

## GENERAL TERMS AND CONDITIONS OF SALE (GTC)

**The terms and conditions set out below apply to all services offered by the Language Center, including courses, language programs, and workshops.**

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### Preamble

These General Terms and Conditions of Sale (GTC) govern the contractual relationship between the French Institute of Qatar, located at Villa No. 7, Street 860, Zone 68, Doha, and any natural or legal person (hereinafter referred to as “the Client” or “you”) wishing to register for a language course, program, or workshop offered by the French Institute of Qatar. All registrations are subject to acceptance of these Terms and Conditions.

### 1. Registration and Payment Terms

#### 1.1 Registration

Registration for a course, language program, or workshop is completed by signing a registration form, available on-site or online via our website.

Registration is confirmed once full payment for the service or a deposit has been received, in accordance with the terms described below.

To register, the client must:

- Present a valid form of identification on the day of registration, along with a duly completed pre-registration form available at: <https://inscrire.hanaf.net/qatar.php>
- Take a placement test if the learner has previously studied French or Arabic;
- Complete full payment at the time of registration. Please note that a place is confirmed only upon receipt of proof of payment.

#### 1.2 Fees and Payment Methods

Fees for courses, language programs, and workshops are published on our website or can be obtained from the registration office ([info@if-qatar.com](mailto:info@if-qatar.com)).

Fees may be updated at any time. However, the applicable fees are those in effect at the time of registration.

Payment for a session must be made in full before the session begins. The full fee remains due regardless of the learner's attendance. Books and other learning materials are strictly non-refundable and non-exchangeable.

Payments may be made by bank card, bank transfer, or cash.

### 1.3 Invoicing

A payment receipt will be issued to the Client for any service paid.

## 2. Cancellation Policy

### 2.1 Cancellation by the Client

Any request to cancel a registration must be sent at least two days before the start date of the course, program, or workshop by email to [info@if-qatar.com](mailto:info@if-qatar.com).

If the client cancels before the start of the course, program, or workshop, the following conditions apply:

- **Cancellation more than 48 hours before the start date of the course, program, or workshop:** a refund may be granted with a 20% administrative fee deducted (excluding books and materials), or the full amount may be credited toward a future session.
- **Cancellation 48 hours or less before the start date of the course, program, or workshop:** the full fee remains due and no refund is possible.

In case of cancellation, the learner may receive a credit note equal to the amount paid. This credit is valid for one year from the date of cancellation.

Once a course, program, or workshop has started, no refund is possible, except in the following cases:

- Presentation of a medical certificate confirming a serious health issue preventing attendance.
- Permanent departure from Qatar, upon presentation of relevant documents.

Any refund request must be accompanied by a completed and signed refund request form, a copy of the applicant's ID, and official bank details provided by the bank.

## 2.2 Private Lessons

The cancellation policy also applies to private lessons.

For private lessons, if the learner does not attend the lesson during the first 30 minutes without prior notice, the teacher will leave and the lesson will be considered as completed. In case of late arrival, lost time will not be made up.

In case of a planned absence, adult learners or the legal guardians of minor learners must inform the teacher at least 24 hours in advance.

Private lesson packages must be used in accordance with the following conditions:

- Packages up to 10 hours: within 3 months from the date of subscription
- Packages up to 20 hours: within 6 months from the date of subscription
- Packages up to 30 hours: within 9 months from the date of subscription
- Packages up to 40 hours: within 12 months from the date of subscription

Any unused hours after these deadlines will be lost.

## 2.3 Cancellation by the French Institute

The French Institute of Qatar reserves the right to cancel a course, program, or workshop for reasons beyond its control (for example, an insufficient number of participants). In these cases, the client will be informed as soon as possible and may choose between:

- A full refund.
- A postponement to a later date, subject to availability.

If a session is cancelled, the French Institute of Qatar will first try to find a replacement teacher. If this is not possible, the session will be rescheduled. If rescheduling is not possible, the French Institute of Qatar will refund the cancelled sessions at the hourly rate.

In accordance with the conditions set out above, the French Institute of Qatar commits to processing refunds within six weeks following the cancellation of the course, program, or workshop.

### **3. Changes to Courses, Programs, and Workshops**

The French Institute of Qatar reserves the right to modify the content of courses, programs, or workshops, as well as schedules or instructors, while informing the client as soon as possible. These changes do not give rise to any compensation.

A change of level may be requested within the first two weeks of the session, subject to approval by the language center manager. After this period, no level change will be accepted.

Language learning at the French Institute of Qatar includes a cultural dimension. Courses, programs, and workshops explore French culture and the cultures of French-speaking countries. Participation in cultural activities is encouraged to experience the language in an authentic way.

### **4. Responsibility and Insurance**

#### **4.1 Institute's Responsibility**

The French Institute of Qatar commits to providing high-quality teaching but does not guarantee specific results. The French Institute of Qatar is not responsible for accidents occurring during courses, programs, or workshops, except in cases of gross negligence.

The French Institute of Qatar is not responsible for learners, whether minors or adults, outside scheduled class hours.

#### **4.2 Client's Responsibility**

The client agrees to follow Institute's rules of conduct and safety and to attend sessions punctually. The client is responsible for any damage caused by their own behavior.

For minor learners, parents are responsible for the supervision of their children, or of children entrusted to them, before and after the course, program, or workshop. Parents and must collect their children on time at the end of the session within the French Institute of Qatar premises.

During breaks, minor learners remain under the direct supervision of their teacher.

Outside of course, program, and workshop hours, responsible adults must supervise children and ensure calm and respect for classes and other activities of the Institute.

In case of a contagious illness, the learner must not attend classes.

The French Institute of Qatar cannot be held liable for loss or damage caused by third parties.

## 5. Confidentiality and Data Protection

The French Institute of Qatar is committed to protecting the confidentiality of personal data provided by the client as part of the registration process and the monitoring of courses, programs, and workshops, in accordance with applicable data protection regulations. The data collected is used solely for the administrative management of registrations and services and will not, under any circumstances, be shared with third parties without prior consent.

## 6. Intellectual Property

All teaching materials provided during courses, programs, and workshops (documents, audio or video recordings, etc.) are the exclusive property of the French Institute of Qatar. Any reproduction, distribution, or use of these materials is prohibited without the prior authorization of the Institute.

## 7. Events Beyond Control

The French Institute of Qatar shall not be held responsible for any failure or delay in fulfilling its obligations due to unforeseeable and unavoidable events beyond its control, as recognized by applicable case law.

## 8. Disputes and Applicable Law

In the event of a dispute, the client is encouraged to contact the French Institute of Qatar in order to seek an amicable solution. If no amicable resolution can be reached, the matter shall be referred to the competent court.

## 9. Final Provisions

These terms and conditions may be amended at any time. Any changes shall take effect upon publication on the Institute's website or upon display within the premises of the French Institute of Qatar.