



POLICIES

Non-Discrimination Policy

Alliance Française de Philadelphie does not discriminate on the basis of race, color, religion, disability, gender, sexuality, and national or ethnic origin in the administration of its admissions, educational, or employment policies and programs.

Course refunds, late fees, Cancellations & Changes

- **Cancellations & Changes made by Alliance Française de Philadelphie**

All classes open upon enrollment. The Alliance Française de Philadelphie reserves the right to cancel classes and change teachers if necessary without advanced notice. Courses are typically cancelled due to insufficient enrollment or unavailability of a teacher. If your course is cancelled, you will be notified by telephone or email and given the option to transfer to another class, to receive a tuition credit, or to receive a full refund.

A class with five or more students lasts 2 hours, a class with 3 to 4 students lasts 1.5 hours and a class with two students or less lasts an hour. If the class only has one or two students, the Alliance Française de Philadelphie may ask students to join a different group.

- **Cancellations & Changes made by students**

Full Refund: To be eligible for a full refund, the student must contact the Alliance Française before the first class.

Credit: After the first class, only a credit for a next session will be issued (a \$35 cancellation fee plus \$35 per class is retained). Credit is valid for one year starting from the date of withdrawal.

No credit after the 3rd class.

Late fees apply 2 weeks after the beginning of classes

- **Private classes**

The 5 hours must be used in the 6 months following payment.

Payment must be given on the day of the first lesson, and every 5 hours subsequently.

Cancellation or rescheduling must be made 24 hours before class, otherwise your scheduled class will be charged.

Private classes are non refundable.

- **Immersion classes**

The Alliance Française de Philadelphie reserves the right to cancel immersion classes and change teachers if necessary without advanced notice. Courses are typically cancelled due to insufficient enrollment or unavailability of a teacher. If your course is cancelled, you will be notified by telephone or email and given the option to transfer to another class, to receive a tuition credit, or to receive a full refund.

Online Makeup classes

If a student exceptionally can't attend a class, the class will be recorded and available for a week online.

Student must notify the administration at alliance@afphila.com or at 215 735 5283

If a teacher is unable to teach a class, students will be notified by e-mail or by phone. Every effort will be made to make up any lost class time during the current session. If the lost class(es) cannot be made up, a credit will be added to your account for the equivalent cost of the lost class time.

Pro-rating

Prorated tuition is only offered if a student is going to miss 2 or more classes of a 10-week class and must be arranged at the time of registration. NO retroactive credits or refunds will be allowed for missed classes.

Disruptive Student

Alliance Française de Philadelphie reserves the right to dismiss any student whose behavior is inappropriate or disruptive to the learning environment and to other students.

Unexpected Closure (in person only)

AF may need to close unexpectedly, due to inclement weather or other circumstances. In such situations, you will be informed via email or telephone. Every effort will be made to make up any lost class time during the current session. If the lost class(es) cannot be made up, a credit will be added to your account for the equivalent cost of the lost class time.

Privacy & Emails

Alliance Française de Philadelphie is committed to protecting the privacy of its students. Any information collected by Alliance Française de Philadelphie is kept in a secure database. We never share your information or sell your email.

Alliance Française de Philadelphie will only ask you to provide the information necessary to process and service your class registration: name, billing address, telephone number, email

address, and credit card information. Please note that for security reasons, credit card information is not stored permanently on our web server.

When you register for a class at Alliance Française de Philadelphie, we request that you provide us with an email address and telephone number. We will use this email/number to contact you with important information regarding your class, such as registration confirmation, room & instructor assignment, change in class schedule, cancellations, etc. We will also share this email with your professor so that s/he can send you the notes and homework for each class.

When you register for a class, you are automatically added to our e-news mailing list. You will start receiving our weekly newsletter with information about upcoming events, classes, and programs. We will also send you emails about the start of sessions, early-bird discounts, class satisfaction surveys, and upcoming workshops or classes that may interest you, etc. If you do not wish to receive these emails, simply click on the "unsubscribe" link at the bottom of these emails and you will be taken off the mailing list.