



Alliance Française

Seattle

ALLIANCE FRANÇAISE DE SEATTLE

EDUCATIONAL PROGRAM POLICIES AND PROCEDURES

August 1, 2019

The Alliance Française de Seattle (AFSeattle) is a dynamic educational and cultural 501(c)(3) nonprofit organization whose mission is to promote the French language and francophone cultures through unique programs in the Puget Sound area. As part of an international network of 832 Alliances around the world, we respect high performance standards in French language teaching and thrive to favor cultural diversity by highlighting the value of multicultural understanding.

Please take the time to familiarize yourself with AFSeattle's educational program policies and procedures before registering online, in person, or by phone.

I. NEW STUDENTS: PLACEMENT TEST

New students with prior experience in French language learning are required to [take a free test](#) in order to be recommended the appropriate class.

II. COURSE REGISTRATION

AFSeattle membership is not required to take group classes; however, a \$40 registration fee will be applied to each registration for non-members.

Please note that AFSeattle membership is required to register for private classes or take part in AFSeattle's Choir.

Unless otherwise specified, textbooks are not included in the price of the course and can be purchased on our website, at our office, or through any external vendor. Textbooks are reserved for our enrolled students.

Please note the registration deadline for all group classes is 48 business hours before the beginning of the course. Past this deadline, a \$25 late registration fee will apply. *For example: for a class starting on Monday at 11.15am, late registration will start on the previous Thursday at 11.15am.*

Registration and payment are due prior to the start of class.

Registration after the start of a class may be accepted upon seat availability and the instructor's approval, and will be subject to a \$25 late registration fee. No prorated tuition possible.



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III. TUITION PAYMENT

Payments are due in full upon registration.

The AFSeattle does not prorate tuition. However, we offer 10-week or 5-week sessions, as well as drop-in classes. Our online platform Apolearn also allows students to keep up with course content and homework when they miss a class.

Online and phone registration: to register online or by phone, payments must be completed by credit card at the time of registration.

In-person registration: to register in person, payments must be completed by credit card, check, or cash.

Private class registration: payment must be completed at least one week prior to the first scheduled session. *See under X. Private Courses.*

IV. WITHDRAWING FROM A CLASS, REFUNDS, AND CREDITS

To withdraw from a class, please send a written request by email at info@afseattle.org. Class cancellations will not be processed by phone.

Please note:

Withdrawing before the first class: Class tuition can be refunded in full minus a \$40.00 cancellation fee.

Withdrawing before the third class: Class tuition can be refunded minus a \$40.00 cancellation fee and classes attended.

Withdrawing after the third class: No refunds or credits will be issued, unless in case of exceptional circumstances (illness, medical emergency, etc.), for which necessary documentation must be provided.

Withdrawing from a workshop: No refunds for workshops. If you withdraw from a workshop with at least 48-business-hour advance notice, a credit can be issued to your student account, minus a \$10 processing fee. If you withdraw from a workshop with less than 48-business-hour notice, no credit can be issued.

Upon your withdrawal from a group class (except workshops), you may choose one of the following options:

- A refund issued to the original form of payment, minus a \$40 cancellation fee and classes attended if applicable.
- A credit valid one year issued to your student account that can be used for another group class. The cancellation fee is waived for this option.

If you wish to receive a refund for a standing credit at any given time, a \$40 cancellation fee will be applied.



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Credits are transferable within members of the same family membership.

No refunds for private classes, but you can reschedule with more than 24-hour notice. *See under X. Private Classes.*

Payments made in cash or check will be reimbursed by check. Payments made online within less than 3 (three) months will be reimbursed on the original credit card. Payments made online more than 3 (three) months prior, or payments made by phone, will be reimbursed by phone to the credit card of your choice.

Exception: Summer Camps have unique policies. Please see under <https://afseattle.org/summer-camps/>

All sales and registrations for exams are final.

Memberships are not refundable. AFSeattle welcome members from all other Alliances Françaises. All our membership privileges will apply.

V. TRANSFERS

Students may request a transfer from one group class to another group class before the third session.

