



Registration and Fees

- The total amount of the course fees must be paid before the lessons
- The fees are **non refundable** and **non transferable**.
- French Language Academy reserves the right of rescheduling a class and reassigning a teacher to a class as deemed necessary by it.

Private Tuition

- If the lessons are paid per hour, French Language Academy cannot guarantee a fixed schedule or availability of a teacher unless reserved by prior payment.
- Cancellation request must be received at least 24 hours prior to the scheduled class. Otherwise, it will be charged for the class at the usual rate applied.
- Lessons can only be rescheduled after French Language Academy's approval, for the following reasons: travel / holiday or sickness (travel or medical documents required). In case of unavailability of a teacher, French Language Academy will look for a replacement and reserves the right to reschedule the lesson later if this is not possible.
- If a student has to stop lessons before the end of a package, there will be no refund for the remaining hours.

Group Tuition

- The registration will only be confirmed once the payment has been received by the French Language Academy.
- Each group class requires a minimum number of students to be started. If this requirement is not met, the student will be provided the following options:
 - Join the next available class of the same level.
 - Obtain a full refund
- French Language Academy does not guarantee the availability of a compensatory class if a student misses any classes in the course. That being said the best attempt will be made to provide a compensatory class of the student's level at the discretion of French Language Academy. Alternatively a private tuition can be requested at the applicable cost to recover the missed class.

Safety and Code of Conduct at French Language Academy

- Use of mobile phones during the class is not permitted except in case of emergencies.
- The student must arrive on time for class.

- Parents must bring and pick up their children from the school on time for class. French Language Academy will not be responsible for the children after the end of the class.
- For safety reasons, parents may not wait for their child inside the school.
- French Language Academy does not take any liability for loss, theft, damage to property or injury sustained at the school to the extent permitted under Singapore law.
- French Language Academy will not be held responsible for any resulting test scores for the students.
- The student must treat other students, the teacher and the premises with respect at French Language Academy. In case of damage to property or injury, the student (or their guardians in case of underage students) will be held responsible for repair and any other expenses resulting thereof.
- In case of continued indiscipline and poor behavior, French Language Academy reserves the right to expel the student without any refund of fees.
- Student (and the legal guardian for children) agrees to allow French Language Academy to take pictures and videos during classes and use the said media for publicity and website as a property of French Language Academy.

Privacy Policy

- French Language Academy treats your personal information in accordance with guidelines laid down by Personal Data Protection Commission, Singapore and its own standards.
- Under Personal Data Protection Act, you have the right to ask for a copy of the information we hold on you and the right to ask us to correct any inaccurate information.
- French Language Academy will not share your personal data with any third party except as may be required under Singapore law.
- You may request for opting out of receiving any further email or mobile communication from French Language Academy by contacting us at contact@frenchlanguageacademy.sg. Please allow 7 days for processing of such requests.