



TERMS AND CONDITIONS OF SALE

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The French Training Center Paris (hereinafter referred to as "FTC Paris" or "the center") is a training organization that designs, organizes and delivers face-to-face French language training courses. Legal information is provided in the site's legal notice and in the registration invoice.

I - GENERAL TERMS AND CONDITIONS

Acceptance of terms and conditions

To benefit from all our services, we ask you to comply fully and without exception with the conditions below.

Field of application

These contractual provisions apply to products and services billed to students, regardless of their location.

Changes to the GTC

FTC Paris reserves the right to modify its terms and conditions of sale at any time. By registering, you accept the current terms and conditions without reservation.

Pricing

All the amounts indicated in the present GCS are in euros, all taxes included (20% VAT).

Applicable Law and Language

The language of the contract is French. The law applicable to the contract is French law.

II - REGISTRATION

Registration conditions

To register for the FTC Paris, you must be at least 18 years old.

How to register

To book your course, you must submit the registration form at least one week before the start of your course if you already have a visa, and at least 3 months if you are applying for a visa for the first time, via our website: ftc-paris.com or on site at: **45 rue Liancourt, 75014 Paris**.

Registration fees

To participate in the training courses offered by FTC Paris, payment is required:

- registration fees: to cover the cost of processing and issuing the administrative and educational documents required for registration. This fee applies to all courses taken at FTC Paris. This fee is payable once only. They do not apply to repeat registrations. The student card is issued free of charge for all registrations. If you wish to replace your card (lost or stolen), the new one will cost you 5 euros.
- tuition fees covering courses, workshops, tutoring (self-study), exams, textbooks & workbooks and cultural outings.

Registration is validated when all tuition and registration fees have been paid in full before the start of the course. Failure to pay will result in cancellation of the order (see registration confirmation).

Method of payment

Payment can be made by :

- By cheque payable to : **FTC Paris**
- By credit card on site or online (via Stripe secure payment platform)

Payment must be made in euros, regardless of the method of payment chosen.

All bank charges are payable by the customer.

Billing

Reservation

To confirm your booking, you must pay a deposit of 40% (excluding visa application). On receipt of your registration and deposit, you will receive confirmation of your registration by e-mail within 24 hours, together with a summary of your course and the invoice for the balance.

Registration confirmation

Enrolment is validated when all tuition and application fees have been paid.

Final payment must be made at least one week before the start of the course (excluding visa application). On receipt of payment of the balance of the invoice, you will receive final confirmation of enrolment, your invoice and a certificate of enrolment for your visa application.

FTC Paris reserves the right to cancel your registration if the balance is not paid before the start of your course. You will then be reimbursed for the deposit, by bank transfer, minus 10% and bank charges. FTC Paris will also retain the application fee.

Placement test

The placement test is compulsory. Students who are complete beginners will only have to attend an oral interview on site before registering directly for level A1.

The online appointment must be made when finalizing the online registration or at the center. An e-mail informing you of the date, time, place or method will be sent at the same time as confirmation of receipt of the registration form. All requests for changes must be sent by e-mail to **contact@ftc.paris at least** 24 hours before the appointment.

If you have registered outside France, the test will be taken online using a videoconferencing tool. If you registered in France, you must take the test at the center.

Right of withdrawal

You have the right to cancel within 10 working days (excluding public holidays) from the date on which you booked your subscription, without having to give any reason. After this period, you waive your right to cancel. Cancellations must be sent by e-mail to: **contact@ftc.paris**. The cancellation will be effective on the date of receipt of the e-mail and the deposit will be refunded by bank transfer to a French bank account within 30 days.

III - VISA APPLICATION

Visa application to enter France

Make sure you apply for your visa early enough (around 3-4 months in advance) to be sure of obtaining it on time (30 days before the start of the course).

