

## TERMS AND CONDITIONS OF SALE AND RULES AND REGULATIONS – 2026

By enrolling, the student fully accepts these terms and conditions as well as the annexed internal rules and regulations.

### I. Conditions of enrollment at LiL'Langues

In order to enroll at LiL'Langues, students must be at least 18 years old (16 years old with parental agreement) and must be fully literate. LiL'Langues is not responsible for any minors under 18 years old.

### II. Enrollment

#### 1. Enrollment procedure

To enroll, the student must complete the online pre-registration form on the website ([www.lillangues.com](http://www.lillangues.com)) or fill in the paper pre-registration form, sign the terms and conditions and provide proof of identity.

To complete the enrollment, the student must pay a deposit of the 70€ enrollment fee (seventy euros) and:

- 100% of the total price for 1 to 8 weeks of classes
- The first 8 weeks, for any classes of more than 9 weeks.

When the deposit is received, LiL'Langues will send a confirmation of enrollment.

**The balance of the invoice is entirely due on the first day of class.**

Payment can be made on a monthly basis, at the end of the month for the coming month without any guarantee of a place in the groups. The decreasing prices do not apply to those that choose to pay monthly/weekly and the highest weekly tariff will be charged. The decreasing weekly tariff applies only to those who pay in full before the beginning of their enrollment. For all individual classes, the payment must be made in advance. **The enrollment becomes definitive only once the deposit has been received.**

#### 2. Enrollment fee

The annual enrollment fee is **€70 (seventy euros)**. This fee is valid for 12 months from the month of the first programmed lesson. This must be paid during the enrollment and **cannot be refunded under any circumstances**.

#### 3. Payment methods

The student can pay by bank transfer, by cheque in euros from a French bank or by credit card (Visa, Eurocard, Mastercard) at the LiL'Langues reception [Bank fee : add 5% to the final price], or in cash. All bank fees and commission are the responsibility of the customer.

#### 4. Price

All quotes are valid for 30 days from their date of issue.

The rates applied are those applicable at the day of the quote.

### III. Cancellation, postponement and refunds

#### 1. Postponement of enrollment

In the event that visa obtention is delayed, the period of the classes programmed during pre-registration **can be postponed once only** for an administrative fee of 70€. The date of postponement must be coherent with learning. Please be mindful of the fixed start dates for complete beginners, DELF/DALF preparation and evening classes.

#### 2. Visa

Special conditions apply for applications for a long term student visa.

For a visa application, the student must contact their local French consulate/Campus France well before their chosen arrival date in France and before making any commitment or paying anything to LiL'Langues. If a visa application is refused and this is duly documented by the French Consulate before the agreed start date, the deposit may be refunded, however the enrollment fee (70€), the administration fee (100€) and all bank charges are retained.

Applying too late for a visa does not constitute a valid justification for a refund.

**Any request for refund or postponement requested after the agreed start date of the classes will not be accepted.**

#### 3. Cancellation

The student has 7 days to exercise their right of withdrawal in accordance with the law.

After this period, all cancellation requests should be made through registered post (lettre recommandée avec accusé de réception) or by email. The cancellation will be effective from the date the notice is received.

Cancellation fees:

- 30% of the total amount if the cancellation is requested 30 days before the agreed start date.
- 50% of the total amount if the cancellation is requested between 8-30 days before the agreed start date.
- 75% of the total amount if the cancellation is requested between 4-7 days before the agreed start date.
- 100% of the total amount if the cancellation is requested less than 3 days before the agreed start date.

In case of cancellation, LiL'Langues will deduct registration fees and bank charges from the amount to be refunded.

**Any request for refund or postponement requested after the agreed start date of the classes will not be accepted.**

#### 4. Postponement or interruption of classes

All classes that have begun must be completed in their entirety except in the case of force majeure on the student's side.

In the case of an early departure, the classes remain payable in full and no refund will be made. Despite this, we appreciate that justifiable, serious occurrences can prevent the student from continuing their learning. In the case of force majeure- serious illness or injury or family bereavement- a **postponement of classes** can be considered if sufficient proof is provided. LiL'Langues cannot authorise another person to benefit from this postponement. All weeks paid

in advance can be considered for refund under certain conditions and with a fee equivalent to one week of classes being retained.

In the case of a force majeure event affecting LiL'Langues' operations, **if a solution is provided** that prevents any interference to services provided within a maximum of 3 days, either online or in person, no refund or postponement is offered. However, if no other solution can be provided (distance learning for example), LiL'Langues will impose a postponement of classes.

### IV. Programme change

The student cannot request to switch from a group class to a one-on-one class and vice versa. The student can request to change their group programme for another group programme of equal or higher value and for the same duration to that originally agreed. This request will be accepted depending on the space available in the requested group and will only be confirmed once any additional costs have been paid. An administrative fee of 70 EUR will apply to all requests.

