

## Alliance française de Singapour Policies, Terms and Conditions

At Alliance française de Singapour, we regularly assess and improve our services in order to provide an efficient and enjoyable learning experience in a conducive environment. Our teachers are highly trained and have the experience and qualifications to conduct our courses.



de Singapour  
**Alliance Française**

The welfare of our students is of great importance to us. In order to ensure that every single student and member do enjoy the greatest experience when joining a class at Alliance française de Singapour, we have elaborated policies that we truly believe will benefit everybody.

Alliance française de Singapour, founded in 1949 is a non-profit educational organization, affiliated to the headquarters in Paris. It is one amongst the 1,085 Alliances françaises worldwide and serves 4,000 students every year. It is Singapore's premier French language school as well as a cultural centre bringing together artists from around the world, positioning itself as a place of artistic expression for emerging artists from all disciplines. It participates to expanding the cultural consciousness of the public. The Alliance française de Singapour is a rich and diverse community of people whose strength is built from cross-cultural understanding, which is at the heart of all dialogue.

Alliance française de Singapour is a French language institution in Singapour registered as a Private Education Institution under the provisions and regulations of the Private Education Act 2009 in Singapore with the Council of Private Education (Singapore). UEN: S61SS0085C

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### 1. REGISTRATION

- The maximum number of students in a class is limited to 18 students. For DELF-DALF Coaching Courses, Focus Courses, Superior Courses and Special Courses, please refer to the brochure.
- Registration will be confirmed upon full payment of the fees at the counter or online.
- **Course fees are strictly non-transferable.**

### 2. TEXTBOOKS AND WORKBOOKS

- Textbooks and workbooks can be purchased either online or from Alliance française bookshops. Textbooks and workbooks are not refundable. Exchange can be done on the condition that books be in perfect shape to be for sale again. Books purchased online are not delivered and can only be picked up at Alliance française bookshop.

### 3. STUDENT MEMBERSHIP

- The Student Membership Card entitles the card holder to all services offered by the Alliance: library, cultural programs, Lien magazine, etc.
- The Student Membership is compulsory for enrolment in a course. A fee of S\$29 (GST included) is to be paid upon enrolment and is valid for 12 months, starting from the day of registration.

### 4. DISCOUNTED COURSE FEES

- **Current students receive a 10% Early Bird discount on their next course when they register online within the first 2 weeks of registration. This discount applies for consecutive terms of full-session.**
- Registration for any 2 full courses (same term) at one time entitles to 5% discount and 10% discount for 3 full courses (same term). Available for walk-in registration only.
- Students can register either for the first or the last 4 weeks of a term at 65% of full price. Available for walk-in registration only.
- Referring a friend (new Student) to the AFS entitles to 10% off current session. The referred friend will also receive a 5% discount. Referral forms are available on the website or at the Reception desk. Available only for walk-in registration. You must be currently registered in a class for the current term to qualify for this discount.
- Discounted course fees cannot be refunded or deferred.
- Discounts can be cumulated to a maximum of 25%.

### 5. ADMISSION TO CLASSES

- **Only registered students are accepted in class.** Registration is only complete when full fees are paid.
- Kindly hand out your registration receipt upon request.

### 6. WITHDRAWAL / DEFERMENT / REFUND

- **No refund is accepted after the beginning of the term.**
- 15% of the course fees will be charged for refund for a course cancelled two weeks before the beginning of a term.
- Classes paid with credit note cannot be refunded or re-credited. No refunds for workshops.
- An administration fee of S\$20 (GST included) will be charged if deferment is applied after the commencement of the term upon the student's request. In case the specific level is not opening at the next term, alternative courses are being offered. Deferment is a risk. These alternative courses may take place at days and times different from those of the original courses.
- Deferment must be applied for in person with the original receipt presented, and appeals must be made in writing to the attention of the Registrar.

### 7. CHANGE OF CLASS / MISSED CLASS / MAKE UP CLASS

- Classes are not held on public holidays. For PH falling on week days, make-up classes will be arranged up to 2 days per term. No make-up class will be provided for PH falling on a Saturday.
- Transfer from one course to another within the same term will be allowed only within the first 2 classes of the term and subject to payment of an administration fee of S\$20 (GST included).

