

General terms and conditions of sale

These General Conditions are applicable to the services offered by the FRANCE LANGUE SCHOOL (French course, package with accommodation, cultural services...) and subscribed to by the student (the client) directly with the SCHOOL or through an intermediary (including an agent). By paying for all or part of the service, the client agrees unreservedly to these General Conditions as well as the internal regulations to which they refer. By enrolling at the SCHOOL, the student commits to following the course and respecting the internal regulations of the SCHOOL.

ARTICLE 1 - OBJECT

The object of these General Conditions is to define the obligations of each of the parties and the conditions under which FRANCE LANGUE provides the client the services subscribed to by the latter. When the specifics of the service subscribed to by the client require, the General Conditions are supplemented by the Special Conditions, which form an indivisible whole with the present General Conditions. In the event of a contradiction between the two, the Special Conditions prevail over the General Conditions.

ARTICLE 2 – CONDITIONS OF ADMISSION

The student must be 12 years old to enjoy the services of the SCHOOL or accommodation with a host family, and from 18 years of age for the accommodation-in-hotel package. In the case of groups, students must be at least 15 years old to be accommodated with a host family. Minors or foreign students who are not nationals of the European Economic Area are subject to special admission requirements (see Article 4).

ARTICLE 3 - FINANCIAL TERMS

Participation in the services provided by the SCHOOL requires the payment in euros of the following fees:

3.1 Registration fee. This non-refundable fee covers the administrative costs related to the curriculum of the student at the SCHOOL. It applies to all courses taken at the SCHOOL for a period of one year (from date to date).

3.2 Living expenses. The amount of the charge varies according to duration (weekly, quarterly and annual courses), frequency (intensive or extensive courses) and the type of benefits chosen (private lessons, group lessons, au pair courses, diploma preparation, combined courses, accommodation, activity etc.).

3.3 Cancellation fees. If the client takes the initiative to cancel reserved courses, the SCHOOL will charge cancellation fees (see Article 7).

3.4. Bank charges. All bank charges and interbank charges borne by the SCHOOL, especially as a result of the cancellation of courses, will be the responsibility of the client, whether they are charged by the issuing bank or by the receiving bank (see Article 8). The amount of these costs is fixed at a flat rate: 50 euros for nationals from outside the European Economic Area and 15 euros for nationals of the European Economic Area.

ARTICLE 4 - REGISTRATION PROCEDURES

4.1 Common procedures for all clients The client can register in three different ways: - Online on the website - By e-mail or post - Directly at the SCHOOL He will furnish to the SCHOOL an identity photo dating back no more than 2 months, an identity document and if applicable, a "student" visa enabling him to obtain a residence permit for the length of his studies.

4.2 Specific procedures for underage clients Students less than 18 years old at the moment they begin their studies will furnish to the enrolment service of the SCHOOL an authorisation of their legal guardian, a copy of the insurance attestation of his legal representative (cf. Article 9), a health card, as well as parental consent.

4.3 Procedures specific to foreign students The students who are not nationals of the European Economic Area are subject to special conditions of admission when the duration of their stay is more than three months. The certificate of pre-registration The student who wishes to study at FRANCE LANGUE must attach to his visa application a "certificate of pre-registration". This document is issued to the student only if 100% of the amounts due for the stay have been paid. This payment, made by bank transfer or credit card, is nominative. It cannot be transferred to another student. The certificate of registration is issued *intuitu personae* and cannot be transferred to another student (especially in the case of visa refusal). The pre-

registration ensures the student a place in the SCHOOL, but not necessarily in the time slots selected by the student.

4.4 Final registration The SCHOOL conducts the final registration of the student on presentation of the visa issued by the Consulate of his country of origin covering the entire period of stay. For any stay not subject to visa, the SCHOOL will proceed to the final registration of the student at the time of payment of the balance of the amounts due in respect of the stay. The students then take level tests (online or at the SCHOOL) to assess their language skills. After these tests, the SCHOOL communicates to the student information about his stay (schedules of courses, accommodation details,...).

4.5 Specific formalities for groups The SCHOOL conducts registration of a group of students not subject to visa when a deposit of 50% of the total amount of the stay is paid. The SCHOOL conducts registration of a group of students submitted to visa where a deposit of 75% of the total amount of the stay is payable. In all cases, the final registration of the stay takes place only when the balance of the amounts due is settled, or at the latest 30 days before the date of arrival of the group and the start of its services. If the balance is not paid before that date, the courses and services are not insured. In the case of a "closed" group, the level of the students may be given by the leader of the group, who must also communicate the pedagogical objectives to the SCHOOL. The SCHOOL undertakes to specify the location of the courses and schedules at the time of confirmation of the final registration of the Group and provides a more detailed programme for throughout the stay, at most 1 week prior to arrival of the group.

ARTICLE 5 - CANCELLATION PERIOD

5.1. If you register from long distance, the client has a cancellation period of 14 days exclusively for French courses. This period runs from the day of the final registration. The client shall notify of his right of withdrawal in writing by post, the postmark being the authentic date for the deadline period. The SCHOOL undertakes to reimburse the client for all payments made within 14 days following the date at which it was informed of the decision of the withdrawal. The refund will be paid by the same payment method used during registration and to the same payer. However, the SCHOOL may use another method of payment following the client's agreement.

