

## Terms and Conditions

### 1/ Terms and Conditions

The “company” shall mean Doc’ Langues. “The participant” shall mean the person in whose name the booking is made and shall include the person or persons on whose behalf the same is made. “Force Majeure” shall mean any event outside the company's control which prevents the prompt performance of its obligations. The terms and conditions are made known to the participant before the registration. It includes the price, payment method, policy, rules and regulations as well as cancellation policy, and the legal mentions. Only the French version of the terms and conditions is legally valid, the other versions are translations of the original and are for guidance to the participant only.

### 2/ Registration

Registration is mandatory to take part in one of Doc’ Langues’ holidays, sojourns, camps or training programs in France or abroad. The registration fee is 45 € for a program in France and 80 € overseas. In any case the registration fee is refundable.

The registration for any program implies acceptance of all the terms and conditions’ clauses.

To register, return the registration form to Doc’ Langues, the corresponding registration fee and 30 % deposit of the full balance of the program, and the optional cancellation guarantee if taken. (If the client’s program is customized, refer to the quote; if not, the price is published in the brochure or on the website.)

- For pre-arranged programs, the reservation and registration will be possible until vacancies are available.
- For participants under the age of 18, a legal guardian’s authorization is required for any trip outside the country of residence. A health registry, health, personal and third party liability insurance coverage are also required.
- When registration is made 3 weeks before the start of the program, the full balance must be paid at the time of registration.

### 3/ Balance payment

The remaining balance must be paid at least 21 days before the start of the program.

### 4/ Alterations by the Participant

If the participant wishes to change their booking in any way after the confirmation invoice has been issued, they must inform the company immediately, in writing, and the company reserves the right to charge 100 € per person per change to cover the additional administration costs involved plus any additional charges imposed by schools or other suppliers. If the participant has chosen a customized linguistic program, a new detailed invoice will be proposed by the company.

### 5/ Earlier return

An earlier return initiated for any reason on the part of the participant does not give the right of any refund; on the contrary, additional charges for administrative costs caused by the earlier return will be invoiced to the participant.

### 6/ Visa requirements

French citizens:

A valid French identity card is enough to travel within the countries of the European Community. For countries outside it, a valid passport with an expiration date beyond six months from the date of return is mandatory.

- To enter France: The French consulate in your country of residence will help you with visa requirements and process. All non-EU citizens wishing to enter France must be able to present to immigration/customs all the

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mandatory documents related to entrance to the country, the purpose of the trip, and the means of income during the stay, including accommodation. In certain cases, a visa is also required, and it must be obtained within a reasonable time before the start of the program. In some cases the visa is only obtained with proof of the registration to a training program. Doc' Langues will only certify a client's registration in one of its programs, after receiving the registration form accompanied by the registration fee and the 30% deposit of full balance for the program.

For details about the documents required to obtain a visa to enter France, the countries requiring a visa and the visa application process, contact the French consulate of the country of origin or residence.

For your convenience, here is a list of French embassies and consulates around the world:  
[www.mfe.org/annuaires/](http://www.mfe.org/annuaires/)

- To the USA: A visa is not needed for French citizens wishing to enter the USA for a 90-day stay or less with fewer than 18 hours of classes per week as long as the participant has a passport with a barcode issued before 10/25/2005. For participants with an e-passport issued before 10/26/2005 a visa is not mandatory if the photo is digital. For stays longer than 90 days, a student visa is mandatory, the type of passport is not important if issuance of a visa is required.

- To Venezuela: For French citizens wishing to enter Venezuela for a 90-day stay or less, a visa is not necessary. For a complete list of countries which are exempt from visa approval for a 90-day stay or less, contact the Venezuelan consulate of your country of origin or residence. <http://www.embavenez-paris.fr/index.php>

- The participant is fully responsible for obtaining a visa or having all the documents required to enter the country of destination to pursue their language program. The visa process is usually long and is not always compatible with the registration deadlines. Cancellation of participation in any program due to not having obtained a visa is not considered a "force majeure" and cancellation fees will apply from the date of cancellation and the departure date in accordance with the terms and conditions.

