

GENERAL TERMS OF SALES – French Classes

Last updated: 23.01.2025

1 – ADMISSION CONDITIONS

Age

To be admitted to adult courses at the Alliance Française de Chandigarh, the student must be at least 15 years old. Children from the age of 7 can join courses specific to this age group.

Geographical Location

Online Courses Alliance Française follows the rule of non-geographical competition. To be admitted to the Alliance Française de Chandigarh for online courses, the student must provide proof of address confirming residence in one of the following regions or localities: Punjab - Haryana - Himachal Pradesh - Leh - Ladakh - Jammu & Kashmir - Chandigarh and Uttarakhand.

Otherwise, the student must provide written authorization from the Alliance Française to which they are geographically affiliated, authorizing enrollment at the Alliance Française de Chandigarh.

Sessions and Courses

There are 4 different course sessions throughout the year. The student must join one of the four sessions at the opening of registrations. Exceptionally, the Alliance Française may open additional classes after the start date of a session, thus allowing for new admissions.

2 – FINANCIAL CONDITIONS

Participation in courses offered by the Alliance Française de Chandigarh requires payment of the following fees:

Tuition fees

As presented in the promotional material of the Alliance Française de Chandigarh (course brochures and website). They must be paid in full before the start of classes. To secure a place in the chosen course, the student must make payment as soon as possible. Prompt payment will ensure a place in the chosen course.

Books and Exercise Books

They are not included in the tuition fees or registration fees. Books will not be refunded or exchanged except in the case of a course refund and after verification of the condition of the books by the librarian. They can be purchased from the library of the Alliance Française de Chandigarh or directly ordered from the publisher Goyal.

3 – REGISTRATION PROCEDURES

All external non-beginner students must pass a placement test.

Regardless of the chosen registration method, non-beginner students must pass an evaluation test online or on-site before the start of a course in consultation with the course director, in order to secure a guaranteed place in the course and at the chosen time.

Former students of the Alliance Française de Chandigarh

Students of the Alliance Française de Chandigarh who return after two sessions, meaning after six months of absence, must pass a placement test.

Former students of another Alliance Française

The same 6-month rule applies to the placement test. These former students from the network must provide a course certificate and authorization from the respective Alliance Française stating that they can enroll at the Alliance Française de Chandigarh.

The customer can make their first registration:

Online: from our website <https://chandigarh.afindia.org/>

1. Click on the "register" button of the chosen course box.
2. Then click on checkout.
3. Create an account by filling out the form and uploading an identity document and a passport photo.
4. Pay online (shopping cart). Online payment can be made by UPI, debit/credit cards, cash challan at ICIC bank.
5. A payment receipt will then be automatically generated and sent to the email used for registration.

On-site:

1. Go to the office with your identity document, indicate the chosen course and an email address for communication.
2. Pay the full tuition fees in cash only.
3. A confirmation email of your registration will be sent to you along with a payment receipt.

4 – REFUND CLAUSE

Fees once paid are generally not refundable except in specific cases, detailed below.

An administrative fee of 1000 INR will be deducted from any refund.

- **Before the start of the course:** Full refund is possible upon request without justification.

- **After the start of the course:** Prorated refund is possible only in cases of Force Majeure.

Force Majeure: Force Majeure refers to unforeseeable and unavoidable catastrophes that disrupt the expected course of events and prevent participants from fulfilling their obligations.

This includes:

- **For the concerned student:** Accidents or serious medical issues preventing participation in the chosen course format (online or in-person).
- **For the immediate family of the student:** Deaths or hospitalizations (including at home) of the student's father, mother, brothers, or sisters.

In such cases, a refund will be granted upon submission of official documents: letterhead, stamped, and signed; attesting to the occurrence of the Force Majeure event.

Credit Notes:

For other significant events not falling under Force Majeure, AF Chandigarh issues prorated credit notes to affected students. These credit notes can be used for future enrolment in French courses. However, proof of the event is mandatory for issuance of the credit note.

Types of Events Considered:

- Change of examination/course schedules in schools or universities conflicting with the chosen French course timings.
- Change of job schedules or commencement of a new job conflicting with the chosen French course timings.
- Offline students: A sudden, unplanned move to a location more than 40 km away from Chandigarh or to a foreign country.
- Online students: A sudden, unplanned move to a region in a different time zone.
- Death or hospitalization of grandparents.

