

Terms and Conditions of Sale

1. Identification of the professional

Institut de Touraine, an association governed by the French law of 1 July 1901, whose registered office is located at 1 rue de la Grandière, 37020 Tours, France.

SIRET: 775 343 619 00018 — APE Code: 85.42Z — Intra-Community VAT No.: FR66 775 343 619.

Professional liability insurance taken out with GAN Assurances, policy no. 006612862001.

All correspondence may be sent to the above address or by email to contact@institutdetouraine.com.

2. Registration

The minimum age required for enrolment in group courses is **16 years old** on the course start date.

Registration may be completed either on site or by submitting the registration form by email. It must be accompanied by a **deposit corresponding to 30% of the tuition fees**.

For **minor learners**, a signed parental consent form must be provided. Minors are required to stay with a **host family on a half-board basis**.

The administrative fee is **€85**.

Responsibility for minor learners:

Minor learners are under the responsibility of the Institut de Touraine during lesson times and Institute-supervised activities. The Institut de Touraine shall not be held liable if the provisions set out in the **Minor Learner Form**, signed by the learner's legal representatives, are not complied with.

3. Right of withdrawal

In accordance with Article L221-18 of the French Consumer Code, any learner who enrolls **remotely** has a fourteen (14) day right of withdrawal from the date the contract is concluded, without having to provide any reason and without incurring any penalties.

Where the learner wishes the training programme to begin before the expiry of this withdrawal period, they must make an express request and acknowledge that they waive their right of withdrawal from the date on which the service begins.

Once the fourteen (14) day withdrawal period has expired, or where the learner has waived their right of withdrawal, any cancellation shall be subject to the conditions set out in Article 6.

4. Payment terms

Registration becomes final upon receipt of:

- the completed registration form; and
- payment of a **deposit corresponding to 30% of the tuition fees**.

For stays of **less than one month**, the remaining tuition fees must be paid **no later than thirty (30) days before the course start date**.

For stays of **more than one month**, the tuition fees for the **first month** must be paid in full before the course begins. A payment schedule may be offered for long-term stays.

Any bank charges associated with payment shall be borne by the client.

All payments must be made in **euros**, either by:

- **Bank transfer** to Institut de Touraine
IBAN: FR76 1940 6370 1537 9552 6400 116
BIC: AGRIFRPP894
Bank: CR Touraine Poitou
- **Credit card**: Visa or Mastercard

Upon receipt of the deposit, the Institut de Touraine will send the learner:

- a confirmation of enrolment;
- an invoice for the outstanding balance;
- a certificate of enrolment;
- accommodation information, when accommodation has been arranged through the Institute.

5. Postponements

The contracting party may make one postponement free of charge.

From the second postponement onwards, the following fees shall apply:

- Second postponement: €100;
- Third postponement: €100 plus the equivalent of one week's tuition fees;
- From the fourth postponement onwards: all amounts paid shall be retained by the Institut de Touraine.

6. Cancellation

Once the statutory withdrawal period has expired, or where the learner has waived their right of withdrawal, the following cancellation charges shall apply:

- **Cancellation at least ten (10) calendar days before the course start date**: the **administrative fee** and **30% of the total tuition fees** shall be retained.
- **Cancellation less than ten (10) calendar days before the course start date**: the **administrative fee** and **50% of the total tuition fees** shall be retained.

Any amount paid in excess of these charges will be refunded.

The Institut de Touraine reserves the right to cancel a course if the minimum number of participants is not reached. In such cases, all administrative fees, tuition fees and accommodation fees paid by the learner will be refunded in full.

7. Interruption of courses

Learners wishing to interrupt their course after the start date are not entitled to any refund of tuition fees for the remaining period. This provision applies over the total duration of the stay indicated on the enrolment certificate.

As an exceptional and discretionary measure, a partial refund of tuition fees is possible in the following cases:

- Death of a direct ascendant or descendant

- Admission to a degree program (bachelor's, master's, doctorate) at a French higher education institution, requiring early departure
- Major and unforeseeable professional impediment, upon presentation of a supporting document from the employer, provided that the enrolment was made by the employer.

Proof must be provided (death certificate, proof of enrolment, employer's certificate, etc.). In these cases, the Institute retains 30% of the remaining fees, up to a limit of 4 weeks of courses.

No course, hour, day or part of a course not attended entitles the learner to any refund, compensation or postponement.

8. Internal regulations

Learners are required to comply with the internal regulations of the Institut de Touraine. If their behaviour is likely to disrupt the proper conduct of the service (attendance, courses, activities, accommodation) or harm the reputation of the Institute, the learner will be immediately excluded, without any right to a refund.