## **7/ Accommodation**

The type of accommodation is described in the program or in case of a customized one, in the quote. Its description is for suggestive and illustrative purposes only and is not valid until the participant has made the booking and/or paid the full balance. The classification for the hotels is in stars while the bed and breakfasts as well as houses are rated with wheatears or keys. The accommodation in residence corresponds, in general, to students' residences or dormitories, and it can not be compared to a hotel's level of comfort. If the accommodation is not described in the program or it is a tailor-made one, it means the accommodation is not included and it is the client's responsibility. Doc' Langues can help the clients without commission or fees to find an accommodation that suits their needs, however, the booking and responsibility is between the client and the accommodation. Doc' Langues will not be responsible for disagreements between both parties; this includes all type of accommodations.

-The accommodation with a host family is in accordance with a contract between the participant and the family. Doc' Langues will serve merely as a means of communication between the two parties. However, the company will make every attempt at resolving disagreements between them.

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Where accommodation is arranged for one week, this means 6 nights from Sunday to Saturday, unless otherwise indicated. However, if you spend less than 6 nights in your accommodation during any particular week, you will not receive any discount. For arrival or departure dates (not on Saturdays or Sundays), a supplement may be payable.

### **8/ Behavior during the program**

The participants must respect the law of the country in which they are visiting as well as the rules, regulations and policies of the company and schools which take them in charge. Any failure to respect the rules, laws and regulations shall result in the early return of the offending participant at their own expense and forfeit of any monies paid.

### **9/ Trip and Transportation**

The trip, airport transfers, excursions and other transportation are not included except where specifically stated. In this way, the client is free to choose the best means of transportation. All our prices are quoted exclusive of transportation and transfers costs.

### **10/ Public Holidays**

Where a course takes place during a public holiday, no lessons will take place on that day and no reduction in price will be given except where specifically stated. Individual classes are usually rescheduled, but group classes are not always rescheduled if they are forfeited. No refund takes place for not having lessons on a public holiday.

### **11/Courses**

Where the number of course lessons is shown, this corresponds to the particular school's practice and one lesson may last from 40-60 minutes - the number of minutes per lesson is usually shown in the program. The exact number of hours shown in the program may be somewhat reduced due to the initial level test which usually takes place on the first Monday of the course. There may also be some missed hours due to evaluation testing during the course. The company does not accept any liability for lessons missed due to these reasons and no refunds will be given where lessons are missed due to testing.

### **12/Materials**

Course materials and examination fees are not included except where specifically stated in the program, brochure or website.

### **13/ Language Level**

If the participant is found to be unable to join a program due to a specific level requirement, the client will be offered a suitable alternative by the school or the company, in some cases this change generates surcharges.

### **14/ Prices**

- Prices in any printed brochure supplements, advertisements or other materials are for indication only. The prices are valid for programs until further notice but are subject to change at any time. Once a deposit or full payment is made, the prices will not change, even if they are changed on the website. The prices shown are per person and it includes taxes, unless otherwise noted.

#### **- Changes:**

Any change in date, type of courses, amount will generate a change in price, especially if the change is from low to high season.

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## 15/ Payment method

To book a program, the participant must send DOC'LANGUES a 30% deposit of the full balance at least 45 days before the start of the program. All the surcharges due to bank charges, such as wire transfer fees, currency fluctuation and exchange fees are the client's responsibility. The payment is done in Euro (€). If the participant needs an invoice to obtain a visa, it will be sent only after receiving said deposit. It will be sent by fax, email or mail.

### - Full balance

The full balance of the program is due at least 21 days before the beginning of the program using one of the following methods:

#### a/ By check (only within France)

Made to the order of: DOC'LANGUES

Send to: 11 rue de la Grande Calade 34660 Cournonterral with the completed registration form.

#### b/ By wire transfer using paypal through [www.doclangues.fr](http://www.doclangues.fr)

## 14/ Cancellation

The registration fees and the optional cancellation guarantee if taken are non-refundable. The cancellation must be done in writing; the client has the possibility to change the date of the program. Contact Doc'Langues for further details.

Cancellation will incur charges in the following situations:

### Alterations by DOC'LANGUES

#### a) Before the program:

DOC'LANGUES will do its best to provide the arrangements that have been planned, but it reserves the right to modify or cancel any program, accommodation or itinerary if unforeseen circumstances arises, or if within 30 days of the scheduled start of a program, the number of people registered is less than the minimum required. If the company cancels or significantly alters an essential element of the participant's program for reasons of force majeure, on or before the date when the payment of the balance is due, the company shall inform the client as soon as possible and shall offer them the choice of an alternative program of comparable standard if available. If the company is unable to offer an alternative or similar program, the company will offer the nearest available alternative and will refund the difference paid by the client or a full refund if the company is unable to find an alternative, in that case the client will not receive any further compensation.

