



## TERMS & CONDITIONS

### I. DELF–DALF Combo Offer

Students enrolling for a full-level French course (A1–C2) can avail a 5% discount on the course fee while simultaneously registering with the corresponding DELF/DALF exam.

#### Conditions for the availing the aforementioned 5% discount:

1. Please note that when you purchase a course along with the DELF - DALF exam, you can only attempt the exam in the session which coincides with the end of your course. (ie: if your course is ending in the month of June, you are eligible to utilise this combo offer only for the June Session of the DELF/DALF exams).
2. Under this combo, the DELF/DALF exam can be taken only in Mumbai.
3. Before exam registrations open, students must email their preferred exam centre to: [helpdesk.mumbai@afindia.org](mailto:helpdesk.mumbai@afindia.org) with [santacruz.mumbai@afindia.org](mailto:santacruz.mumbai@afindia.org) in cc of the email.
4. Failure to do so will result in non-registration for the exam. Kindly note that the DELF/DALF fees once paid are non-refundable and non-transferable as per policy.

### II. FRENCH COURSES – GENERAL TERMS

#### 1. Fees & Refunds

- Fees once paid are non-refundable, except if a course or workshop is cancelled by Alliance Française de Bombay (AFB).
- Under valid circumstances, a credit note or batch transfer may be granted, subject to Managerial approval. Fees paid cannot be transferred to another person.
- GST @18% is applicable on all course fees.

#### 2. Batch Transfers

- Only one transfer per session is permitted, subject to the availability of seats and payment of the transfer fee of Rs. 2,500/-.
- Transfers are not allowed once the course has started unless approved by Management under exceptional circumstances.

- Transfer requests are calculated from the course start date until the date we are informed via email, irrespective of the student's attendance during this period.
- Transfers may be denied if it would lead to the current batch strength falling below the minimum requisite students.

### 3. Multiple Enrolments

- Students cannot enroll in and attend more than one French course simultaneously during the same session (except workshops).
- AFB reserves the right to take action in case of simultaneous attendance in multiple batches. In such cases, transfer from one term to another will only be allowed on payment of Rs.2,500/- strictly on the basis of availability of seats in the desired batch.

### 4. Membership

- A valid AFB membership is mandatory throughout the course duration.
- Membership fee: Rs. 600 for 6 months (included in the course/ workshop fee).
- [Annual membership](#) available @1,600/-

### 5. Payments

- Payments can be made online, in-person via UPI, cheque or debit/credit card at the Churchgate Head Office and Santacruz Centre. Cash payments will be accepted only at the Head Office in Churchgate. Flexible EMI payment plans are available for students registering for Full level course and in-person at either of our centres.
- Dishonoured cheques, including but not limited to stop payments, may result in disciplinary action, including international blacklisting from all French examinations.
- In case of any queries regarding payments, please send an email to [helpdesk.mumbai@afindia.org](mailto:helpdesk.mumbai@afindia.org) OR [santacruz.mumbai@afindia.org](mailto:santacruz.mumbai@afindia.org).

### 6. French Courses Offered For Different Age Groups

- French For Kids Courses (FFK 1 - 4): Ages 7 - 9.
- French For Teens Courses (FFT 1 - 10): Ages 10 - 14 years
- Adult Courses (A1 - C2): Age 15 and above.

### 7. Enrollment In Higher Levels

For direct enrollment in any level above A1.1, students must provide either:

- A valid DELF/DALF, Alliance Française, TEF, or TCF certificate obtained within the last 6 months;
- A Course Completion Certificate of the last French Course pursued at any Alliance Française within the last 6 months
- In the absence of which, a [Placement Test](#) will be mandatory prior to enrollment. This test can be used for enrolling in the current/ upcoming Session only at AF Bombay. This test is priced at Rs. 1,500/- (inclusive of GST).

### 8. Course Cancellation or Division

- AFB reserves the right to cancel or postpone batches due to insufficient enrollments.
- Refunds for cancelled courses are processed within approximately two weeks.
- In the event of a batch being divided due to high enrollments, students will be reassigned in a random, dispassionate manner. No requests whatsoever shall be entertained in this regard.

## 9. Attendance & Punctuality

- Students must attend classes regularly and inform the professors of their absence well in advance.
- The portion missed out due to such absence or joining late will not be repeated.
- Please refer to the Section III of our Terms & Conditions to learn about our Online Course Guidelines.

## 10. Certificates

- Course Completion Certificates can be downloaded from [this link](#) 24 hours after course completion.
- This certificate solely indicates the attendance of the student. It is not a substitute for DELF/DALF/TCF/TEF certificates and thus cannot be furnished as a proof of one's proficiency in French for any official purpose.

## 11. Recording Policy

- Recording lectures in any form is strictly prohibited. AFB reserves the right to take strict action against any infringements hereunder.

## 12. Holidays

- AFB observes selected national holidays. Please refer to this [link](#) to know more about the holiday list.

## 13. Study Material

- Students registered in an onsite course shall receive the study material during the first class.
- Students registered in an online course must collect the study material from the Head Office in Churchgate. Alternatively, they may even opt for courier / postal service (charges applicable). For more information, kindly reach out to [helpdesk.mumbai@afindia.org](mailto:helpdesk.mumbai@afindia.org).
- The study material is to be collected during the same session of the enrollment of the course. Kindly note that AFB will not be liable in case of stock unavailability or discontinuation of any study material from a previous session.

## 14. Discounts

- Discounts are valid only for specific duration.
- No exceptions or negotiations will be entertained for payments made outside the discount period.
- Discounts are not cumulative and cannot be combined with other promotional offers.

## 15. Communication, Queries & Official Updates:-

For assistance, kindly contact [helpdesk.mumbai@afindia.org](mailto:helpdesk.mumbai@afindia.org) OR [santacruz.mumbai@afindia.org](mailto:santacruz.mumbai@afindia.org) during our working hours:

Head Office (Churchgate): Mon–Fri: 09:30 am – 6:00 pm, Sat: 10:00 am – 4:00 pm, Lunch Break: 1:00 pm – 2:00 pm

Santacruz Centre: Mon–Fri: 10:00 am – 6:00 pm, Sat: 10:00 am – 4:00 pm, Lunch Break: 1:00 pm – 2:00 pm

Please allow us at least one working day to revert to your queries.

Students are also encouraged to follow AFB’s official channels for updates:

- Website: [bombay.afindia.org](http://bombay.afindia.org)
- Instagram: [@afmumbai](https://www.instagram.com/afmumbai)
- Facebook & LinkedIn: Alliance Française de Bombay
- WhatsApp Community: <https://chat.whatsapp.com/C1eOi9CnsBR1pWtGHcNKUL>

### **III. GUIDELINES PERTAINING TO ONLINE CLASSES**

In addition to the aforementioned terms and conditions that are binding to all students enrolled at Alliance Francaise de Bombay, the following terms shall also apply to students enrolled in our online courses:-

1. Students must join classes with a stable internet connection, video ON and minimal background disturbance.
2. Use of a laptop/desktop and headphones with microphone is strongly recommended for a smoother learning experience.
3. Students are expected to join classes on time, participate actively and inform teachers in advance if absent.
4. Failure to participate or prolonged video/mic inactivity despite being informed by the professor, may result in being marked absent.
5. Students should review the [FAQs and online learning guidelines](#) before classes begin.
6. Any discussions outside scheduled class timings require prior appointment with the professor(s) and are subject to their discretion.