ID is presented, the candidate will not be allowed to sit for the exam and no refund or compensation will be granted.

It is the candidate's sole responsibility to ensure that they are registered for the appropriate exam. AF PHC and its employees cannot be held responsible for the choices made by the candidate.

All applications and supporting documents must be received / registered before the registration deadline (see calendar). No application will be accepted if it is received incomplete or after the registration deadline. No exception will be made.

All cancellation or postponement requests must be received before the registration deadline. No refund or request for postponement will be processed if received after the registration deadline. Exceptions may be made for medical emergencies justified by supporting documents and will be studied on a case-by-case basis at the discretion of the management.

3.1. TEF & TCF exams

Registration for the TEF and TCF exam fees can be paid for one year in advance.

In case of payment in advance, the candidate must notify the AF PHC, by email to reception.phc@af-nigeria.org, of his willingness to take the exam before the exam date registration deadline (see calendar).

The candidate has one calendar year to take their exam once payment is received.

The date of receipt of payment by the AF PHC marks the start of the countdown to take the exam.

At the end of one year after the payment of the examination fees and without having taken the exam, the candidate will have his registration cancelled and should proceed to the payment of the registration fees again.

4. PRIVATE TUITION

Payment policy: Students must pay upfront the number of hours they wish to commit into it and use it within 6 months.

Cancellation: We require at least 24-hour notice of cancellation in writing by email to reception.phc@af-nigeria.org, and to the tutor. Students who fail to attend or to cancel 24 hours in advance will be charged the full amount.

Monday classes must be cancelled by Friday 5.00pm, or the full amount will be charged for all the hour(s) scheduled on that day.

The following situations will be considered voluntary abandonment; the class will be annulled and can neither be refunded nor deferred if:

- The student is not present in class without a 24 hours prior notice to the center.
- The student is late for more than 15 minutes without notifying the center.

Private classes (at AF PHC premises, at home or online) start and finish at the agreed time between tutor and student.

If a student arrives late to a private lesson, the tutor may not be able to teach longer than the initial agreed time.

If a student is running late, we appreciate a courtesy call.

5. PRIVATE OR GROUP DISTANCE LEARNING LESSONS

Should AF PHC experience technical disruption at the time of a lesson preventing provision of the scheduled session, a “make-up” lesson will be arranged at the earliest convenience for the learner and AF PHC, but no refund shall be available.

AF PHC is not responsible for the quality of the learner’s internet connection, equipment quality or related issues.

Distance learners are required to correctly install Videoconference software or other Distance Learning application as specified and agreed with AF PHC.

Distance learners are responsible for ensuring they have a working high-speed internet connection, relevant user account and ID, and suitable headset and microphone for each Distance Learning session.

Should a distance learner be located in a different time zone from Nigeria one, the learner is responsible for ensuring they are available at the correct prearranged time relative to Nigeria time.

6. PRICES & PAYMENT

Payments can be made by bank transfers or cash.

Students who join the group during the session pay the full amount.

AF PHC reserves the right to increase its fees without notice

AF PHC applies a strict no-refund policy for any sold product.

In case of pre-planned or unforeseen absence, no discount/refund/credit is possible.

6.1. Discounts

AF PHC will specify the discount/promotion period of course registrations through its general communication media.

No discount will be offered once periods are over.

7. LIBRARY/MEDIA

The library is accessible for free to students of Alliance Française, Port Harcourt. Every nonstudent desiring access to the library must pay a non-refundable registration fee of N2, 500 valid for one year (date to date) and must equally pay another Cautionary N2, 500 with the receptionist for borrowed books, this Cautionary fee is refunded at the end of the period if he is not found wanting in any area.

The library has its internal rules and regulations



8. PERSONAL INFORMATION

AF PHC can be required to take photos of students in order to use them for illustrations in a brochure, publicity or on its internet site; except if there is a contrary opinion from the student. Students can send an email to reception.phc@af-nigeria.org if any objection.

AF PHC will only ask you to provide the information necessary to process your class registration and analyses of its audience.

Students' and members' private information will never be shared with any third party.

Lessons may be recorded strictly for quality control; no diffusion will be made without the participants' approval.

AF PHC will always use the email address you provided when registering to communicate with you the information necessary for your use of its services.

In the event of a change of email address, the student is required to notify AF PHC, otherwise the AF PHC cannot be held responsible for the failure to provide information.

Students will be added to our newsletters list. Students can send an email to reception.phc@af-nigeria.org if any objection.

All information about AF PHC will be published on AF PHC social media or any general communication in its premise.

For any request, absence, confirmation or question, students can write to reception.phc@af-nigeria.org

9. INSURANCE

Health, accident, and civil insurances are strictly at the risk of the student.

Objects, personal belongings, vehicles, and other valuables of the students are not guaranteed against theft, losses or degradation, whatever may be the cause. It is, therefore, the responsibility of the student to take adequate measures to secure his/her personal belongings.

10. ATMOSPHERE, BEHAVIOUR & DISCIPLINE

AF PHC is an a-religious and apolitical institution.

All users or visitors to AF PHC must show the utmost respect to anyone working for AF PHC as well as the teachers.

Comments or behaviour of a discriminatory nature or detrimental to the smooth running of AF PHC activities, any physical or verbal violence by a student towards another student, or any staff member, or any visitors to AF PHC premises, may result in the final exclusion of the student without reimbursement at any time during the session.

No food and drink are allowed (classrooms, library) apart from bottled water in the classroom.

When in the hallways, students are asked to keep the conversation volume / noise low so as not to disturb the running courses or exams.

Loud conversations and shouting are not accepted, and phone calls should be made outside of the learning environment (including hallways and library) to avoid disruption.

Everyone is asked to ensure the cleanliness of the rooms and the proper use of equipment and spaces for the common good of all.

Any deterioration of the furniture engages the responsibility of each one.

The cost of repairing damaged equipment will be billed to the person who damaged it.

In a situation where a student or any other person does not respect this General Conditions of Sales, particularly a disrespectful conduct or abnormal behaviour of a student, AF PHC reserves the right to expel the person from its premises and interrupt his/her registration without prior notice and refund.

I, Undersigned, hereby declare that I have read and accepted the terms and conditions for this registration.

On this day,

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SIGNATURE

