

ACCORD Terms & Conditions

Course Registration

There are several ways for you to book your ACCORD course:

- **Online on <https://www.accord-langues.com/>**
- By post: send your booking form to ACCORD, 3bis rue Jean-Pierre Bloch, 75015 Paris
- **By email: send your registration form to info@accord-langues.com**

Once we receive your registration form duly completed, our Registrations Department will send you all the confirmation documents, including invoice, etc. by email once your payment has been received.

For payment by bank transfer, please attach a copy of the bank transfer order to your registration form. Please also add 10 euros to cover bank charges (50 euros for non-European countries).

Please also don't forget to state the name and surname of the student and the course dates.

You must be at least 16 years old to book a course for adults.

Accommodation registration

We charge 80 euros for finding and organising your accommodation. This fee is payable on registration. In case of cancellation this fee is non-refundable.

If you choose to change your accommodation during your stay, you must pay the 80 euros booking fee again.

If you have not booked accommodation through the school and you decide to change accommodation during your stay, you must pay a 150 euros administration fee.

For students aged 16 to 18: the school can arrange accommodation but only with a host family on a half-board basis as residences, appart'hotels and hotels do not accept students under the age of 18 if unaccompanied by an adult. Please note that other host family options than half-board basis are not available for under 18 y.o. students.

Booking confirmation

After you have booked and once payment has been received, you will receive by email your booking confirmation documents and an invoice. All courses and accommodation fees are due and must be paid in full when you book your stay.

Students who have not paid before the course start date will not be allowed to go to class.

Students under 18:

Students aged 16 to 18 must return a parental discharge form. The school will send it with the booking confirmation documents. It will ask for:

- the contact details of the next of kin (in case of emergency),
- the hours allowed out in the evening (if hours are not indicated by the parents, the minor will not be allowed to go out after dinner),
- authorisation to proceed with any necessary medical and/or surgical intervention,
- insurance for the length of the stay (see: Insurance).

For students aged 16 to 18, the school can arrange accommodation but only with a host family on a half-board basis as residences, appart'hotels and hotels do not accept students under the age of 18 if unaccompanied by an adult. Other host family options are not available for under 18 y.o. students. A parental discharge form for the homestay will also need to be completed by the parents.

Please note that for bookings of students aged 16 to 18, the School and host family will not in any way be held responsible for students' actions outside the school and the host family throughout the duration of the student's stay.

Visa

If you wish to stay for over 3 months and you are a national of a non-EU member country, you must request a long stay visa (or long term student visa).

In order **to receive a booking confirmation**, you must pay for all course and accommodation fees when booking. We only accept payment by bank transfer. Payments by credit card are not accepted for long stays.

You can also receive a **pre-booking certificate** if you pay a non-refundable deposit of 200 euros, or 500 euros if you are from a country in Asia (except Japan), the Middle East or Africa.

We only accept payment by bank transfer. Payments by credit card are not accepted.

If your visa is refused there is no refund of this deposit.

Cancellation

If you paid the non-refundable deposit and if your visa is refused, there is no refund of the deposit.

If you paid in full and if your visa is refused, ACCORD will refund the amount received in full minus 250 euros in administration fees and 50 euros in bank charges.

In order to get the refund you must send us **the original refusal letter from the French Embassy**. We can only accept original documents from the French Embassy (no copies or photocopies are accepted).

The school makes refunds by bank transfer only.

In case you cannot come for medical reasons, we will postpone your stay for a period of 12 months on receipt of your doctor's certificate. We can only accept original documents (no copies or photocopies are accepted). The school will not offer any refund.

Cancellation conditions

If you cancel your stay more than 4 weeks before your course is due to start: ACCORD will refund you 50% of the payment received minus 250 euros in administration fees and 50 euros in bank charges (10 euros for EU nationals).

If you cancel your stay 3 or 4 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation): ACCORD will refund you 40% of the payment received minus 250 euros in administration fees and 50 euros in bank charges (10 euros for EU nationals).

If you cancel your stay 1 or 2 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation): ACCORD will refund you 20% of the payment received minus 250 euros in administration fees and 50 euros in bank charges (10 euros for EU nationals).

No refund is available after the course or stay starting date (Monday if you have booked a course, Sunday if you have booked a course and accommodation with ACCORD).

ACCORD will only refund by bank transfer.

If ACCORD has to cancel a course, you will be refunded for the payment received in full if you don't accept another date or special offer made by ACCORD.

In case ACCORD has to close the school due to a case of "force majeure", state of emergency or a governmental decision, ACCORD will offer to postpone all courses for 18 months at no extra cost. If you refuse to postpone your course, you will get a refund in accordance with the above cancellation conditions.

Lateness

So as not to disturb class, students who arrive over 10 minutes late will have to wait until break time to join their class. In some cases, the Teaching Staff may allow students to join the class.

Absence – Interrupted training

By booking with ACCORD you commit to attending classes and respecting the school's Rules and Regulations. In case of absence during class time (excluding absence due to medical reasons and on presentation of a doctor's note), the School will not refund or compensate for lessons you have missed.

