

Terms & Conditions

Switzerland, France, Germany & England

1. Enrolment and confirmation

All registrations received by Alpadia Language Schools SA ("Alpadia") by post, e-mail, fax or telephone and online registrations will be deemed to be valid. Enrolment will be confirmed within a maximum of 10 working days following receipt of a valid registration. The contract will be deemed to be finalised as soon as Alpadia has confirmed the enrolment, and will then be legally enforceable. Where the registered person is an adult, that person will become a contract partner of Alpadia. In that event, the legal representative must sign the contract and give their exact address. The person who is contractually registered to a language course will become a participant, designated as such below. The person who signs the contract will be identified as a contract partner, designated as such below.

2. Information provided at the time of enrolment

The contract partner expressly declares that the information provided at the time of enrolment for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if an "absolute beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "absolute beginners"). In that event, the costs of the course will not be refundable, either in whole or in part.

3. Enrolment fees

Alpadia will charge the following enrolment fee for each registration: CHF 110 / € 75 / £ 55. This fee is non-refundable.

In the event of late enrolment, from two weeks before commencement of the language course, participants will be charged an extra fee of CHF 50 / € 35 / £ 30 for express processing of their file.

4. Agreement modification fees

In the event that a participant wishes to modify the type of course or accommodation following enrolment confirmation by Alpadia, a modification fee of CHF 80 / € 55 / £ 50 will be charged and will be payable with the modification request. No additional charge will be required if the participant decides to extend their language course at the same centre.

5. Conditions of payment

Fees will become payable immediately on receipt of confirmation of enrolment as follows:

- a deposit of CHF 250 / € 170 / £ 150.
- the enrolment fee of CHF 110 / € 75 / £ 55 (not included in the cost of the language course).
- payment of the premium for the cancellation insurance and/or the health insurance (where policies have been taken out).
- in the event of booking within 2 weeks of the commencement of the language course, the full amount is due at registration. This total amount must be paid by credit card.

The balance of the total fees must be paid at least four weeks prior to commencement of the language course. Neither the course nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details of which will be provided by Alpadia upon confirmation of enrolment.

6. Payment period

The contract partner will be held liable in the event that the payment periods, specified by Alpadia in the confirmation, are not complied with. In such circumstances, Alpadia reserves the right to refuse entry to the course. No claims will be accepted by Alpadia.

7. Proof of payment

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the accommodation will be refused. In the case of late enrolment, Alpadia will ask for proof before sending the pre-arrival documentation.

8. Cancellation prior to commencement of the course

A contract partner may cancel their contract in writing at any time prior to commencement of the language course. In that event, Alpadia will be entitled to seek payment of appropriate compensation, the amount of which will depend on the period of time remaining between the date on which Alpadia receives the cancellation and the date of commencement of the language course. In accordance with this principle, the amount of compensation is calculated as follows:

- 56 days or more prior to the first day of the language course: 10% of the total invoiced price
- Between 55 and 30 days prior to the first day of the language course: 20% of the total invoiced price
- Between 29 and 22 days prior to the first day of the language course: 30% of the total invoiced price
- Between 21 and 15 days prior to the first day of the language course: 50% of the total invoiced price
- Between 14 days and the first day of the language course: 100% of the total invoiced price
- Failure to participate in the course or cancellation after the given deadlines: 100% of the total invoiced price

The registration fee of CHF 110 / € 75 / £ 55 and the insurance costs will remain due. The cancellation amount must be received at the latest 10 days following receipt of the cancellation invoice. In the event

that a participant is refused a visa and the original refusal document issued by the Swiss/German/French/British Embassy is supplied, Alpadia undertakes to reimburse the whole amount paid, less the administration fee of CHF 150 / € 100 / £ 100 and the bank charges of CHF 60 / € 40 / £ 20.

9. Cancellation insurance

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers. Under no circumstances will a cancellation insurance policy render Alpadia liable for non-reimbursement of a course. Alpadia offers cancellation insurance.

10. Passports and visas

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in Switzerland/Germany/France/UK. Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France/UK given to a participant. Information relating to the regulations governing security, health and obtaining a visa can be obtained from the Swiss/German/French/British Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in Switzerland/Germany/France/UK by their own fault. Alpadia will provide a letter of invitation for the visa application following receipt of all the costs of the language course.

11. Accident/health insurance

Every participant will be entirely responsible for obtaining accident and health cover valid for the country in which they intend to stay for the whole period of their stay. In the event that they does not have such cover at the time of registration, Alpadia sells an appropriate insurance policy covering these risks if requested.

