



GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale apply to the services offered by Langue & Communication Training Organization (hereinafter referred to as L&C) and are purchased by the learner / client either directly from the training organization or from an intermediary. **By signing the registration form, the learner/client unreservedly accepts these General Terms and Conditions and the internal Rules and Regulations to which they refer.**

ARTICLE 1 - PURPOSE

The purpose of these General Conditions is to define the obligations imposed on each party and conditions under which L&C shall provide the learner/client with the services purchased by the client. When specificity applies to the service purchased by the learner/client, the General Conditions may be supplemented by Special Terms and Conditions which shall be inseparable from these General Terms and Conditions. In the event of a contradiction between the two, the Special Terms and Conditions prevail over the General Terms and Conditions.

ARTICLE 2 - TERMS AND CONDITIONS OF ADMISSION

The learner must be aged 18 years old minimum to follow courses. L&C cannot be held responsible for difficulties in obtaining a long-stay visa or a residence permit upon presentation of a pre-registration or registration certificate in one of its courses.

ARTICLE 3 - FINANCIAL TERMS

Participation in Language & Communication courses requires payment of the following fees:

- **Membership fees** cover the subscription to the L&C association. They are valid from the first day of the course and for a period of one year (date to date). They are not refundable (except as specified in Article 6).
- **Registration fees** cover the administrative costs related to the learner's curriculum. They are valid from the first day of the course and for a period of one year (date to date). They are not refundable (except as specified in Article 6).
- **Tuition fees:** the amount of those fees varies, depending on the duration, the frequency and the type of course chosen. They are fixed and non-revisable during the session. Any discount, refund or adjustment will be granted in the event of absence, withdrawal or early departure (except for conditions specified by the Article 5). By way of exception to this rule, two specific cases may lead to a fee adjustment:
 - Registration to the "au pair" rate without Wednesdays: a specific rate is applied during the registration.
 - Late registration: a prorated rate, excluding sessions already completed before registration, may be applied

Statutory holiday periods do not give rise to reductions, refunds or deferrals.

- **Books and workbooks** are not included in tuition fees or registration fees.
- **Cancellation fees:** should a client cancel the reserved courses; a cancellation fee shall be due to L&C (see article 5).

ARTICLE 4 - ENROLLMENT FORMALITIES

A written test as well as an oral test will help determine the level of each learner in order to offer them a training course matching their needs.

FOR THE LEARNERS

Registration can be made:

By mail order:

The learner / client must:

- take note of the General Terms and Conditions of Sale, accept them by dating and signing the registration form.
- 30% of the total course fee (including membership and registration fees) for pre-registration to guarantee a place on the chosen course. The remaining amount is paid according to the schedule established by Langue et Communication:
 - o by check in euros
 - o in cash (on site only)
 - o by bank transfer (with proof of transfer)
- send all by:
 - email (except check): contact@langueetcom.fr
 - post: L&C, 35 rue Saint Melaine, 35000 RENNES, FRANCE

If the learner/client registers by mail order or online, he/she has a right of withdrawal of 14 days from the registration, without having to give a reason. If the learner/customer registers on site, he/she has a right of withdrawal of 10 days from the registration, without having to give a reason. This withdrawal period starts from the date of signing the Training Contract. If the withdrawal period expires on a Saturday, Sunday or public holiday, it is extended to the next working day. The learner/client wishing to make use of his/her right of withdrawal must notify us in writing and by post within the legal deadlines indicated above.

IN THE CASE OF FUNDING THROUGH THE CPF (COMPTE PERSONNEL DE FORMATION)

Learner's attendance is obligatory for training funding through the CPF. Except for cases duly justified, any absence will result in a refusal of funding by the Caisse des Dépôts et Consignations. In this case, the non-covered fees will be directly invoiced to the learner according to the following terms:

Learner's attendance rate	Less than 25%	Between 25 and 80%	More than 80%
----------------------------------	---------------	--------------------	---------------

Coverage rate provided by the Caisse des Dépôts et Consignations	Debt recovery cost: 25 % of the training cost	Coverage proportional to attendance	Full coverage
Still to be paid	75 %	Non-covered expenses	0 %

◆ **FOR INSTITUTIONS (COMPANIES, UNIVERSITIES, ASSOCIATIONS, ORGANIZATIONS, ETC.)**

A quote followed by a professional training agreement specifying the Special Terms and Conditions are drawn up.

