

GENERAL TERMS AND CONDITIONS OF SALE FOR GROUP CLASSES

"The present general terms and conditions of sale of services are established on one hand by the Institut français du Cambodge, whose headquarters is located in Phnom Penh (Cambodia), hereinafter referred to as 'the IFC,' and on the other hand by any individual or legal entity wishing to benefit from the services of the IFC, hereinafter referred to as 'the user.'

Object

The present general terms and conditions of sale for services aim to define the contractual relationships between the IFC and the user, as well as the conditions applicable to any purchase or use of the services of the IFC, whether the user is a professional or an individual.

The services offered by the IFC encompass all services provided within the territory of Cambodia by its teams.

The acquisition of a good or service from the IFC implies the full and unconditional acceptance of these general conditions by the user.

These general terms and conditions take precedence over any other general or specific conditions not expressly accepted by the IFC.

The IFC reserves the right to modify its general terms and conditions of sale at any time. In the event of a modification, the user will need to re-sign these conditions upon re-enrollment.

The prices applicable to all services governed by these GTC are displayed in US dollars on the website.

Article 1 - Terms and Conditions for the Use of Group Classes

A. REGISTRATION TERMS

1. Online Registration:

- A. Requests for private classes can be made through our [website](#) by accessing the page dedicated to group classes.
- B. On this page, you just need to fill out an online form with the required information (first name, last name, contact details, desired level, preferred schedule, etc.).
- C. Payment for the classes can be made online via QR Code.
- D. Once the payment is validated, the registration is confirmed by email with the necessary information for the start of the classes.

2. In-Person Registration:

- A. It is also possible to register directly at our premises. Our team will welcome you and provide all the information about group classes and answer your questions.
- B. You can fill out a paper form on-site, specifying your needs and expectations regarding the class (level, frequency, preferred schedule, etc.).
- C. Payment can be made on-site via QR code, credit card, bank transfer, or cash deposit at BRED into the IFC's USD account.
- D. Once the payment is completed, you will receive a confirmation of your registration, along with details for the start of the classes.

In both cases, our team is available for assistance and to guide you throughout the registration process.

A placement test is mandatory for all non-beginner students who are not enrolled at the IFC or who have interrupted their classes at the IFC for more than two consecutive sessions. This test is free and conducted online.

After registering online, students can access their "Student Portal" using the email address provided and a password. On this portal, they can view all information regarding their classes, invoices, and academic tracking (course contents, assignments, certificates, if applicable).

B. GROUP CLASS TERMS

1. GENERAL CONSIDERATIONS

In the event of the cancellation of one or more classes by the IFC, it commits to rescheduling the class(es) as soon as possible and reserves the right to set a date and time for the makeup session.

The IFC also reserves the right to close a class if the number of enrolled students is insufficient. In this case, the amount paid will automatically be converted into a credit, valid for the following sessions for a maximum period of 12 months. If the user wishes to request a refund, they must expressly do so by completing the appropriate form. For other refund or postponement conditions, please refer to Article 2. The credit is valid for 12 months from the date of issuance.

The IFC reserves the right to cancel a user's registration if payment is not finalized before the start of the classes.

2. CLASS POSTPONEMENTS REQUESTED BY THE USER

Any request for postponement must be submitted by submitting the corresponding form to the IFC customer service or sent by email to the following address: infocours@ifcambodge.com. The course management of the IFC reserves the right to approve or deny the request, which will be valid for one year if accepted.

- If a postponement request is submitted, payment has been made, and the student has not attended any classes, no management fees will be applied.

- If the postponement request is made within 7 days of the start of the session and the student has attended at least one class, the postponement will be possible without management fees.
- However, if more than one week of classes has passed and the user has attended at least one class, no postponement will be granted.

Furthermore:

- Exceptional discounts applied at the time of registration cannot be postponed.
- Management fees will also apply to users who enroll in a group class during the extension period in the first week of the session.
- In the event of a price increase for services offered by the IFC, the user will need to pay the difference.
- The user is allowed to transfer their credit to a third party. In this case, the request must be made at the language center's secretariat.

3. CRITERIA FOR ADVANCING TO THE NEXT LEVEL

The teaching team will decide on the user's advancement to the next level based on the following three criteria:

1. Participation in class and the level of linguistic competence
2. Attendance rate in class
3. Results obtained during continuous assessment and the end-of-session exam

If the user cannot attend the exam day, they have the option to register for the rescheduled test session by paying a registration fee of 10 USD.

Online examination: subject to providing proof of absence (e.g., travel ticket). This option is exclusively intended for candidates who can provide evidence of a major geographical impediment on the day of the in-person exams.

Passing a DELF exam does not allow for skipping one or more levels, in order to avoid a disruption in the continuity of language learning.

