

GENERAL TERMS AND CONDITIONS

1. REGISTRATION

By registering for any service at Alliance Française Port Harcourt (AF PHC), the individuals agree to comply fully with the present General Terms and Conditions. These terms apply as of the date of registration and may be updated by AF PHC without prior notice.

1.1. Conditions for admission

Courses are open to students aged 3 years old and above. Students under 18 must present parental consent.
Any registration should go with a valid email address and a valid WhatsApp telephone number, which the candidate undertakes to consult daily to be informed of any information that AF PHC wishes to communicate with him.

1.2. Student yearly registration fee

The student yearly registration fee is compulsory for enrolment in a course.
A fee of 5,000 NGN is to be paid upon enrolment and is valid until the end of the civil year.
Once paid, the registration fees are non-refundable, except if they are linked to the first course registration of the year and the class does not open.
Registration fee is not transferable

Benefits of the Registration fee include:

- access to the Multimedia Library “Culturethèque” and Alliance Française on-site library when it’s available.
- Free or discounted access to cultural events
- Subscription to the AF PHC newsletter

1.3. “Think before you pay” policy

Once a student has registered and paid for a specific program, they may not request to switch to a different program.
An exception may be made only if the program does not open and a specific arrangement is agreed upon, as outlined in these Terms and Conditions.

2. GROUP COURSES

2.1. Group Class Requirements and Course Opening

On-site group classes require a minimum of 5 students and are limited to a maximum of 15 students.

Online group classes require a minimum of 5 students and are limited to a maximum of 9 students.

If a course does not open due to low enrolment, and no equivalent class is available, the registration remains valid for up to 2 months from the intended start date. If after this period the class has still not opened, a refund may be granted.

By registering, the student agrees to accept a delayed course start within a maximum of 2 months from the initially scheduled date.

2.1. Class Rules and Attendance

Course fees are **non-refundable and non-transferable**, except when the course does not open after the 2-month delay period.

Punctuality and attendance are mandatory; no compensation is offered for absences.

Missed classes cannot be made up by attending another group.

Students are expected to **repeat the level** if they fail the end-of-session exam. AF PHC will not be responsible for issues arising from non-compliance.

No trial classes are permitted.

2.1. Enrolment After Course Commencement

If a student joins a class after it has already started, whether by one day, one week, or more, they are still expected to complete the programme by the original end date set by Alliance Française.

No extra time will be granted to make up for missed sessions. No refund or reimbursement will be issued for the days not attended.

Alliance Française will not be responsible for students who decide to pay and join after a session has been running for an extended period. Payment is made per session. A new payment is required at the start of each session, regardless of any delay or late enrolment.

2.1. Teachers and Course Adjustments

Students **cannot choose their teachers**. AF PHC reserves the right to assign or change instructors.

AF PHC may **divide, merge, or rearrange** classes to ensure pedagogical and logistical balance.

The **total number of paid hours** will always be delivered, regardless of internal restructuring.

AF PHC may postpone courses or services by up to one month without liability.

In unforeseen cases, AF PHC may switch in-person classes to online.

2.2. Books

Textbooks and workbooks are mandatory for all group courses.

Students who do not possess the required materials are hereby informed that their learning experience may be significantly impacted negatively.

All learners are expected to purchase the current textbooks and workbooks in use.

If a student's lack of materials disrupts the class, AF PHC reserves the right to temporarily exclude the student until the situation is resolved, without any compensation or refund.

2.3. Switching Between Online And In-Person Classes

Students are not allowed to switch between online and in-person learning modes during an ongoing programme.

The learning mode selected at the time of registration, whether online or in-person, must be maintained until the end of that programme.

For example, a student enrolled in an online programme cannot switch to a physical class midway.

Switching is only permitted at the end of the completed programme, prior to registration for a new session.

2.4. Public Holidays and Closure Days

No classes are held on public holidays and the last Saturday of each month (sanitation day).

When an unplanned public holiday falls on a class day, a make-up session will be organised at the end of the session to ensure that the full number of paid instructional hours is delivered.

2.5. Exam Results and Learning Outcomes

AF PHC does not guarantee any specific result in official exams or assessments.

Success depends on the student's attendance, personal effort, and individual abilities.

The Alliance Française cannot be held responsible for failure or unsatisfactory results in an exam following a course taken at the Alliance Française. Courses are delivered with no obligation of result; success depends primarily on the student's attendance, personal effort, and individual ability.

