



General Terms and Conditions

1. Une FLAMME

Une FLAMME is an individual company (*entreprise individuelle*, EI). SIRET ID: 100407816 00014.
Physical person: Caroline Pissier, 17 voie de Wissous, 91300 Massy, France.

2. Admission Criteria

To register for classes with Une FLAMME, students must be at least 18 years old. Une FLAMME cannot be held responsible for difficulties in obtaining a long-stay visa or residence permit resulting from the presentation of its proof of registration document. Students are admitted based on availability at the desired dates. For individual classes, this is based on the availability of the teacher(s), while for group classes, it is based on the student's level and the existing groups at the desired period.

3. Registration Process

Registration is approved:

- when Une FLAMME has received your completed registration form from its website, or by email or post;
- and when you have paid the down payment for the first month of class, or the total payment for all classes if your registration will only be for less than one month.

Bank charges will be borne by the student.

4. Information Provided During Registration

Students confirm that the information provided during registration is accurate and complete. Une FLAMME cannot be held responsible for any consequences if students provide inaccurate or incomplete information.

5. Classes and Rates

Classes are described on Une FLAMME's website. Registration is based on the rates in effect for the desired class period.

6. Payment

Payment is done from month to month, one month in advance, in the form of a down payment. Students must pay the down payment at the beginning of the month that precedes the start of class. By providing the down payment, students commit to taking classes.

7. Visas

Students registered for in-person classes must consult with the French Consulate in their country of residence for the requirements to enter and live in France. Where applicable, and once they have received proof of registration, students commit to carrying out the processes necessary to obtain a visa and to ensuring they have all the documents required to live in France (passport, proof of vaccination, insurance, etc.).

8. Insurance

Students registered for in-person classes must have all the insurance necessary to live in

France (civil liability coverage, healthcare, repatriation, etc.). In the event of lack of insurance or inadequate coverage, Une FLAMME cannot be held responsible.

9. Cancellation or Modification of Classes by Students

Students may cancel or modify their registration or commitment for the following month, up to one month before the start of the classes in question without penalty. The down payment will be reimbursed, less bank transfer fees. Cancellation or modification must be notified in writing (email or by post).

If students cancel or modify their registration or commitment less than a month before the start of the classes in question, the down payment will not be reimbursed and make-up classes will not be offered for classes paid.

An exception is made if visa applications are refused, which prevents students from meeting their commitment. In this case, the down payment will be fully reimbursed (less bank transfer fees) if the visa refusal letter is sent to Une FLAMME before the start of classes.

10. Cancellation or Modification of Classes by Une FLAMME

Une FLAMME reserves the right to cancel any class and modify the timetable and format of classes (increasing or reducing the size of a group) after informing the students affected.

In the event that Une FLAMME cancels or modifies classes, the down payment will be fully reimbursed (less bank transfer fees) or adjusted.

11. Enforceability

The general terms and conditions are a part of Une FLAMME's language class services. Students are expected to have acknowledged and accepted these conditions. Registration for classes with Une FLAMME implies accepting Une FLAMME's general terms and conditions.