- Transfers can only be done in person at the reception desk. Higher price differences are to be paid by the student. Lower price differences are not reimbursed by Alliance but compensated by credit notes.
- Students cannot make up for a missed class by attending a similar class on a different day/time. Makeup classes are available at S\$60/hour (for one student) or S\$100/hour (for 2 to 3 students of the same class) if you missed a class and want to catch up. Maximum 3 hours per term, no matter how many courses students are registered in. The 4th hour will be applied at private tuition rate. Fees include GST.
- Makeup classes are to be taken within the same term of the missed class or within the 2 first weeks of the following term and under the condition to be registered in a regular course.

#### **8. SPLITTING, COMBINING, RESIZING AND CANCELLATION OF CLASSES**

- **Classes have a maximum of 18 students.**
- **When a class has a very low enrolment rate, options for joining equivalent groups are offered.**
- **Cancellation is the last option considered. In this case, deferment is not subject to admin fees.**
- **In case of cancellation, students can choose either a deferment to the next term, a credit note (valid for 6 months) or a full refund.**
- **Students opting for a deferment to the next term must be aware of the fact that the specific level may not be offered or may only be offered at a different day/time.**

#### **9. REPLACEMENT OF MEMBERSHIP CARD, CERTIFICATE, RECEIPT, CREDIT NOTE AND REQUEST FOR REIMBURSEMENT LETTER**

- Membership cards, Alliance française de Singapour Certificates, Credit Notes, and Receipts can be reproduced at a fee of S\$17 (GST included) each.
- International examination certificates (DELF, DALF, TEF, TCF, DFP) can be reproduced at a fee of S\$65 (GST included) each.

#### **10. CERTIFICATES / ATTENDANCE RECORDS**

- School certificates are edited upon request and must be collected within 6 months of the date of issue, after which a fee of S\$17 (GST included) per certificate will be charged.
- Uncollected certificates will be discarded after 6 months.
- Attendance record can only be provided upon request.
- Requests for Letter of Registration for classes attended are provided free of charge. For requests subsequent to 1 year of the courses under scrutiny, a fee of S\$17 (GST included) per letter will be charged.

#### **11. Official Certification –DELFL, DALFL, TEF, TCF, DFP, DAEFLE**

- Once registration is processed and paid, it is considered as final.
- Fees are non-transferable. There is no refund.
- Only deferments for Medical reasons are to be considered and must be justified by a Medical certificate.
- Candidates are liable for detailed ID information provided, choice of the examination (type/version/level), and must take their own measures to be available on exam day.

- In case of any misspelling or any mistake on candidate details mentioned on certificate and not pointed on the examination day, reedition of the certificate will be charges at a fee of S\$65.
- Certificates are to be collected at Alliance française de Singapour reception desk. No mailing will be organized. In case of absence or no residency in Singapore, candidate is liable to take necessary measures such as organizing registered mailing or collection by third party. Alliance française de Singapour will not be liable in case of loss/damage of mailed certificate. Reedition of the certificate will be charged at a fee of S\$65.
- For on-line registration (when available), candidate must provide necessary documents upon request and within the registration period.
- Alliance française de Singapour does not support visa application for Exam candidate registered from overseas.
- Candidates registering for official certification agree on Examination conditions and rules such as:
  - Being recorded,
  - Providing supporting documents,
  - Having not taken same examination within the last 2 months,
  - Understanding that examination requires a sufficient proficiency in French to understand/read the questions in French,
  - Agreeing that competent authorities may have access to the results/data.

## **12. Alliance Française (AF) Management**

- AF reserves the right to assign any teacher to any class.
- AF reserves the right to divide, combine, cancel or reduce hours for any classes as it deems necessary.
- AF reserves the right to change the terms and conditions, as it deems necessary, without advance notification.

## **13. REGISTRATION INFORMATION AND DATA PROTECTION PRIVACY**

When you register for a class, either online or in person, we collect personal information that is stored in our system. Alliance française policy concerning privacy is strong: **we do not share, sell, lend or lease any of your personal information.**

Alliance française de Singapour reserves the right to amend this privacy policy at any time or without notice.

You can access your personal information and keep it accurate by visiting your online account if you have purchased either a course, or a membership or any other products sold by Alliance française de Singapour.

## **14. SECURITY AND DISCLAIMER**

Purchasing a product sold by Alliance française de Singapour online is safe and secure. Our website for purchase online is SSL secured. The content presented on the website is accurate and current at the date it was posted. However, we cannot guarantee our website is error free.