



Payment Terms & Conditions

Group courses and lessons

Thank you for your interest in learning with the Alliance Française de York! Please read the following Terms & Conditions carefully.

Payments

Unless agreed by prior arrangement, payment is due in full before the first day of the course.

For 30-week courses and upon request only, lessons can be paid for in monthly instalments (via standing order). For learners with this arrangement, an additional £25 fee will be added to the first instalment.

Monthly instalments: a deposit of 32% is due before the first day of the course. The remaining balance will be paid before the 5th of each month for a duration of 9 months.

Payments are accepted by bank transfer and/or standing order. We do not accept credit cards or cash. Payment by cheque may be accepted in exceptional circumstances and should be agreed with AFDY administrators well in advance of the course start date.

Late and non-payment

As a small charity, we operate within tight margins and rely on payments being made on time to continue to offer our service. In the event of a late or non-payment, you will receive a friendly reminder that your payment is due after a 3-day grace period. If your payment has not been received within one week of this reminder, notice will be sent informing you that you must no longer attend lessons until monies owed have been paid.

Cancellation & Postponement

Before the course has started: The Alliance Française de York reserves the right to cancel a course if there is an insufficient number of learners and if there are no suitable alternatives for the affected student(s). In this case, fees will be refunded in full (less the administration fee).

If we receive written notification of a student's decision to withdraw from a course at least two weeks before the course start date, fees will be refunded in full (less the administration fee). If a student wishes to postpone their enrolment, a credit note will be issued for redemption against a future course.

Once a course has started: Trustees and staff will seek to avoid the cancellation of courses that have started to minimise disruption. In the event of a course

being cancelled, alternatives will be offered wherever possible. Where no suitable alternative exists, fees will be refunded pro rata (less the administration fee).

The Alliance Française de York regrets that there will be no refunds made for non attendance or if, for any reason, a student has decided to withdraw from a course that has started.

AFDY Bank Details

To set up a standing order or make a direct payment, our bank details are as follows:

CAF Bank

Account Name: Alliance Francaise de York

Sort code: 40-52-40

Account No.: 00033938

When making any payments, please use your class and level as your payment reference e.g. *Conversation A2/B1*

Once a payment is received, the AFDY will send an email acknowledging receipt.

For any queries about financial matters, please email afdyfinance@gmail.com.