You declare that you have been informed of the conditions of entry into France and the time required to obtain a visa before beginning any registration and payment procedure. FTC Paris cannot be held responsible for the conditions and possible changes concerning entry formalities in France. We will send you your certificate of attendance by e-mail as well as your registration confirmation when your registration file is complete: completed registration form, full payment for the course (partial payment does not allow us to issue your certificate of attendance).

Obtaining a visa

You agree to inform FTC Paris as soon as the visa has been granted by the French authorities. As soon as the visa is granted, you must inform us at least 15 working days in advance so that we can organize your arrival.

Delays in the visa process

You can keep your original start date or change it once, free of charge and no later than 15 working days before the start of your course.

If your request for postponement is received less than 15 working days before the start of the course, a postponement fee of 50 euros will be charged for the 1st request.

If the postponement is followed by a cancellation due to visa refusal, FTC Paris will reimburse the full amount of the registration fee, less 80 euros administration and bank charges, within 30 days by bank transfer to a French bank account.

Once the course start date has passed, it cannot be changed or postponed, and the weeks of the current session are lost.

Visa refusal

The course will be cancelled as soon as we receive the letter of refusal from the French Embassy and the original school certificate from FTC Paris, either by e-mail to **contact@ftc.paris** or on site. FTC Paris will reimburse the full registration fee, less 80 euros for administration and bank charges, within 30 days.

You must inform us of the visa refusal at least 15 working days before the start date of your course. If you fail to do so, a penalty of 10%, in addition to bank charges and the retention of processing fees, will be applied to the total amount of the refund.

IV - POSTPONEMENT, CANCELLATION, CHANGE OF PROGRAM

Conditions for deferring registration

Registration can be postponed for a maximum of 3 sessions (*Intense session*), subject to a request by e-mail to: **contact@ftc.paris** no later than 15 working days before the start of your course. You will be provided with a deferred start date certificate (for current visa applications). It is not possible to defer registration for the Boost session.

After this deadline, a deferral fee of 50 euros will be charged for the 1st request.

Additional postponement fees will be charged if you request another postponement.

Once the session has begun, no postponements will be accepted except in cases of force majeure.

In the event of force majeure requiring early departure (serious illness, death in the family, accident with serious injury), sessions not attended may be postponed for a period limited to 6 months after the date on which the course was interrupted, subject to presentation of supporting documents.

Under certain conditions, **you** may also transfer your registration to another student. This transfer cannot be used to obtain a visa or renew your residence permit.

All postponed courses are non-refundable (except for postponements due to visa applications).

Cancellation conditions

All cancellations must be made in writing by e-mail to: **contact@ftc.paris** or by post delivered on site. Cancellation occurs when the 14-day withdrawal period is exceeded.

Before the start of the session

Cancellation fees (excluding visa application) :

- Application fees are non-refundable (80 euros),

and

- 30% of the total amount (registration fees paid to date) retained if cancellation 30 days or more before the start of the session,
- or 50% of the total amount (registration fees paid to date) retained if cancellation 16 to 29 days before the start of the session,
- or 75% of the total amount (registration fees paid to date) retained if cancellation is made 4 to 15 days before the start of the session,
- or 100% of the total amount (registration fee paid) for cancellation 3 days before or after the start of the session.

Refunds will only be made by bank transfer to a French bank account. If reimbursement is to be made to a foreign account, bank charges will be borne by the student. A deduction will therefore be made.

In the event of force majeure, our postponement conditions apply.

After the start of the session

In the event of absence from one or more classes without justification once the session has begun, or in the event of withdrawal, no refund will be accepted for any reason whatsoever.

In the event of force majeure, our postponement conditions apply.

FTC Paris cancellation policy

FTC Paris reserves the right to cancel your registration if the balance is not paid before the start of your course. You will then be refunded the deposit by bank transfer, less 10% and bank charges. FTC Paris will retain the application fee.

In the event of cancellation of a session or course at the initiative of FTC Paris (notably due to lack of students), you will be offered a postponement to a later date in the session schedule. In the event of disagreement, the corresponding tuition fees will be reimbursed on an hourly prorata basis (the application fee is retained).