If you stop or interrupt your course and/or your stay in France of your own free will, the School will not refund or compensate.

Any unjustified absence will mean the loss of the lesson(s) missed. Request to be absent must be submitted in writing (by email) at least 5 working days in advance and is subject to the School Director's approval. Any absence request not approved by the School Director will mean the loss of the lesson(s) missed.

The School will allow "long stay students" to take a one week-break for every 12 weeks of lessons booked. Students wishing to take a break during the course must submit a request in writing (by email) at least 10 working days in advance and is subject to the School Director's approval. Any break request not approved by the School Director will mean the loss of the lesson(s) missed.

Behaviour

In case of bad or abnormal behaviour, ACCORD has the right to dismiss the student at any time, with no refund or compensation.

Image use

ACCORD may take photos of the students to be included in promotional material (brochures, websites, catalogues, etc.) unless the student or his/her parents say otherwise. Therefore students and parents who do not wish to have their photos taken must state their refusal when booking.

Claims

Only the school's management has the authority to make the decision to refund or postpone missed courses.

Claimants must send their claim to FORUM-ACCORD by registered mail to:
FORUM-ACCORD SAS, 3bis rue Jean-Pierre Bloch, 75015 Paris, France

Claimants must also send their claim during the week following the end of the course.

Finally, in case of litigation the parties agree that only the Paris Courts will have jurisdiction over the case.

Insurance

Students are advised to take out health Insurance and civil liability insurance for the duration of their stay as ACCORD is not responsible for theft, damage, loss of student's personal effects or health related issues. Both parties agree that ACCORD School is not in any way liable in such circumstances.

The ACCORD insurance policy covers against accidents occurring on school premises, not for injuries incurred outside the school. The ACCORD insurance policy does not cover theft or damage caused to students' belongings, whether caused by the student him/herself or by a third party.

Any student under the age of 18 must send a copy of his/her insurance policy together with any document requested by the ACCORD Registration Department.

If you have not yet taken out an insurance policy, ACCORD recommends:

AVI International, a company specialising in language stays abroad.

Website: <https://www.avi-international.com/en>

When you contact them, please state that you are attending a course at ACCORD.

Public holidays

Lessons will not take place on following public holidays. They are not compensated and non-refundable.

Public holidays: April 18th, May 26th, July 14th, August 15th, November 1st, November 11th 2022.

The school will be closed from Saturday December 17th 2022 to Sunday January 8th 2023 included. The school will open on Monday January 9th 2023.

Payment

After receiving your booking form, you will receive a confirmation email with the various payment options available to you if you have not already paid for the booking.

Once payment is received, you will receive by email a booking confirmation with all necessary documents including an invoice.

Payment must be made in Euros.

Please see below the options available for you to make a payment and choose the option which suit you best. If you have any questions about making a payment please contact us.

Important: However you choose to pay, please don't forget to state the name of the student and the course dates.

Please note payment for the booking must be received in full prior to the course starting date or arrival at the accommodation, if booked via the School. Any outstanding payment will mean the student will not have access to the school or his/her accommodation.

Payment methods:

- **By credit/debit card using our secure online payment system** on <https://www.accord-langues.com/>

We take all major credit/ debit cards in our secure online payment system (Visa, MasterCard, Eurocard and American Express).

Pay in monthly instalments at no extra charge: ACCORD now gives you the option of paying for your course/stay by credit card in monthly instalments at no extra charge. You choose the number of instalments and amount you pay every month.

For further information about this new facility, please go on <https://www.accord-langues.com/>

Please note that the booking must be paid in full prior to the student's arrival in Paris / starting date at the School.

Please note that student applying for a visa to study at our school and/or booking a course for 13 weeks or more can only pay by bank transfer or via the TransferMate platform. Payment by credit card is not acceptable.

- **Make a TransferMate payment**

ACCORD Paris has teamed up with TransferMate to enable our students and their parents to pay their fees in a faster, more cost effective way than your bank.

TransferMate lets students (or their parents) make international payments to us without paying international banking charges while receiving competitive foreign exchange rates.

Website: <https://accordparis.paytostudy.com/>

- **By Bank Transfer**

For payment by bank transfer please add 10 euros to cover bank charges (50 euros for non-European countries). To allow you to make your payment by bank transfer, ACCORD Paris will send you an invoice including all necessary bank details.

Our bank details:

LCL - 14, Boulevard Poissonnière - 75009 Paris - France

Please make the transfer payable to: FORUM ACCORD SAS

Bank code: 30002

Agency code: 00467

ACCORD - école de langues Account Number: 0000445482Y - 96

Swift code: CRLYFRPP

IBAN Number: FR67 3000 2004 6700 0044 5482 Y96

Important: However you choose to pay, please don't forget to state the name of the student, the course dates and the school's invoice number.

Please note payment for the booking must be received in full prior to the course starting date or arrival at the accommodation, if booked via the School. Any outstanding payment will mean the student will not have access to the school or his/her accommodation.