Any difference in price will be charged or a refund given.

Students cannot be transferred from group classes to private tuition.

If a student has registered for a class at the wrong level, the AFSeattle reserves the right to transfer the student to a different class with an appropriate level. The student will be notified beforehand.

VI. COURSE CANCELLATIONS AND CHANGES

A minimum of 4 (four) enrollments is necessary to open and confirm a class.

If a class has reached 3 (three) enrollments and if all of them agree, the AFSeattle may decide to open the course at the same price, but with reduced class hours, and if it is seemed appropriate for the teaching method.

The AFSeattle reserves the right to cancel courses, adjust curriculum, or change teachers at any time during the session. Courses are typically canceled due to insufficient enrollment, unavailability of a teacher, or inability to schedule appropriate instructional space.

If you are registered in a class that is canceled, you will be notified by telephone or email and given the option to transfer to another course or to be fully refunded. No credit will be offered, only an immediate refund.

VII. DISCOUNTS

AFSeattle members will receive a 10% discount for any additional group classes, workshops, or drop-in classes taken in the same quarter. This discount does not apply to private classes.

Early Bird discounts are not applicable outside the dates of the sale.

AFSeattle discounts are not cumulative.

VIII. MISSED CLASSES

Students should inform their instructor of any foreseen absence. The instructor will plan the class accordingly, inform the student about the missed class content, and provide them with homework assignment.

Students are able to follow the missed classes and to receive and complete homework assignments through the online platform Apolearn.

Missed classes are non-refundable.

In the event that the AFSeattle must cancel a class due to weather or teacher absence, a make-up class will be scheduled by the instructor with the class during the 11th week of the semester, which is reserved for that purpose. No alternative make-up classes will be offered for students who are not able to attend.

IX. DROP-IN CLASSES

Students can register for drop-in classes exclusively for our communication and world news classes at any time during a session at the following rates: \$50.00 per 2-hour class; \$37.50 per 1.5-hour class. Places are limited, so you have to confirm your drop-in and complete the payment at least 48 hours before the class.

The 10%-member discount is applicable to drop-in classes (valid if the student is already enrolled in the same quarter).

X. PRIVATE CLASSES

AFSeattle membership is required to sign up for private instruction.

A minimum number of 4 (four) hours is required to create a new private class. Only packages of 4 (four), 8 (eight), or 12 (twelve) hours can be purchased. Customized extra hours cannot be added to a package.

Payment must be paid at least 1 (one) week prior to the first scheduled lesson.

Please note that once a fixed private schedule is set with an instructor and a tuition package has started, limited rescheduling will be accepted:

- For 4-hour packages: a maximum of 1 session can be rescheduled;



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- For 8-hour packages: a maximum of 2 sessions can be rescheduled;
- For 12-hour packages: a maximum of 3 sessions can be rescheduled.

No-shows and cancellation with less than 24-hour notice: the session will be charged in full.

Packages of private tuition must be used within two quarters.

XI. NON-DISCRIMINATION POLICY

AFSeattle 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.

XII. DISRUPTIVE STUDENT POLICY

The AFSeattle reserves the right to dismiss any student whose behavior is inappropriate or disruptive to the learning environment and to other students. If AFSeattle receives such a complaint from a teacher and/or fellow students about a student, a meeting will be called with that student to notify him or her of the complaint and to request a change if and when warranted. If after that warning, the student continues to be disruptive, the student will be dismissed, and, when appropriate, AFSeattle will issue a prorated refund for any classes not yet taken.

XIII. ADDITIONAL POLICIES

Use of cell phones is not permitted in the classroom.

Eating and drinking are permitted, but please be mindful of your classmates.

Lost belongings, if found, will be at the AFSeattle office until the end of the quarter, after which they will be donated, or at the Good Shepherd Center concierge.

Except for certified service animals, pets are not allowed in classrooms at any time.

Private and group classes are held in a professional setting. Out of respect for our instructors and clients, please note that students are not allowed to attend an adult class with their child.