During public holidays, classes are neither refunded nor made up.

In all cases, the cancellation or postponement of services may not give rise to the payment of damages by FTC Paris, for any reason whatsoever.

Program change

Student-initiated

If you would like to change the details of your booking (e.g. timetable, level, etc.), please send an e-mail to: **contact@ftc.paris** or visit the school. We will examine your request and, if the modification is possible, we will make it. Otherwise, we will issue a credit (see our deferral conditions) valid for six months.

A second request or a request sent 2 weeks before the start of the session at the latest, or once the session has begun, we will apply a modification fee of 50 euros if the modification is possible.

On the initiative of FTC Paris

FTC Paris also reserves the right to modify the course timetable if necessary, depending on the student's level and available places, subject to informing the student at least 48 hours before the change.

FTC Paris also reserves the right to modify, if necessary, the schedule of sessions and the content of the various courses, provided that the student is informed at least 48 hours before the change is made.

FTC Paris reserves the right to modify the course modality (face-to-face, hybrid or distance learning) before or during a course session, if necessary, for example for health reasons, provided that the student is informed at least 48 hours before the change is made.

V - SCHOOL

Student absence and attendance

In the event of short or long-term absence, you must notify us by e-mail: **contact@ftc.paris** and/or inform your trainer. For each absence, you'll need to send us proof of absence.

No reason for absence can be made up, reimbursed or postponed.

No certificate of attendance will be issued for repeated absences during a session.

Absence of trainer

In the event of a trainer's absence, the course will not be rescheduled or reimbursed. You will be sent an e-mail proposing a make-up arrangement.

Closing

The center is closed during August, the last two weeks of December and at other times of the year. The calendar can be consulted on our website: **ftc-paris.com**

During public holidays, classes are neither refunded nor made up.

Exclusion

In the event of a student's failure to comply with the Campus 14 and FTC Paris rules and regulations, which can be consulted on our website: **ftc-paris.com**, we reserve the right to interrupt the student's training without notice or reimbursement.

VI - LIFE IN FRANCE

Insurance

The student

It is compulsory to take out health, accident and civil liability insurance to protect you in the event of accidents or damage caused to a third party during your stay. This document may be requested on arrival.

FTC Paris cannot be held responsible for theft, damage or loss of students' personal belongings within the training center.

FTC Paris

FTC Paris has taken out an insurance policy to protect property and individuals on its premises and on field trips.

Social Security

All students enrolled for more than three months and under the age of 28 must make sure they are covered by student social security.

Health

FTC Paris reserves the right to refuse access to courses to any student suffering from physical or mental pathologies that have not been reported at the time of registration, or who informs us after arrival of a pathology that could endanger students and staff at the center.

VII - DISCLAIMER AND FORCE MAJEURE

The FTC Paris cannot be held responsible in the event of non-execution or poor execution of the contract due either to the student's fault, or to the insurmountable and unforeseeable fault of a third party to the contract, or to a case of force majeure.

VIII - YOUR RIGHTS

Image rights

During your course, we may take photos or videos during classes or cultural activities to promote FTC Paris (brochure, social networks, website), unless the student requests otherwise. This form will be given to you at the latest when you hand in your administrative documents. It must be signed, whatever your decision.

Acceptance of our terms and conditions at the time of registration implies acceptance of the use of these photos and videos on our communication media, without time limit.

Privacy notice - RGPD

All the necessary data provided when you register are collected and processed in order to provide you with the best possible service. This data is intended for internal use only. French data protection law gives you the right to access and modify your contact details. If you wish to exercise this right, please contact us at the following e-mail address: **contact@ftc.paris**

Claims & disputes

FTC Paris will study any complaint with the greatest attention. Complaints must be made in writing on site or by e-mail to: **contact@ftc.paris**

In the event of a dispute, the Paris Commercial Court shall have sole jurisdiction.