#### b) During the program

No refund will be given if for any reason the participant starts the program after it has begun or interrupts or stops it before it ends. DOC'LANGUES reserves the right to deny continued participation in one of its programs to any participant whose behavior is of such a manner that warrants dismissal. Such behavior includes but is not limited to any act that disrespects the company, other participants, vendors, partners of the company, etc. or interrupts the expected progression of the program.

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## Alterations by the client

The cancellation charges are based on the time between the cancellation date and the program's start date.

- 30 days or more before the program's start date: 10% of the full balance
- Between 30 and 10 days 25% of the full balance
- Less than 10 days 50% of the full balance.
- Less than 48 hours 100% of the full balance.

## **15/ Liability and Insurance**

### 1/The Company's liability

DOC'LANGUES engages to put in place all the means available to ensure the good progress of its programs. In any case, the company's responsibility will be in cause, if for unforeseen reasons, force majeure arises after the contract validation between the participant and the company. Exceptional events include but are not limited to those that could not be foreseen, such as floods, fires, earthquakes, storms or any other natural phenomenon, and others, like terrorism, war, strikes in the region or country, air traffic problems, actions taken by an administration or national power and which will not allow the parties to accomplish their obligations.

### 2/Alterations.

DOC'LANGUES reserves the right to change the accommodation, the itinerary or the activities' program initially shown for operational or any other reason of force majeure. DOC'LANGUES shall offer the participant the choice of an alternative program of at least comparable standard if available. In that case, the program and itinerary given at the start will be the valid one. However, DOC'LANGUES reserves the right to modify the location of the program from that initially described for logistical purposes; in that case the company shall notify the participant before the start date, and the itinerary shall not be altered.

### 3/ Insurance and third party liability.

To ensure medical reimbursement in case of health problems, emergencies, accidents during the program, or to avoid paying in advance medical expenses or repatriation costs, the participants must have health insurance issued from their county of origin valid for the entire duration of the program in France. The client must provide proof of insurance at the time of registration. Each participant is required to mention the name of the insurance company and policy number on the registration form in order to complete registration. The company also asks the participant to subscribe to third person liability insurance. Cancellation guarantee is available.

For the programs outside France, it is also the client's responsibility to subscribe to a travel, health and third party liability insurance that covers for the entire duration of the program overseas. Each participant must verify that the multi-risk house insurance or student insurance covers holidays overseas, if it does not, it is the participant's responsibility to subscribe to one that offers sufficient coverage. For European Community countries a health, hospitalization and repatriation insurance is also required. Proof of insurance must be presented with the registration or before the start program.

### 4°/ Personal belongings

DOC'LANGUES denies any responsibility in case of lost personal belongings (hand bags, luggage,

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cameras, clothes, etc...) in the schools, accommodations, cars, restaurants, or places visited during excursions.

## **16/ Optional Cancellation Guarantee**

A optional cancellation guarantee is proposed. This ends at the participant's departure for France or abroad. This guarantee must be taken with the registration and the 30% deposit. It is 25 € for programs less than 500€ and 50 € for programs over 500 €.

### It only covers

- The client's illness or accident with medical justifications.
- The death of the client, or the death of the client's husband/wife, parents or children.

### It does not cover

- Accidents due to a regular sport practice.
- Illness known at the time of the registration.
- Chronic illness and depression.

## **17/ Complaints**

Any problem or disagreement related to one of the company's programs must be addressed to the company by any means (telephone, email, mail), or to its local coordinators and correspondents as soon as possible while the program is in progress in order to allow the company to find a resolution as soon as possible. If the situation cannot be directly addressed or resolved, the client shall address any complaints in writing and send them accompanied by the local coordinator's report by certified mail. Complaints received after a month of the program's end will not be addressed.

## **18/ General Information and Jurisdiction**

General information is included for help and guidance to the participant. In case of legal disagreement resulting from the interpretation, execution and any matters arising out of these terms and conditions shall be subject to the French Law and the jurisdiction of the Courts of Montpellier, France.

Date:

Client's signature:

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