No courses are held on public holidays. Public holidays do not entitle the learner to any compensation.

Each learner must take out insurance covering illness, theft, luggage, etc. Proof of valid insurance must be sent to the Institute before arrival on site.

9. Attendance and lateness

Learners are required to attend their course diligently. This obligation is particularly strict for minor learners, learners benefiting from funding (employer, scholarship) and learners subject to a justification requirement as part of a visa procedure.

In the event of repeated, unjustified absences, the certificate of attendance cannot be issued to the learner. For learners subject to a visa requirement, any unjustified absence may be reported to the competent authorities. Any absence must be notified to the Institute by email.

10. Right to image

The Institut de Touraine may take photographs or videos as part of the life of the institution (courses, activities, outings, communal life) and use them in its communication materials (website, social media, printed materials).

Group or atmosphere photos and videos: when no learner is singled out or featured as the main subject (group, class or activity scenes), these images may be used without prior individual authorisation, in accordance with the principles of image rights applicable to collective scenes. The learner is informed of this practice through these terms and conditions of sale, and may object at any time by simple written request to the Institute; the Institute will then cease any further use of the image concerned.

Individual portraits or featured images: whenever a learner is identifiable and constitutes the main subject of the image (portrait, close-up, image used to illustrate a named testimonial, etc.), its use may only take place with the express prior agreement of the learner (or their legal representative for minors), obtained by means of a written authorisation separate from these terms and conditions of sale.

In all cases, the learner may withdraw their consent or exercise their objection at any time, by simple written request to the Institute, without this affecting the validity of materials already published before the request.

11. Protection of personal data

The Institut d'études françaises de Touraine processes learners' personal data as part of their enrolment and monitoring of their course, in accordance with the General Data Protection Regulation (GDPR) and the French Data Protection Act.

This data is kept for the period necessary for managing enrolment and for legal retention obligations. Each learner has a right of access, rectification, erasure and objection, which they may exercise by contacting the Institute by post or by email at contact@institutdetouraine.com.

12. Visa procedure

Learners subject to a visa requirement must complete the necessary procedures, taking into account the usual processing times (approximately 4 months before the start of the stay). The Institut de Touraine cannot be held liable for a visa refusal or for changes to conditions or entry formalities into French territory.

Upon receipt of the completed registration form and the payment required under Article 4, the Institute will send a certificate of enrolment and, if necessary, a letter of invitation, as well as confirmation of accommodation where applicable. These documents are sent by email; postal delivery of the originals may be offered upon request, with the cost then invoiced separately.

In the event of a visa refusal, an administrative fee of 100 euros remains payable to the Institute. Refund of the balance paid is conditional upon production of the official refusal letter issued by the competent authorities, and is made only by bank transfer, with the related bank charges remaining the responsibility of the learner.

Where a learner has obtained a visa or residence permit on the basis of a certificate of enrolment issued by the Institute, they undertake to follow the course for the duration and in the format indicated on that certificate. Failing this, the Institute reserves the right to inform the competent prefecture, in accordance with its obligations as an institution issuing supporting documents for visa or residence permit applications.

13. Complaints

The Institute undertakes to respond to all requests sent to it by post or by email at contact@institutdetouraine.com.

In accordance with Article L616-1 of the French Consumer Code, in the event of a dispute not resolved directly with the Institute, the learner may have recourse free of charge to the consumer mediation service to which the Institute is affiliated.

Learners residing in the European Union may also refer the matter to the European online dispute resolution (ODR) platform, accessible at: ec.europa.eu/consumers/odr.

These terms and conditions of sale are governed by French law. In the event of a dispute between the parties, the Tours court has jurisdiction.

14. Intellectual property

In accordance with the intellectual property rights attached to course materials and other educational resources made available exclusively to the Institute's learners, notably via its online resource platform, the learner shall not reproduce, directly or indirectly, in whole or in part, adapt, modify, translate, perform, market or distribute such materials and educational resources to third parties, without the express, prior and written authorisation of the Institut de Touraine.

This prohibition applies regardless of the medium used to distribute the resources (paper, digital platform, audio or video medium) and continues beyond the end of the learner's course.

15. Enforceability

These terms and conditions of sale form an integral part of the Institut de Touraine's training offer. Enrolment in a course at the Institute implies full acceptance of these terms and conditions of sale and the Institute's internal regulations.

In the event of a dispute, the applicable rules of jurisdictional competence are those specified in Article 13.