

GENERAL CONDITIONS

BOOKING

- Please send us your pre-registration form: fill it in online through our website or download it. Return this form to our central booking office (see contacts below). After completing the pre-registration form, you will receive the registration pack by email.
- Your registration will be recorded and valid as soon as you receive the deposit (see the amount on the order-form).
- Several days before the beginning of the stay you will receive all the practical informations.
- The full payment of the balance must be paid 30 days before the beginning of the stay. (if you register within the month before the stay, you are required to pay the whole amount of the stay).
- **Any bank charges incurred are due to the client.**

IMPORTANT INFORMATION

- The number of participants per programme is limited.
- FIL has the right to cancel a stay or refuse a registration. In that case, FIL will reimburse you from the amount of money already received.
- If for reasons beyond our control, an activity cannot be performed, FIL reserves the right to cancel or replace it with a comparable activity.
- FIL declines any responsibility or liabilities for a loss or forgotten items even for valuables (smartphones, speakers, money, jewellery, etc.)
- It is forbidden to bring laptops, tablets... If the participant brings one of those items for use during the journey, the item must be left at the Director's office during the stay.
- It may be necessary to regulate the use of mobile phones during the stay for the good of the participant and the group.
- You must provide all the necessary items specified on the **"list of documents to be sent"** in order to provide FIL with all that is required to ensure the proper monitoring of each participant at least 30 days before the stay.
- Health: You must provide a Drs prescription for all medicines which are then for personal use only as prescribed. In no instance can a participant give any of their personally prescribed medicines to anyone else.
- **The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in France. Under no circumstances will FIL be held liable for any notice of refusal to enter or stay in France given to a participant.** Information relating to the regulations governing security, health and obtaining a visa can be obtained from the French Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in France by his/her own fault. FIL will provide a letter of invitation for the visa application following receipt of the payment in full for the language course.

PARTICIPANT'S COMMITMENT

- The participant commits to :
 1. express himself / herself in French;
 2. contribute to the good atmosphere of the group;
 3. following the instructions and respecting the persons, the animals the equipment;
 4. use connected devices reasonably and view only age-appropriate content; **no showing other participants content that is not of their age.**
 5. Respect the integrity and privacy of others and always adhere to the principle of consent; there will be no tolerance for discrimination, harassment, or sexist and sexual violence.
 6. no smoking without parental permission;
 7. no possession, consumption, sale or purchase of alcoholic beverages or drugs.
 8. We are a culturally diverse establishment; modest dress is therefore required.
- In case of non-compliance with these rules, FIL has the right to send the participant home at his parents / responsible persons expense.

TERMS OF CANCELLATION

- In case of cancellation from your side, you will owe FIL :
- If you need to cancel more than 60 days before the beginning of the stay: you will owe FIL 60 Euros for administrative costs
 - If you need to cancel between 30 and 59 days before the beginning of the stay: you will owe FIL the advance payment of 500 Euros per stay
 - If you need to cancel from 29 days before the beginning of the stay: you will owe FIL the entire amount
 - Any stay interrupted or altered during your stay at FIL will not give rise to any refund. The return transport is the responsibility of the family.
 - A cancellation must be made in writing (email, fax or by post)
 - If you arrange for an alternative person to take your place you will not have to pay any cancellation fee.
- FIL highly recommends you subscribe to a travel insurance that covers cancellation of the stay.

INSURANCE

For its participants and the FIL team, FIL has subscribed to a liability insurance (third party damage) which can cover some expenses in result of an accident which happened during the stay but will not replace in any case your personal medical / travel insurance. Our insurance does not include the risk of lost and damaged baggage either. FIL highly recommends you subscribe to a personal worldwide travel insurance protection in order to cover treatment expenses which result from accident or disease which occurs during the stay, eventual compensations in case of cancellation or early return back home.

FIL will not reimburse activities the participant could have missed during his stay (for medical reason or other).

PRIVACY POLICIES

FIL - Français Immersion Loisirs, reserves the right to use pictures taken during the stays for its publications. The customers can let us know by any written way-until the end of the stay- if they disagree with the publication of pictures on which they appear.

The gathered information is used for internal computer treatment meant for subscriptions and for the organisation of the language course. Only the administrative staff and the teachers of FIL - Français Immersion Loisirs (Non-Profit Organizations Law of 1901) have access to this information. According to the European law "Information Technology and Liberties" - n°2018-493 June the 20th 2018 - you have the right of access, rectification, deletion, opposition and modification of the information which concerns you. If you want to use your right and obtain communication of this information, please contact FIL - Français Immersion Loisirs, Domaine Le Noell 66260 Saint Laurent de Cerdans, France.