### V. Organisation of lessons

#### 1. Levels and placement within the groups

The student will be placed in a group corresponding to their level of French having completed an **OBLIGATORY** spoken and written placement test. LiL'Langues guarantees classes for all levels throughout the year. Classes for C1/C2 level will only be offered if enough students enroll. For complete beginners, it is only possible to begin on specific dates.

If the student does not complete the placement test in time, they will be placed in a group selected by us. In this case, no refund or change of group can be requested if the level is not appropriate.

In the case that a complete beginner does not arrive on the first day of classes, a programme of one-on-one classes may be imposed equivalent to 33% of the original requested contact hours.

All requests to change level for pedagogical reasons can be considered if an agreement is reached between the teacher, student and Director. However, it is the management team that will make the final decision. In the case of a disagreement, the student will be able to request a cancellation and refund of their classes.

The student will not be able to obtain a refund or a reduction if the classes do not meet their expectations.

The classes and workshops can take place in the morning or the afternoon depending on the availability within the groups.

#### 2. Private classes

For private class packs, you have 2 months (60 days) to complete a 10-hour pack and 4 months (120 days) to complete a 20-hour pack. After this period, the hours you have not completed will be lost and cannot be postponed or refunded. If you are financing your classes with the CPF system, the obligatory final exam must also be completed within this time frame.

#### 3. Absence

All lessons, all contact hours, all days, both full or partial, that are not used by the students cannot be refunded, compensated or postponed, regardless of the motive, proof provided or prior notification given.

The student must inform LiL'Langues the day of their enrollment of any possible absence (whole week), so that they are not charged. This only applies for daytime programmes.

Only private lessons cancelled more than 48 business hours before the scheduled start time may be eligible for postponement, with a maximum of 3 re-scheduled classes for each period of classes.

Evening classes can't be postponed or divided.

#### 4. Attendance

A certificate of attendance will be given to all students during their final week of classes. This will only be given to students that have been present for a minimum of 70% of the scheduled classes.

For those that have requested an enrollment certificate to obtain a visa, **any unduly long, repeated or unjustified absence will be systematically reported to the relevant authorities** and may result in exclusion from future lessons.

#### 5. Behaviour

LiL'Langues has the right to suspend any contractual agreements with students with no refund in the case of possession or consumption of illegal substances, consumption of alcohol, drunkenness during classes, vandalism, repeated disruption of lessons, repeated disrespect for internal rules and regulations or harassment or threatening behaviour towards other students or members of staff.

### VI. Holidays and bank holidays 2025

In line with the French calendar, LiL'Langues will be closed in 2026 on the following dates: 06/04/2026, 01/05/2026, 08/05/2026, 14 and 15/05/2026 25/05/2026, 14/07/2026, 15/08/2025, 01/11/2025, 11/11/2025. **No classes will be given on these dates.**

The annual closure of the school will take place from 19/12/2026 to 04/01/2027.

**Bank holidays are not deducted from invoices for any class duration of longer than 8 weeks or for those benefitting from a reduced tariff (job seeker, student etc...)**

### VII. Modification

Group classes have a maximum number of 15 students. There must be a minimum of 4 students, each paying the full price, in the group classes during the day and 5 students in the evening classes.

**In the case where there are less than 4 or 5 students within a guaranteed level, 50% of the agreed contact hours will be offered, but the full price will be due.**

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### VIII. Insurance and responsibility

The student is entirely responsible for any illness or accident. Before coming to France, the student must verify that they are insured for social responsibility, any trip cancellations, medical expenses and repatriation in case of illness or accident. In the case that the student is not insured, no request for refund can be made to LiL'Langues.

All non-European students must check that their health insurance covers them during their full stay in France.

LiL'Langues cannot be held responsible for the theft, damage or loss of students' personal belongings during their stay or for any incident, administrative closure, or any disaster that may occur, be it medical, natural or other.

### IX. Use of images and data protection

LiL'Langues may decide to take photos of students in order to use them within brochures, advertising material or on the website unless the student has previously objected to this. Any objections must be made in writing and either before or during enrollment.

I do not wish for my photo to be used for advertising purposes.

LiL'Langues guarantees compliance with the GDPR. Information requested during enrollment will be used exclusively for administrative, pedagogical and non-commercial purposes. This data is kept for 3 years following the initial enrollment. You have the right to access, rectify, challenge or delete any of your personal information we hold by sending us an email. ([contact@lillangues.com](mailto:contact@lillangues.com)).

I do not wish to receive any advertisement from LiL'Langues after my period of classes has finished.