4. GROUP CHANGE

Any request for a class change must be submitted by filling out the change request form and submitting it to the IFC customer service or sending it to infocours@ifcambodge.com, along with the supporting documents. The French Institute of Cambodia reserves the right to refuse any request for a group change. If the management approves the request, the change can be made free of charge, subject to availability in other groups.

5. PARENTAL RESPONSIBILITY FOR MINOR USERS

This section concerns students enrolled in children's and adolescent courses.

All conditions are detailed in the "parent kit," which must be read, completed, and validated for each registration. This kit is available at the language center's secretariat.

6. EXCEPTIONAL CIRCUMSTANCES

In the event of exceptional circumstances leading to the suspension of in-person classes at the language center, the IFC reserves the right to organize online classes via videoconference during the physical closure of the center. The rules for postponement and refunds will remain applicable as stated in this document.

Article 2 - Prices and Payment Terms for Group Classes

A. PAYMENT TERMS FOR COURSES

Enrollment in a group course is confirmed upon acceptance of the General Terms and Conditions of Sale. Payment is required at the time of registration and must be made via bank transfer through local banks or in France, by credit/debit card, via QR code, or by cash deposit at BRED into the IFC's USD account.

B. PURCHASE OF TEXTBOOKS

1. Only IFC users enrolled in a course may purchase a textbook at a preferential rate, upon presentation of a receipt or an admission voucher issued by the course secretary.
2. All users must have the original textbook corresponding to their level.
3. Users agree not to use copies of the method booklets in class at the IFC. The Institute reserves the right to deny access to any student who does not possess the original textbook, unless photocopies have been provided by the IFC itself.

C. REFUND POLICY

Enrollment becomes final after the General Terms and Conditions of Sale are validated and once payment for the service is completed. Any request for a refund must be submitted by providing the corresponding form and supporting documents to the IFC customer service, or by sending an email to infocours@ifcambodge.com, based on the items mentioned below.

1. If the course is canceled by the IFC, the amount paid will automatically be converted into a credit, valid for 12 months, without any management fees. If the user wishes to obtain a refund, they must formally request it and fill out the appropriate form.
2. In the case where the user faces a force majeure event preventing them from utilizing the service (serious illness, dismissal, natural disaster, death, hospitalization, permanent departure from the country), the amount paid will also be considered as a credit corresponding to the number of unused classes, usable within a calendar year, without any management fees. Again, if a refund is desired, the user must submit a formal request and complete the corresponding form.
3. Outside of these two situations, no refunds will be granted. For deferral conditions, please refer to Article 1 B2.

D. DISCOUNTS

1. The IFC offers a 50% discount starting from the third registration within the same family, upon presentation of supporting documents. To continue benefiting from this discount, a minimum attendance rate of 70% in classes is required.
2. The IFC also grants a 10% discount to students who have completed at least one course session and are enrolling in the next session, provided they refer a new student. Additionally, they will receive a 10% discount on the fee for their next course.
3. Students who have interrupted their courses at the IFC for more than 24 months are not eligible for the student discount.
4. Offers 1 and 2 cannot be combined.
5. Finally, a 15% discount is applied to the registration fees for DELF/DALF exams if the course takes place during the exam registration period.

E. LATE REGISTRATIONS

When re-enrollment is made after the deadline indicated by the IFC, a management fee of \$5 will be added to the session registration fees.

F. MEDIA LIBRARY

The user is entitled to a free one-year membership to the media library, provided that the registration is completed during the period when their course enrollment is active at the time of the request.

This membership allows the user to freely enjoy the services of the IFC's media library, including borrowing documents and accessing the French-speaking digital library Culturethèque.

The user is automatically subject to the media library's regulations, available on the website: <https://www.ifcambodge.com/fr/mediatheque/>

Article 3 - Intellectual Property

Trademarks, domain names, products, software, images, videos, texts, and any other information protected by intellectual property rights remain the exclusive property of the IFC. Any reproduction, modification, or total or partial use of these elements, for whatever reason, is strictly prohibited.

No one is allowed to reproduce, exploit, disseminate, or use, even partially, the software, visual, or sound elements made available to the user as part of the electronic press subscriptions offered by the IFC.

Article 4 - Right to Image and Personal Data

The IFC reserves the right to collect information about users. By signing the general terms and conditions of sale for services, the user:

1. Authorizes the IFC to use the data collected during registration to ensure the provision of the service.
2. Consents to the IFC sharing the information collected during course registration with the partner bank ABA, which is subject to banking secrecy, in order to facilitate payment options via the "Collect Service" application of ABA.

3. Authorizes the IFC to use their image on its platforms for educational and communication purposes.
4. Retains the right to access and rectify their data.

Article 5 - Dispute Resolution

These general terms and conditions of sale are governed by local legislation. In the event of a dispute, local courts will have jurisdiction.