

# Terms and Conditions of sale 2025

IS Aix-en-Provence is happy to welcome you.  
Please note that the following conditions apply:

## Registration

To register for an individual course, please send your completed form:

- From our website: [www.is-aix.com](http://www.is-aix.com)
- By e-mail: [info@is-aix.com](mailto:info@is-aix.com)
- Or register directly at the school in person

In order for us to validate your reservation, you must pay a non-refundable deposit of: 200€ per week booked.

You can expect confirmation within 2 working days of submitting your registration form. Your enrolment will be considered final upon receiving our confirmation. The balance payment is due one month before the commencement of the course. Group reservation follow a separate procedure.

## Minimum age

IS Aix en Provence warmly welcomes students aged 18 and above throughout the entire year. For students under 18, exceptions are possible on request, if the student is accompanied by an adult or in a closed group with group leaders. A waiver will be required.

## Public holidays 2025

The school is closed on public holidays, but this does not impact the weekly lesson count. Compensatory afternoon sessions will be scheduled on certain days to ensure the full classes are covered, resulting in longer class durations on other days.

Public holidays in 2025 are as follows:

January 1 - April 21 - May 1 - May 8 - May 29 – June 9 - July 14 - August 15 - November 1 - November 11 - December 25

## Course organization

Each course stipulates a mandatory minimum level in French, and in some cases, there may also be a maximum level requirement. Additionally, a minimum number of students is necessary for a course to be conducted. In case one of these criteria are not respected, IS Aix-en-Provence reserves the right to either transform the course into a different program or cancel the course. Complete beginners joining a group course must adhere to specific starting dates. If a complete beginner is not attending a scheduled date or a student has reached a C2 level, IS Aix-en-Provence reserves the right to either transform the course into a different program or cancel the course.

One lesson has a duration of 45 minutes. The course timetable is transmitted on the first day of class and per consecutive two-week periods. Classes are scheduled by the school. Students are asked to take note of their lesson schedule and to inform of any absence in advance whenever possible.

Missed lessons are forfeited and cannot be postponed, refunded or taken at another time. At the end of the course, students receive a certificate indicating the level studied.

Lessons are given entirely in French. Students are requested to respect the timetables and to be punctual.

## Cancellation & Modification of course or accommodation

The following conditions apply:

- more than 14 calendar days before the start of the course: your deposit of 200€ per week will be charged and will not be refunded.
- 7 to 13 calendar days before the start of the course: 50% of the balance of the course and 100% of the price of the first week's accommodation with a host family are due.
- less than 6 calendar days before the start of the course: 100% of the course balance and 100% of the first week's accommodation are due.
- repeated changes to a booking will incur a €50 handling fee.

## Accommodation

If your preference is to reside with a host family throughout your course, our priority is to secure a suitable placement for you in a homestay. Please communicate any essential information regarding allergies, dietary requirements, smoking preferences, or any other pertinent details that you consider relevant for our consideration.

When living in homestay, a certain closeness is inevitable when sharing meals, kitchen, bathroom and living space. IS Aix-en-Provence and host families cannot be held responsible for any contamination that may occur.

For accommodation in hotels or apartments in private residences, each accommodation has its own protocol and cancellation policy. Any changes must be handled directly between the student and the accommodation partner and, with the exception of homestay, fees must be paid directly to accommodation partners (hotels, residences and private owners). All bookings for accommodation other than homestay will incur a booking fee of 35€.

## Payment

Payments to IS Aix-en-Provence can be made via bank transfer, credit card on our website, or by check in Euros endorsed in France, payable to IS Aix-en-Provence. When making a bank transfer, kindly include your first and last name as the reference. Please note that all bank charges are the sender's responsibility.

Bank details: IS Aix-en-Provence

Bank name: CREDIT AGRICOLE n° 11306-00010

Address : Cours Sextius - 13100 Aix-en-Provence - France

Account number: 1005154 6 050 64 / BIC / SWIFT code: AGRIFRPP 813

IBAN: FR76 1130 6000 1010 0515 4605 064

Online payment by VISA or Mastercard on our secure website:

<https://www.is-aix.com/product/pay-online>

## Transfer

For students arriving in Aix-en-Provence, the institute can book a taxi for transfer on arrival and departure. Please email [info@is-aix.com](mailto:info@is-aix.com) one month prior to arrival to make a reservation with all necessary information: with the precise date and time of your arrival, along with the specific arrival location (airport or train station). Additionally, kindly provide us with the train or flight number, the place of origin, and your contact phone number in case of any unforeseen issues.

## Insurance

Students are responsible for all expenses incurred in the event of illness or accident or any other incident and IS Aix-en-Provence cannot be held liable. All students are required to take out their own insurance to cover third-party liability, illness, accidents, loss of money, valuables or luggage, theft as well as cancellation, postponement or interruption of the course and accommodation for any reason, health or otherwise.

We strongly advise all students to check with their insurance to verify what is covered before traveling.

## Image distribution and data protection

Unless otherwise specified by the student at the time of registration, IS Aix-en-Provence may take photos and/or videos and use them in its information and communication documents and all media (brochures, website, social networks, partners, etc.).

When signing the enrolment form students agree to IS Aix-en-Provence storing their personal data in accordance with the General Data Protection Regulation.

## Health & Safety

IS Aix-en-Provence is equipped with emergency exits indicated by illuminated signs. In the event of fire, please follow the instructions posted in all classrooms, as well as those given by IS Aix-en-Provence staff. A student who is injured or witnesses an accident on the school premises must report the accident or incident to IS Aix-en-Provence without delay.

Smoking is not permitted inside the school building. Any vehicle including bicycles or scooters must be parked at the indicated places. Unless expressly authorized by the staff, personal belongings should not be left unattended on the premises of IS Aix-en-Provence. Your personal belongings left unattended will be removed. IS Aix-en-Provence declines all responsibility in the event of theft. In case of compulsory lockdown in France or in the region of Aix-en-Provence, IS Aix-en-Provence will ensure pedagogical continuity online.

IS Aix-en-Provence is committed to the well-being of its students and its staff. The management reserves the right to expel a student, test candidate or staff in the event of misbehaviour, disruption or danger. IS Aix-en-Provence reserves the right to refuse access to courses to any person suffering from pathologies that were not notified at the time of registration, that could disrupt classes or endanger students and staff. The institute's building is adapted to welcome people with reduced mobility. We welcome all students equally and do not tolerate any discrimination.

## Legal information

Association loi 1901 - SIRET 782 688 238 00040 - APE 8559B

Intercommunity VAT no. FR 827 826 882 38 - PIC (Erasmus +) no.: 926354754