12. Damage caused by participants / civil liability

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, they will be liable for any losses caused to Alpadia, its commercial partners and any other third party unless the liability of Alpadia can be clearly demonstrated.

13. Obligations of participants

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's attitude will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behavior in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred.

14. Claims

In the event that a participant wishes to bring a claim, they must notify the head of the centre immediately. Any claim for compensation must be notified in writing to Alpadia Montreux, and may not arrive more than four weeks after the contractual termination of the language course. After that time, any action taken by the contract partner will be deemed null and void.

15. Discipline

In the event that a participant is badly behaved, undisciplined, or demonstrates a poor attitude, Alpadia reserves the right to expel them immediately. In that event, Alpadia will not reimburse or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred.

16. Changes affecting prices, dates or services

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant, Alpadia may change its programme of services, provided that the changes are minor, unavoidable, based on good faith and do not in any way affect the teaching services. In the event that the "key" services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights.

17. Minimum number of participants

In the event that it is not possible to achieve the minimum number of participants required for a language course (6 people for a group course), Alpadia will notify the contract partner at least three weeks prior to the commencement of the course. If Alpadia is unable to provide a replacement service, Alpadia will undertake to reimburse all fees paid to date. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition. The number of hours of private tuition will depend on the amount paid by the participant.

18. Premium+ options

In the event that the number of participants for one of the Premium+ options is insufficient, Alpadia reserves the right to cancel it and offer an alternative option to the participant as follows:

- Alpadia shall inform the participant of the change no later than three weeks prior to the course start
- when possible, Alpadia shall offer an alternative Premium+ option

In the event the participant wishes to change their Premium+ option during the stay, the following principles apply:

- only if there are still places available in the new chosen option
- only if their withdrawal from the previously chosen option does not jeopardize the continuation of this option for the other participants (minimum number of participants)
- the cancelled option will not be refunded; the fees related to the new option will be charged

19. Transfer by train

In the event that it is not possible to achieve the number of participants required to organise transfer by train (a minimum of 5 people), Alpadia reserves the right to cancel the transfer and will notify the participant at least two weeks prior to the commencement of the language course. In that event, Alpadia will reimburse the full cost of the transfer.

20. Activities

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation, Alpadia reserves the right to cancel one or more of the scheduled activities described in the brochure. In that event, Alpadia undertakes to substitute the cancelled activities with others.

21. Cancellation of our courses

Alpadia reserves the right to cancel a language course for safety reasons as a consequence of a strike, political unrest or for any other extraordinary reason. In that event, Alpadia undertakes to reimburse all costs relating to the course. Alpadia reserves the right to retain a certain amount to cover administration costs.

22. Liability

Alpadia will assume full responsibility for the language courses offered and undertakes to organise them efficiently in accordance with its knowledge and experience in the sector. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia. Neither will Alpadia be responsible for the loss of any valuables, personal items, money, etc. unless such losses were due to deliberate negligence on the part of Alpadia.

23. Safety and security

Alpadia is authorised to take all reasonable action as required to ensure the well-being and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant's legal representative. A written release/authorisation signed by the legal representative will be required in respect of certain sporting packages where risk is involved. Without such a signed document, Alpadia reserves the right to refuse to allow the participant to take part in certain sporting activities.

24. Protection of personal data

Within Alpadia, personal data is only recorded in the event of a request for information, offers or registration for a language course. In principle, external organisations and individuals do not have access to the Alpadia database. Personal data is communicated in order to reserve accommodation (host family, hostel or hotel) or in response to a legal demand. In certain cases, Alpadia may provide such information to competent authorities (for example, to immigration authorities). Personal data is filed and registered at Alpadia-Montreux. In addition to such data being used to provide advice and information on reservation procedures to the participant, they may be used to provide participants with information about Alpadia products.

25. Promotional material

The student (or where applicable, their parents or guardian) agrees that the student's photographs, videos, artwork or other works as well as recorded or written testimonials and details of the student's accomplishments may be used worldwide by Alpadia S.A., or by a third party agent of Alpadia S.A., for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notifications. Students may be photographed and/or filmed during their language course with Alpadia S.A. and they agree to this material being used for Alpadia S.A. worldwide promotional purposes, both printed and online. The student, or their legal representative, also agrees to give consent to Alpadia S.A. to store or transfer across international borders, copies of the student images, videos and testimonials for such purposes. This agreement will be deemed non-applicable only if the student or their legal representative specifically revoke this point, in writing, at the time of registration.

26. Applicable law and jurisdiction

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant. Jurisdiction will lie with the courts of Montreux, Switzerland. The general terms and conditions of sale will not, under any circumstances, limit the laws applicable to the contract partner.