

GENERAL CONDITIONS OF SERVICES (GCS) FRENCH INSTITUTE OF CAMBODIA (LANGUAGE CENTER)

These general terms and conditions for the sale of services are entered into by the Institut français du Cambodge (IFC), headquartered in Phnom Penh (Cambodia), hereinafter referred to as the “IFC”, and by any individual or legal entity wishing to use the services of the IFC, hereinafter referred to as the “user”.

Object

These general terms and conditions of sale of services are intended to define the contractual relationship between the IFC and the user and the conditions applicable to any purchase and/or use of IFC services, whether the user is a professional or non-professional.

IFC services are defined as services provided throughout Cambodia by IFC teams.

The acquisition of a good or service through the IFC implies unreserved acceptance by the user of these general conditions of sale.

These general terms and conditions of sale of services shall prevail over any other general or special terms and conditions not expressly approved by IFC.

IFC reserves the right to modify its general terms and conditions of sale at any time. In this case, the user will be required to re-validate the said terms and conditions when re-registering.

The services offered are those listed on the IFC website: www.ifcambodge.com

IFC offers three types of services: language center, media library and cultural services.

For the latter, general terms and conditions of sale apply on a case-by-case basis and will be communicated in due course.

For all services subject to the present terms and conditions, the prices shown on the website are in US Dollars.

Article 1 - Certifications

A. GENERAL

FIC offers the following certifications in their paper version only: DELF Prim, DELF Junior, DELF/DALF Tout Public, TCF (TP ; Canada ; Québec ; IRN), TEF (IRN ; Canada ; Québec ; AU). DFP Business, International Relations, Health, and Tourism-Catering certifications are offered in their computer version only.

B. REGISTRATION TO AN OFFICIAL EXAM

Registrations for certifications are to be done online (www.ifcambodge.com) or directly in the examination center's venue. They are nominative, non-transferable and will only be accepted if completed within the established registration period. Level changes, refunds and postponements will not be accepted after registration closes.

C. RESCHEDULING/REFUND REQUEST

Exam refunds will not be accepted after registration closes. Requests for postponement in cases of force majeure must be justified by a valid document. All requests for postponement will be rejected once the exam invitation has been sent.

D. CERTIFICATION PAYMENT TERMS

Registration for certification is effective upon validation of the General Conditions of Sale. Payment is due by the deadline set by FIC. Payment must be made by deposit in partner banks, by credit card, by bank transfer or through QR code available to users, in US dollars/or riels. The payment must be made in one go.

E. CONVOCATION

The exam dates are listed on the FIC website: <https://www.ifcambodge.com/en/francais/examens-et-certifications/> and on the registration form.

Candidates will be informed by Facebook and email to pick up their convocation to the Language Centre once available. The latter specifies the date and time of the test. The candidate can ask FIC to send his/her summons by email by writing to certifications@ifcambodge.com.

Candidates must make arrangements to attend the test dates and times indicated on the invitation. If candidates are late on the day of the exam, they will not be allowed to take the test. No refunds will be made for absences from the examination.

F. EXAMS

The candidates must show a valid ID on the day of the exam (a copy will not be accepted) and the convocation in paper format. Only black or blue pens (ball or ink) are allowed to take the test. During the duration of the test, candidates are prohibited from communicating with each other or with the outside environment and from exchanging materials. Any fraud attempt will be penalised.

G. RESULTS AND CERTIFICATES

The exam center informs candidates via a Facebook post that the results will be available within 2 weeks for the DELF/DALF exams. For the TCF and DFP, they will be notified by phone and/or email. Applicants are required to withdraw certificates or transcripts in the event of failure at FIC or to request them by email, as well as to report any necessary corrections regarding their personal information within one week of the day the results are communicated by email.

Any modification can occur after this date. Applicants wishing to file a claim for the results have one month from the date of the release of the results and must proceed by email. The complaint must be made in writing to the National Examination Centre (certifications@ifcambodge.com). The Jury is sovereign, its decisions are firm and final. Candidates cannot challenge their results, except in the case of a material error or an irregularity noted while taking the exam.

H. DIPLOMAS

The diploma is available at FIC no more than 4 months after the exam date, and will be kept for up to 5 years.

Article 2 - Intellectual property

The brands, domain names, products, software, images, videos, texts or generally speaking any information object to intellectual property rights are and remain the exclusive property of FIC. Any partial or total reproduction, any modification or use of those goods for any reason whatsoever is strictly forbidden.

Nobody is allowed to reproduce, operate, rebroadcast or use, even partly, any visual, software or sound element at the disposal of service users in the context of electronic press subscriptions available at FIC.

Article 3 – Image right and personal data



**RÉPUBLIQUE
FRANÇAISE**

*Liberté
Égalité
Fraternité*



**Liberté
Créativité
Diversité**

FIC reserves the right to collect information about the service users. By signing the General Conditions of Service, the service users:

- authorize FIC to use the data collected during registration to ensure the delivery of the service.*
- authorize FIC to disclose the data collected during the registration to the partner bank ABA, subject to the bank decree, in order to benefit from the payment terms offered by the application "Collect Service" ABA.*
- authorize FIC to use its image on its platforms for educational and communication purposes. Users have the right to visualize and correct the data.*

Article 4 - Conflict settlement

The general conditions of services are established under the local law. In the event of dispute, the local court shall prevail.