2.6. Prohibition of Recording and Reproduction of Class Content

Recording, sharing, or reproducing class content (lessons, materials, platforms, videos, etc.) is strictly prohibited without prior written permission from AF PHC management. Any violation may result in immediate suspension of enrolment without a refund.

3. PRIVATE TUITION

3.1. Payment Policy

Private lesson hours must be paid in advance and used within a maximum period of two (2) months for the initial 10 hours. For every additional batch of 10 hours purchased, an extra one (1) month will be granted. All unused hours beyond the allowed period will be forfeited and cannot be refunded or deferred.

3.2. Cancellation, Absence and delay

Any cancellation must be made in writing at least 24 hours in advance to both the tutor and AF PHC via email at reception.phc@af-nigeria.org. If the student fails to give proper notice, the scheduled class will be considered as taught and cannot be refunded or rescheduled. For example, a class scheduled on Monday must be cancelled by Friday at 5:00 p.m., otherwise the full fee will be charged. If a student arrives more than 30 minutes late without notifying the Centre, the class will be cancelled and counted as used. In the event of a delay, students are expected to notify the Centre or tutor as a courtesy.

3.3. Class Timing

Private lessons, whether at AF PHC, at home, or online, begin and end at the time agreed upon registration. If the student arrives late, the class will still end at the agreed time, and the missed portion will not be compensated.

4. PRIVATE OR GROUP DISTANCE LEARNING LESSONS

In the event that AF PHC instructors experience a technical disruption during a scheduled session, a make-up class will be arranged at the earliest possible time. However, no refund will be issued in such cases.

AF PHC is not responsible for issues related to the learner's internet connection, equipment, or any other personal technical difficulties.

Distance learners are required to:

- Properly install the videoconferencing software or any other distance learning platform specified by AF PHC.
- Ensure they have a stable high-speed internet connection, a valid user account and ID, and a functioning headset and microphone for each session.

Learners located in a different time zone from Nigeria (GMT+1) are responsible for being available at the scheduled time, adjusted to Nigerian local time.

5. PLACEMENT TEST

A **placement test is mandatory** for any student wishing to join a class **above beginner level**.

The test is charged at the **rate in effect at the time of administration**.

No refund will be granted if the student decides to withdraw from the course because the level assigned was not suitable.

Alliance Française assumes that the student has made a sincere effort during the placement test and that the results reflect their actual level. Therefore, the class assigned is considered appropriate for the student's abilities.

6. YOUNG AUDIENCE CLASSES

AF PHC shall not be held responsible for any minor remaining on the premises after class has ended.

Parents or designated guardians are required to pick up their children immediately at the end of each class.

A supervision fee will be charged per hour at the private class rate in effect at the time of supervision and calculated on a pro-rata basis based on the duration the child remains under AF PHC staff supervision. Failure to do so may result in the cancellation of the child's registration without a refund.

AF PHC is not a childcare facility. Consequently, babies, unattended children, and nannies are not allowed in classrooms.

However, children with accompanying person, may wait in the AF PHC restaurant area, or on the restaurant terrace if the indoor space is occupied, provided they do not disturb ongoing activities.

Alliance française will not be held responsible for any emergency that may occur with the minor or the accompanying person.

7. LIBRARY

The library is accessible for free to students of Alliance Française Port Harcourt. Every non-student desiring access to the library must pay a non-refundable non-transferable registration fee of N5,000 valid for one year (date to date)

No bags are allowed in the library

No food or drinks are allowed in the library

The library has its internal rules and regulations

8. OFFICIAL EXAMINATIONS

8.1. Registration Period and Deadlines

Registration for official examinations at AF PHC must be completed **within the defined registration period** indicated in the exam calendar. **No late registration or postponement** will be accepted after the deadline.

8.2. Required Documents for Registration

To register, candidates must submit:

- A **valid original identity document**, as required for the specific exam and level, as indicated in the registration form.
- Any **additional personal information**, if requested by the official examining institution.

All supporting documents and the registration form must be submitted **in full before the deadline**. Incomplete or late applications will be **automatically rejected**, without exception.

8.3. Examination Fees

The full exam fee must be paid **before the registration deadline**.

Examination fees are non-refundable, regardless of attendance or performance.

8.4. Exam Day Regulations

On the day of the exam, **no delays or absences** will be tolerated. Any candidate arriving late or failing to attend will be denied entry, with **no refund or compensation**.