5.2. Model of letter of withdrawal: The client must complete and return this form only if he wishes to cancel the contract, for the attention of the company France LANGUE, 40 boulevard de la République, 78 000 Versailles / sales@france-langue.fr "I hereby notify you of my withdrawal from the

contract for the language course below: Ordered on (*) / received on (*) / Client name / Client address / Client signature (only in the case of notification with this form on paper) / Date. "

ARTICLE 6 – PAYMENT

The payment of the fees for stays and additional costs is carried out: - by credit card (Visa, Mastercard or Eurocard). - by cheque (or euro-cheque) drawn in France. - by bank transfer to the account of the SCHOOL (specify the name of the student on the transfer) - in cash (euros only and up to the limit of € 15,000). A down payment of at least 50% of the total amount due is requested at the time of booking by the client (see Article 4). The client will pay the full amount due for the cost of stays at the SCHOOL at least one week before the start of the course, or at least one week before arriving at the accommodation (in the case of a package). For any payment made in cash, any cancellation will result in a refund in cash even if the client is no longer in France.

ARTICLE 7 – CANCELLATION

The cancellation gives rise to cancellation fees to be charged to the client, variable according to the date of cancellation and the type of services ordered and which are set out in these terms. In the case of bank charges, they will be added to the cancellation fee. Any request for cancellation of a service must be made in writing by mail to the SCHOOL at the following address: sales@france-langue.fr or in writing by post to the following address, with the postmark defining the date: France Langue - 40 boulevard de la République, - 78 000 Versailles. France Langue Booking will send an e-mail to the client on behalf of the SCHOOL confirming the cancellation request and indicating the amount of the associated costs. In the event of cancellation, except for groups, the SCHOOL will systematically propose to the client a postponement under the conditions provided for in Article 8 below.

7.1 Cancellation on the initiative of the client In what follows, by "start date of the courses" we understand the date of the first course followed by the student after his arrival at the SCHOOL. This date is unique regardless of how long the student is in the SCHOOL (especially if the student is enrolled for several weeks or terms). If the client cancels several types of service (course, activity, accommodation...), the cancellation costs listed below are cumulative.

7.1.1 Cancellation before the start of the courses for a legitimate and compelling reason. In the event of a legitimate and compelling reason,

such as severe illness, or the death of a family member (father, mother, child or grandparent), the client shall provide the SCHOOL with an official document, such as a medical certificate or a death notice, showing his inability to attend the courses because of his state of health or because of this event.

Regardless of the cancellation date and the nature of the services, the amount deducted for the cancellation fee will be 150 euros. The client will benefit from the deferral conditions set out in Article 8.

7.1.2 Cancellation before the start of the course for a reason other than legitimate and compelling (serious illness, for example).

7.1.2.1. The client purchases only French courses, excluding private courses and specific programmes on fixed dates The SCHOOL will reimburse the total amount paid by the client, less the cancellation fee covering the various expenses that were borne by the SCHOOL in relation to this cancellation. This cancellation fee amounts to 150 euros.

7.1.2.2. The client purchases private French courses If the cancellation request is received at the SCHOOL more than 14 working days before the start of the course, no fee will be charged. If the cancellation request is received at the SCHOOL between 7 and 14 working days before the start of the course, the cancellation fee will be 50% of the cancelled course. If the cancellation request is received at the SCHOOL less than 7 working days before the start of the course, the entire course payment is due and no request for a refund will be taken into account.

7.1.2.3. The client buys specific programmes Any partial or total cancellation once the registration is complete will lead to charges if this cancellation occurs less than 3 weeks before the start of the service. If the cancellation is partial, the cancellation fee will be 80 euros. If the cancellation is total, the cancellation fee will be 50% of the amount for the service.

7.1.2.4. The client buys an accommodation service. If the cancellation request is received at the SCHOOL more than 30 working days before the scheduled course start date (before the Sunday): the SCHOOL will retain an amount of 100 euros as a cancellation fee covering the various expenses that were borne by the SCHOOL in relation to this cancellation. If the cancellation request is received at the SCHOOL between 30 and 7 working days before the scheduled start of the course (before the Sunday): the SCHOOL will retain a flat rate of 250 euros per week that has been cancelled, as a cancellation fee covering the various expenses that were borne by the SCHOOL in

relation to this cancellation. If the cancellation request is received at the SCHOOL less than 7 working days before the scheduled start of the course (before the Sunday): the SCHOOL will retain a flat rate of 350 euros per week cancelled, as a cancellation fee covering the various expenses that were borne by the SCHOOL in relation to this cancellation.

7.1.2.5. The client purchases another service (activity, transfer, cultural service...) If the cancellation request is received at the SCHOOL more than 21 working days before the start of the service, no cancellation fee will be charged. If the cancellation request is received at the SCHOOL between 7 and 21 working days before the start of the service, the cancellation fee will be 50% of the cancelled service. If the cancellation request is received at the SCHOOL less than 7 working days before the start of the service, the cancellation fee will be 100% of the cancelled service and no request for a refund will be taken into account.