Validity of Credit Notes: Credit notes are valid for 1 year from the date of issue.

Transferability: Credit notes issued by AF Chandigarh are transferable to another student, subject to appropriate documentation and authorization.

Nature of Credit Notes: Credit notes are non-refundable and will expire after 1 year if not used.

5 – LATE ARRIVAL

In case of late arrival to a course, a place cannot be guaranteed. A deferral to a later session of the same course will be offered, subject to availability.

6 - PROGRAM CHANGE

No change in pace and schedule can be accepted once the originally chosen course program has started.

7 – CANCELLATION & MODIFICATIONS

Alliance Française de Chandigarh reserves the right:

1. to cancel a course where the number of participants would be insufficient (minimum 8 people). In the event that another course of equivalent level cannot be offered, the entire corresponding Tuition Fee will be refunded to the customer.
2. to modify, if necessary, the schedules and calendar of courses, subject to prior notification to the Student and the Customer.

8 – INSURANCE

Health, accident, and civil liability insurance are the responsibility of the customer.

9 – ATTENDANCE CERTIFICATE

The student is required to attend classes diligently. A certificate of attendance is downloadable from their online account created at the time of their first registration.

10 – SUCCESS CERTIFICATE

A level success certificate is downloadable from their online account created at the time of their first registration.

11 – EXCLUSION

In the event of a student's failure to comply with the students' internal regulations of the Alliance Française de Chandigarh, available at the reception and online on our website, it reserves the right to interrupt the training of the offending student, without refunding their courses.

PRIVACY POLICY – Students

Last updated: 23.01.2025

Alliance Française de Chandigarh (hereinafter referred to as "we," "our," or "Alliance Française") is committed to protecting the privacy and personal data of its students. This privacy policy outlines how we collect, use, store, and safeguard your personal information in accordance with applicable Indian laws, including the **Digital Personal Data Protection Act, 2023**.

1. Data Collected

When you register for our courses or activities, we collect the following information:

- **Personal Information:** Name, date of birth, gender, nationality, postal address, and identification number (such as passport or Aadhaar, if applicable).
 - **Contact Information:** Email address, phone number, and residential address.
 - **Academic Information:** Language level, educational preferences, and course history.
 - **Financial Information:** Payment details related to online transactions processed through our banking partner (ICICI Bank).
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2. Purpose of Data Collection

The data we collect is used for:

- **Managing your registration:** Processing enrollment forms and creating your student profile.
 - **Communication:** Sending important notifications (class schedules, events, certificates, etc.).
 - **Payments:** Secure processing of course fees via our banking partner.
 - **Service Improvement:** Internal analysis to enhance our educational and administrative programs.
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3. Data Sharing

We do not sell or rent your personal data to third parties. However, your information may be shared with:

- **ICICI Bank:** To facilitate online payments, subject to their privacy policies.
 - **Legal Authorities:** In response to valid legal or regulatory requests or to comply with legal obligations.
 - **Educational Partners:** As part of collaborations, only with your explicit consent.
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4. Data Security

We implement technical and organizational measures to protect your personal data against unauthorized access, modification, or disclosure.

- Online payments are secured by SSL protocols through our banking partner.
 - Access to your information is limited to authorized staff of Alliance Française.
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5. Data Retention

Your data will be retained:

- For as long as necessary to fulfill the purposes for which it was collected.
- In compliance with applicable data retention laws.


Once your information is no longer required, it will be securely deleted or anonymized.


6. Your Rights

Under Indian law, you have the right to:

- **Access** your personal data.
- **Correct** inaccurate or incomplete information.
- **Request deletion** of your data, subject to legal obligations.
- **Withdraw your consent** for specific uses.

To exercise these rights, please contact us at:

 **Email:** counsellor.chandigarh@afindia.org

 **Phone:** 0172 266 8627

7. Cookies and Similar Technologies

Our website may use cookies to enhance your user experience. You may choose to disable cookies through your browser settings.

8. Changes to this Policy

We reserve the right to update this privacy policy. Any changes will be published on our website, and significant updates will be communicated to our students.

9. Contact us

For any questions or concerns about this privacy policy, please reach out to us:

- **Address:** Alliance Française de Chandigarh, Sector 36A, Chandigarh, India.
- **Phone:** 0172 266 8627
- **Email:** info.chandigarh@afindia.org