ARTICLE 5 - CANCELLATION / POSTPONEMENT

❖ **ARTICLE 5.1 - CANCELLATION ON THE INITIATIVE OF THE STUDENT/CLIENT**

Prior to the beginning of the course: the student may postpone enrollment for a maximum of 6 months. Only one adjournment is allowed, subject to the receipt by L&C of a written request at least 15 working days before the initially scheduled date of the courses.

In case of cancellation or absence of definitive registration, including in the case of a refusal of visa, the deposit (100 €) is not refunded and kept as cancellation fees.

After the start of classes: Once the course has begun, and in case of absence in one or more courses, no postponement or reimbursement will be accepted for any reason whatsoever, except in case of force majeure as defined by article 1218 of the civil code. In this specific case, a written request accompanied by proof must reach L&C at the latest 7 days after the date of interruption of the courses to request a postponement or a cancellation in proportion to the hours not attended. Any postponement granted is non-refundable.

Specific case for individual courses: Postponements of courses may be authorized provided that the dates of the postponed courses are between the start date and the end date of the contract and that the request for postponement is made no later than 48 hours (not including weekends) before the scheduled time of the course. Otherwise, the course cannot be refunded or rescheduled.

❖ **ARTICLE 5.2 - CANCELLATION ON L&C'S INITIATIVE**

L&C reserves the right to cancel a course for which the enrollment is insufficient and will inform the student / client no later than 1 week in advance. In the event that another equivalent level course cannot be offered, the totality of the tuition fees will be reimbursed. If this cancellation was to affect all of the selected courses, the membership fee and the annual registration fee will also be refunded.

I have read and accept the Terms and Conditions of Sale.

Signature

◆ **ARTICLE 6 - DELAY - CHANGE OF PROGRAM - AMENDMENTS**

In case of a late arrival to a course, a spot cannot be guaranteed. A postponement for a subsequent session of the same course will be proposed, subject to availability.

No change in frequency and schedule cannot be accepted once the chosen program has started.

L&C has the the right to modify, if necessary, the schedule and calendar of the courses, subject to prior notice to the student / client.

ARTICLE 7 - INSURANCE

L&C is not liable for the loss, theft or damage of the student's personal belongings on the school's premises.

The student / client is required to take out an insurance covering health, accidents and civil liability.

In the case a student is a minor, they must present a copy of the insurance certificates of their legal representative.

ARTICLE 8 - ATTESTATION OF DILIGENCE

A pre-registration certificate will be given on request following payment of the deposit.

A registration certificate will be given on request following payment of all training costs.

A certificate of attendance will be given on request at the end of the training and will indicate the number of hours of lessons taken as well as the level reached.

ARTICLE 9 - BEHAVIOR

If the student fails to comply with the Internal Rules and Regulations submitted at the beginning of the course, L&C reserves the right to interrupt the course without refunding it.

ARTICLE 10 - DATA PROTECTION & USE OF INFORMATION

In accordance with the amended Data Protection Legislation of January 6, 1978, each student / client has the right to access and rectify personal information concerning them. L&C may be required to process this information for the purpose of its activity of administrative and pedagogical management of French as a foreign language. Being a strictly personal right, the right of access and rectification can only be exercised by the student / client who proves their identity or by their legal representative in the case of a minor. It can be exercised by simple letter addressed to L&C.

Each student / client can also, for legitimate reasons, refuse the processing of personal data. For more information, consult the CNIL website

Last updated in July 2025