7.1.3 Cancellation after the start of the course One the scheduled date of the start of the course has passed, no refund request will be taken into account unless the termination of the contract at the client's request is justified by a legitimate and compelling reason, such as a serious illness or the death of a close relative (father, mother, child or grandparent). In this case, the client shall provide the SCHOOL with a medical certificate or a death notice showing his inability to attend the services because of his state of health or because of this event. He will then benefit from the deferral conditions set out in Article 8.

7.1.4 Cancellation specific to groups The cancellation policy for groups of students include: If the cancellation request is received by the SCHOOL more than 30 working days prior to the start of the stay, the cancellation fee will be 25% of the amount of the stay. If the cancellation request is received at the SCHOOL within 30 to 14 working days before the start of the stay, the cancellation fee will be 50% of the amount of the stay. If the cancellation request is received at the SCHOOL less than 14 working days before the start of the stay and up to arrival, the cancellation fee will be 100% of the amount of the stay. In the event of a visa refusal attested by evidence delivered to the SCHOOL, the cancellation fee will be 10% of the amount of the stay, as well as all the expenses incurred (accommodation, transport service, ticketing).

7.2 Cancellation on the initiative of the SCHOOL In the event of outright cancellation of a service at the initiative of the SCHOOL (including for lack of students enrolled in the programme), the price

paid by the client will be refunded. In all cases, the cancellation or deferral of services cannot give rise to the payment by the SCHOOL of damages, in any capacity whatsoever.

ARTICLE 8 - POSTPONEMENT OR MODIFICATION OF SERVICES

8.1 Postponement or modification of services at the initiative of the client In the event of cancellation or modification of his service, the client will benefit from an automatic postponement of his service, which is valid for a maximum period of 12 months from the start date of the course. An absent student is not entitled to any deferral, regardless of the service for which he is registered: courses, accommodation, activity, transfer... A client refusing this deferral will then have to pay the cancellation fee to the SCHOOL in accordance with Article 7.1. No deferral is possible for groups.

8.2 Postponement or modification of services at the initiative of the SCHOOL In the event of postponement of the service, the SCHOOL will offer the client new dates for the delivery of the service. If the client accepts them, the price initially paid corresponding to the full payment of the deferred service is offset against the price of the new service and is deemed to be payment in full for the latter. The student is informed that the SCHOOL may not be able to provide some courses when enrolment is below a minimum number of students - to be determined by the SCHOOL according to the organisational requirements and the availability of teachers - and formally accepts this possibility. If a course is not assured to go ahead as initially envisaged, the SCHOOL will inform the client concerned at least 48 hours before the start of the course and will offer to replace it with another type of course - at the choice of the SCHOOL. If the client refuses the proposed service as a replacement, the price originally paid to the SCHOOL will be refunded. In any event, the SCHOOL will endeavour to reschedule the cancelled service. The SCHOOL does not provide French courses (or any other service) on public holidays defined in Article L. 3133-1 and according to the labour code. These statutory holidays do not give any right for a postponement.

ARTICLE 9 – INSURANCE

The SCHOOL accepts no liability in case of loss, theft or damage to the personal effects of the client at the premises of the SCHOOL. Health, accident and third-party liability insurance, as well as insurance for cancellation, (type "Student travel insurance") are to be taken out by the client himself. Students will present a copy of their certificate of insurance at the time of their registration.

ARTICLE 10 - RIGHT TO THE IMAGE

The SCHOOL may perhaps take pictures of students in order to use them to illustrate promotional material (brochures, websites...), unless the student or his legal representative advise that they object to this. This refusal must be stated in writing at the time of registration.

ARTICLE 11 – DISCIPLINE

11.1 Discipline within the SCHOOL In the event that there is a breach by the student of the internal regulations of the SCHOOL, the SCHOOL's management reserves the right to suspend the training of the offending student without notice. 11.2 Discipline for any other service provision (accommodation, activity, transfer,...) In the event of a breach by the student of the rules imposed by a service provider, the latter reserves the right to suspend the provision of the service to the offending student without notice. These rules are available from the service provider. In the event of a stay at a host family, the student is committed to respect the rules of life which will be transmitted to him by the SCHOOL before his final registration.

ARTICLE 12 - INFORMATION TECHNOLOGY AND FREEDOM

In accordance with the Data Protection Act No. 78-17 of 06 January 1978, the collection of personal data has been the subject of a normal declaration with the CNIL (1633376). Each student has a right of access to and correction of personal information about him that the SCHOOL may have to deal with for the purposes of his activities. Being a strictly personal right, the right of access to and correction of data may be exercised only by a student able to prove his identity or that of his legal representative in the case of a minor. It may be exercised by a simple letter addressed to the SCHOOL.

ARTICLE 13 - SETTLEMENT OF DISPUTES The French courts will be competent to hear any dispute relating to the interpretation or the execution of any of the provisions of these conditions. Only French law is applicable.

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