

## Institut de Touraine Terms and conditions

### **1. Institut de Touraine**

Institut de Touraine is a private higher education institution, registered with the Education Regional Authority of Orleans-Tours, a non-profit association by French law, linked by a cooperation agreement to the University of Tours.

Trade register number: 77534361900018, vocational training number: 243700022437. Registered office: 1, rue de la Grandière BP 72047, 37020 Tours Cedex 1, France.

### **2. Registration**

Registration is completed once the signed application form has been received by the Institut de Touraine (by fax, email or through the website) and a deposit 30% has been paid.

The application form must be filled out and signed by a person of age. If the student is under age, the form has to be signed by the legal representative. The name and contact details of the legal representative should be indicated on the application form.

The person who is legally responsible for the registration is named hereafter "the counterpart".

### **3. Information provided upon registration**

The counterpart must give accurate and comprehensive information on the application form.

The Institut de Touraine cannot be held responsible for any consequence that may arise from the provision of inaccurate or incomplete information by the counterpart.

### **4. Programs and fees**

The programs are described in the documentation of Institut de Touraine and on its website. The registration is made in accordance with the official price list for the chosen period.

### **5. Payment**

A deposit of 30% of the tuition fees should be paid upon registration. The outstanding balance should be paid at least 30 days before the start of the course. Any applicable fees for bank transfer or postal order have to be paid by the counterpart.

### **6. Visas**

Students should check with the French Consulate in their country of residence whether they need a visa to study in France. If a visa is required, they should start the procedure to obtain a visa as soon as they receive their registration certificate. Students should also possess all necessary documents and resources required for their sojourn in France (valid passport, vaccination, travel insurance, etc.).

### **7. Insurance**

The counterpart should take in all necessary insurances for the student's stay in France, including civil liability and medical insurance.

The Institut de Touraine cannot be held responsible for any consequences that may arise from the lack of insurance coverage of a student. Medical costs incurred in France by students will never be paid by Institut de Touraine.

### **8. Students' duties**

Students should attend classes regularly.

The Institut de Touraine is entitled to expel a student if he (she) disturbs the class, does not attend class, steals or damages property. In those cases, tuition fees will not be refunded.

The Institut de Touraine can expel under age students from its programs if said students breach the code of conduct signed by their parents or if there is a health hazard for the student (consumption of drug, alcohol). In those cases, repatriation costs will be borne by the parents and tuition fees will not be refunded.

### **9. Duties of the Institut de Touraine**

The Institut de Touraine should organize the training according to the information provided to the counterpart at the time of registration and according to the information available on its website and its official documentation.

The Institut de Touraine can book accommodation on request of the counterpart. It will inform the counterpart as soon as possible in case of problems (for instance, if the selected accommodation is not available) and will offer alternative solutions.

The Institut de Touraine is entitled to modify its courses and its services, provided that these changes cannot be avoided, that they are due to external circumstances and provided that these changes do not alter significantly the provision of training service.

### **10. Cancellation before the start of the course**

#### **10.1 Cancellation by the counterpart**

##### **• Period of withdrawal**

The counterpart has a deadline of 7 clear days after sending the application form to exert its right of withdrawal without giving any reasons or incurring penalties. Bank charges will be deducted from the reimbursement.

##### **• Cancellation**

The cancellation must be notified in writing, by fax, mail or e-mail. If the cancellation occurs at least one month prior to the course starting date, the tuition fees paid to the Institut de Touraine will be fully refunded. Bank charges will be deducted from the reimbursement.

If the cancellation occurs less than one month prior to the start of the course, the Institut de Touraine will retain 30% of the tuition fees.

If the visa application is rejected, tuition fees are fully refunded, once the student provides a proof of visa denial. Said proof shall be sent to the Institut de Touraine before the course starting date.

The booking fee is never refunded.

#### **10.2 Cancellation by the Institut de Touraine**

The school can cancel any course, especially if the minimum number of students is not achieved.

In this case tuition fees paid by the counterpart will be fully refunded.

#### **11. Registration change made by the counterpart**

The counterpart can change the course dates or the type of program, provided that he notifies said changes to the Institut de Touraine in writing at least one month before the course starting date. No cancellation fee applies in this case.

Any change made in the dates of the course, the type of program or the accommodation booking entails complementary registration fee (worth EUR 40). Requests for changes should always be made in writing (letter, email or fax).

**12. Registration change made by the Institut de Touraine**

The Institut de Touraine can change a registration if it is required. The Institut de Touraine can reduce the number of teaching hours if there are not enough students with a similar level of French at a given time.

**13. Interruption of course**

The students who wish to interrupt their course once it has already started are not entitled to any refund of tuition fees.

This provision applies to the whole duration of the sojourn specified on the certificate of enrollment delivered by the school.

Under exceptional circumstances, a partial refund of the tuition fees is possible. A refund can only be claimed in two cases:

- Death of an ascendant or a descendant in the family of the student,
- Admission to an undergraduate or a postgraduate program in France (bachelor, master or PhD), which requests an early departure.

The counterpart shall provide all necessary proof to obtain a refund: death certificate and air ticket in case of death of ascendant or a descendant, enrollment certificate in case of continuation of studies.

The amount of the refund of the tuition fee is calculated as follows: Institut de Touraine will retain 30% of the remaining tuition fees, with a maximum of 4 weeks, the balance being refunded to the counterpart.

**14. No show**

The students who do not come to class on the due date and have not informed the school owe the full tuition fees.

**15. Irregular attendance**

Irregular attendance of the course does not entitle the student to any kind of refund.

The Institut de Touraine is entitled to refuse to deliver an attendance certificate to a student who has been absent without any valid reason.

**16. Duplicate**

Duplicates of diploma or grade reports can be sent to students who lost the original document. This service is charged EUR 30 (shipping/postal fee included). If courier service is requested it is billed in addition.

**17. Public holidays**

No class will be held on public holidays. There will be no compensation for public holidays.

**18. Complaint**

Any complaint or disagreement should be notified in writing by the plaintiff to the other Party. In case of complaint or disagreement between the Parties, the Parties will make their best effort to solve the issue through an amicable agreement, within a period of 30 days after notification.

If no amicable agreement has been reached within 30 days, the Parties can submit the case to Groupement FLE to remedy the situation: Groupement FLE, 3 impasse Barnabé, 34000 Montpellier. Email: [contact@groupement-fle.com](mailto:contact@groupement-fle.com)

In the last resort, the court of Tours has jurisdiction.

**19. Opposability**

The terms and conditions are an integral part of the programs and services offered by the Institut de Touraine. The counterpart is supposed to have fully understood and agreed upon said conditions, unless other arrangements have been made and agreed upon in writing between the Parties.

The registration for a course at Institut de Touraine entails adherence to the sales conditions of the Institut de Touraine.

Tours, 12 June 2018