Candidates must present the **exact form of valid ID** stated in the registration form. Failure to do so will result in disqualification without refund.

8.5. Responsibility of the Candidate

It is the candidate's sole responsibility to **select and register for the correct exam** and level.

AF PHC and its staff **cannot be held responsible** for errors made by the candidate regarding exam choices.

8.6. Requests for Postponement or Cancellation

In cases of **medical emergencies or exceptional circumstances**, a written request accompanied by **supporting documentation** may be submitted.

Such requests will be reviewed on a **case-by-case basis** by AF PHC management and the official examination body.

Requests must be submitted **as soon as possible by email** to reception.phc@af-nigeria.org.

8.7. Applicable Regulations

Each exam offered at AF PHC is governed by the **specific terms and conditions** of both AF PHC and the relevant **exam authorities** (e.g., France Éducation International, CCIP).

By registering, candidates agree to abide by all applicable regulations.

9. PRICES & PAYMENTS

9.1. Payment Terms

All payments must be made through the Paystack platform provided by AF PHC.

No partial payment is accepted.

Registration is confirmed only after full payment of the course fee and the yearly registration fee.

Class placement follows a *first fully paid, first served* principle.

9.2. Late Registration

Students registering after the session has started are still required to pay the full course fee. However, they will only be entitled to attend the number of instructional hours remaining, starting 24 hours after their full payment is received and confirmed.

By registering late, students acknowledge and accept that they will not benefit from the total number of hours originally planned for the course.

9.3. Product Sales

For any products sold (e.g., books), customers must verify the condition of the item before purchase. Once purchased, no exchange, refund, or credit will be granted.

9.4. Price Adjustment

AF PHC reserves the right to revise its prices at any time during the year without prior notice.

9.5. Non-Payment Policy

If a student joins a class due to an administrative error and the payment is later declined or incomplete, AF PHC reserves the right to suspend the student until full payment is received and confirmed.

9.6. Discounts

Discounts or promotional offers on course registrations will be communicated clearly via AF PHC's official communication channels. No discount will be applied after the promotional period has ended.

10. PERSONAL INFORMATION

AF PHC may occasionally take photos of students for use in brochures, publicity materials, or on its official website or social media platforms.

If a student does not wish to appear in such materials, they must notify the Centre by email at reception.phc@af-nigeria.org.

AF PHC only collects the personal information necessary to process class registrations and to better understand its audience.

Under no circumstances will students' or members' personal data be shared with third parties.

Lessons may be recorded strictly for internal quality control purposes. These recordings will never be published or shared without the prior approval of the participants.

All official communication from AF PHC will be sent to the email address provided at the time of registration.

Students are responsible for informing the Centre of any changes to their contact details by emailing reception.phc@af-nigeria.org. AF PHC cannot be held responsible for missed communications due to outdated contact information.

All students are automatically subscribed to the AF PHC newsletter. Those who wish to unsubscribe may send a request by email to reception.phc@af-nigeria.org.

General information about courses, events, and updates is regularly published on AF PHC's social media pages, official website, and internal notice boards.

For all requests, absences, confirmations, or questions, students are invited to contact the administration via reception.phc@af-nigeria.org.

11. INSURANCE

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

12. ATMOSPHERE, BEHAVIOUR & DISCIPLINE

12.1. *Institutional Neutrality*

AF PHC is an a-religious and apolitical institution.

12.2. *Respectful Conduct*

All students, visitors, and users must demonstrate **the highest level of respect** toward staff members, teachers, and fellow students. Any form of **discrimination, verbal or physical violence**, or behaviour that disrupts the smooth running of AF PHC activities will lead to **immediate and permanent exclusion**, with no refund.

12.3. *Food, Drink, and Phone Usage*

No food or drinks are allowed in classrooms or the library, except for **bottled water** in classrooms.

Phone calls must be made **outside** the classrooms, library, and hallways to avoid disruption.

All phones should be on **silent or vibrate mode** during class hours.

Students are expected to **keep noise levels low** in common areas to respect ongoing classes or exams.

12.4. *Cleanliness and Use of Facilities*

Everyone is responsible for maintaining cleanliness and proper use of shared spaces.

Any damage caused to furniture or equipment will be billed to the responsible party.

12.5. *Disciplinary Measures*

Failure to comply with these general terms and conditions, including **disrespectful conduct or inappropriate behaviour**, may result in **immediate expulsion** from the premises and **termination of registration** without prior notice or refund.