### X. Complaints

All complaints must be handled in accordance with our complaints procedure and must be made before the student's departure to enable us to offer suitable solutions. If you wish to dispute this solution, the Lille Courts (Tribunal de Lille) are considered to be the competent authority. **Only the French language version of the terms and conditions and internal rules and regulations are valid and prevail.**

## INTERNAL RULES AND REGULATIONS

In order to guarantee the quality of the education you receive and of your overall experience, we ask that you respect the following rules:

### I – Organisation of the lessons

Following an **OBLIGATORY test of your French level (written and spoken) before your classes begin**, you will be placed in an appropriate group for your level. All requests to change level for pedagogical reasons can be considered if an agreement is reached between yourself, the teacher and Director. However, it is the management team that will make the final decision. In the case of a disagreement, you will not be able to request a cancellation and refund of their classes.

Each level requires around 120 hours of classes. You will only be able to move to the next level once you have completed and passed a final level assessment.

Teaching is carried out entirely in French in line with our pedagogical approach. We therefore ask you not to excessively request translations from teachers or fellow students.

Classes can take place in the morning or the afternoon depending on the availability of places within the groups. The final decision on both level placement and schedules lies with LiL'Langues.

### II - Lateness and attendance

You are requested to arrive on time for all lessons to avoid disrupting learning. An attendance sheet is distributed in each class. If you arrive more than 15 minutes late or are constantly late, you may be refused access to the class.

For individual lessons, if you arrive more than 30 minutes late, the lesson is considered to be cancelled by you.

An attendance certificate will be given to you during your last week of classes. This certificate will only be given if you have attended at least 70% of scheduled classes.

### III - Learning materials and individual learning

We use our own resources designed by our learning teams. We will give you copies as your learning progresses.

You are requested to bring something to write with (pen/pencil and paper) as well as all learning materials you have been provided with.

To ensure you progress in your learning, you should regularly study material taught in class, participate fully, and complete any homework tasks set by the teacher. Neither the teacher nor LiL'Langues is responsible for a lack of progress in your learning if you do not display sufficient effort.

### IV - Private classes - cancellation

If the teacher cancels the lesson, it can be postponed to another date in accordance with your availability.

If you cancel a lesson more than 48 business hours before the scheduled start time of the lesson, the lesson will be postponed to another day, with a maximum of 3 re-scheduled

classes for each period of classes. After 3 cancellations, all postponements become invoiceable.

If you cancel less than 48 hours before the scheduled start time of the lesson, the lesson will be invoiced and never refunded or postponed.

If you arrive late, the time cannot be recovered.

### V - Private classes - duration

For private class packs, you have 2 months (60 days) to complete a 10-hour pack and 4 months (120 days) to complete a 20-hour pack. After this period, the hours you have not completed will be lost and cannot be postponed or refunded. If you are financing your classes with the CPF system, the obligatory final exam must also be completed within this time frame.

### VI - Mentoring

You can request mentoring sessions at LiL'Langues. In order to benefit from this, you must request an appointment at the reception and decide a date, time and reason for the mentoring session. If you are absent for your mentoring session, LiL'Langues may invoice you for this time. Sessions are for a maximum of 15 minutes, 2 times a month.

### VII - School and equipment

Smoking is strictly forbidden in the school. It is also forbidden to throw any cigarette butts or rubbish anywhere other than the rubbish bins.

We will always welcome you in the best way possible. In order for us to do this in a pleasant environment, we ask you to respect the school and its equipment. It is forbidden to damage the tables, chairs, walls and floors of the school. If you do this, LiL'Langues reserves the right to invoice you for any damages you cause.

Parking any vehicle or bike within the school is not allowed (entrance, hallways and classrooms). LiL'Langues is not responsible for any theft or damage to vehicles.

### VIII - Respect for others

To guarantee the best possible learning for everyone, we ask you to respect all students both physically and morally.

We also ask you to respect all staff members.

If any issues arise with staff members or other students, please contact the Director.

### IX - Safety

LiL'Langues has clearly marked exits. In the event of danger or fire, please follow the instructions on the signs next to the fire extinguishers and follow the instructions of staff present during the incident. All accidents and incidents that take place within the LiL'Langues premises must be declared by both the person involved and witnesses.

### X - Complaints procedure

If you are not satisfied with your classes or any other service provided by LiL'Langues, the complaints procedure is the following:

1. Please inform the reception as soon as the issue arises.
2. Complaints can be made either face to face or in writing using the forms available in the reception. All complaints must be precise and the exact reason of the complaint must be clearly identified and explained.
3. The reception will transmit the complaint to the management.
4. Management may wish to speak with the student personally to discuss the issue. A response is guaranteed within 24 hours.

Our terms and conditions apply in all circumstances.

We wish you a pleasant learning experience with us.

Signed in (place):

Date :

Signature :

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