

General terms & conditions

To understand how Alliance Française de Lagos (AF Lagos) organises its activities, kindly read carefully our terms and conditions before joining a course, and/or becoming a member.

I. ATMOSPHERE & BEHAVIOUR

AF Lagos is a Nigerian non-for-profit organisation. It is an a-religious and apolitical institution. No proselytism of any kind shall be tolerated. AF Lagos is a place of culture, leisure, and learning. Anyone working, studying, or attending an event at AF Lagos is to show the utmost respect to teachers as well as anyone working for AF Lagos. Words or behaviours of a discriminatory nature, violating people's privacy or the proper running of AF Lagos' activities, any physical or verbal violence from a student towards another student, any member of the staff or any visitor within the premises of AF Lagos, may result in the permanent exclusion of the student with no refund at any time of the session.

Visitors of AF, students and exam candidates are kindly requested to abide by the usual rules of good behaviour, decent dressing and allow a proper conduct of classes.

When in the corridors, students are requested to keep a low volume of conversation/noise to not disturb classes. Loud conversations and screams are not accepted, and phone calls shall be made outside of the learning environment (including corridors and library) to avoid disturbances.

Access to the building: authorised upon presentation of AF Lagos student/library/member card from 8am to 8:30pm on weekdays and from 8am to 5pm on Saturdays.

Access to classrooms: allowed from 15 minutes before the beginning of each class and 15 minutes after the end of each class. No standing in corridors or staircases is tolerated. The waiting room will be accessible 30 minutes before the beginning of each class (unless an event is ongoing). Only the registered student will be accepted in the classroom.

Equipment & damages: AF Lagos equipment and premises are for the common good. It is therefore requested that everyone ensures the cleanliness of the rooms and the proper use of equipment and spaces: toilets, classrooms, passageways, library, etc. Any damage to furniture commits the responsibility of each. The cost of the rehabilitation of deteriorated equipment will be invoiced to the one who damaged it.

Belongings: students are responsible for their personal belongings. AF Lagos shall not be liable for any damages, loss, or theft of any students' belongings within or outside the premises.

Smoking, drinking & eating: AF Lagos is a smoking free area in the whole building (classrooms, corridors, library, auditorium, etc). No food and drinks are allowed (classrooms, corridors, library, auditorium, etc) except bottles of water in class.

Security: health, accident, and third-party insurances are at the client's cost. The safety of all must be guaranteed. Security officers are fully authorised to require the opening and verification of bags (backpack, briefcase, plastic bag, handbag, etc.) and to check AF student/member cards at any time.

Parking: not permitted under any circumstance inside AF Lagos/Mike Adenuga Centre. AF Lagos does not manage or supervise the next door paid parking nor its occupancy. Questions or issues related to the car park must be addressed to the car park management.

AF Lagos covers parking fees only for students duly registered in a weekdays or Saturdays group course, for the duration of the class (3 hours), plus an additional 30 minutes before and after the class, and upon presentation to the car park officers of both valid AF student ID card and the receipt of payment of the current class.

Private classes students, library members, exam candidates and general audience coming for an event or information must pay their own parking fees. Weekdays/Saturday students will be charged for the parking if they stay longer than the allocated hours and/or outside of their class timings.

NOTE TO PARENTS: Students below 18 attending classes, cultural or fun events at AF Lagos remain under their parents' responsibility before and after the defined time of the class or event. Parents and caretakers are requested to be present at AF Lagos well before the official time of their child's class and to pick up their child downstairs at the very end of each class. Students are required to stay at AF Lagos until their parents arrive, but are not under the responsibility of AF Lagos. Parents and caretakers are not allowed in class. AF Lagos reserves the right not to accept students in case of continuous lateness.

II. REGISTRATION PROCESS

Registration: students must complete their registration during the registration period only. Registration is on a “first fully registered, first served” basis, including for former students. Registration is validation. No seat can be booked and seats are limited in order to offer the best possible learning conditions. Students registering late might not be able to access a course. No access to classes is authorised without registration and AF student card. In case of preplanned or unforeseen absence, no discount/refund/credit is possible. Registration is effective once the payment is completed through the accepted payment methods. Transfers made without a prompt and without a PVN (Personal Validation Number) will be considered as a donation to our NGO, as they cannot be identified to a registration retrospectively.

Late registration: in the event of a request for late registration, acceptance depends on the sole Director of studies. Discounts for consecutive registrations will be cancelled and reset fully, as if it were their first registration. No preferential rate shall be given for the number of classes missed.

Placement test: to guide students towards the most suitable level, a placement test is mandatory for any new comer, for anyone who has already studied French in the past, upon recommendation of a teacher, or for any AF student who has not joined a course in the previous 3 months. The decision is solely made by the examiner and/or the Director of studies. A placement test has a validity of 3 months to ensure its accuracy. Registering for a course more than 3 months after the placement test was conducted is not accepted, as the level might not be accurate anymore. The placement test serves for internal purposes only and has no validity outside AF Lagos. No certificate will be issued.

Payments: AF Lagos organises and sells full course packages at a group price. Hours are not sold separately, thus full course payment is requested even in case of non-attendance of some hours. Full payment must be done online or by credit card at the reception of AF Lagos, at once upon registration. The textbooks must be purchased at the time of the registration.

Fees: AF Lagos courses fees will increase regularly without prior notice. Payment of the following fees are mandatory: yearly registration fees to AF Lagos (12-month validity); full course fees; full book fees. Books are mandatory for group courses and are valid for several sessions. They cannot be passed down to another student (including family). Books must be purchased at AF Lagos only. Books are given on the first day of the course upon presentation of the student's receipt of payment.

Instalments and trial class: instalments and trial classes are not allowed.

Discounts: AF Lagos will specify the discount/promotion period for course registrations through its general communication media. No discount shall be offered once discount periods are over.

Postponements:

- a student can decide to postpone his/her registration during the registration period, s/he must inform AF Lagos by email to education.lagos@afnigeria.org at the earliest. Postponement is possible to the next session or the next group course of the same level available only. A penalty of 10% on the course fees will apply.

- once the registration period is over, no postponement is allowed under any circumstances (unforeseen trip during the session, change of work schedule, non-attendance to the course, student's own decision to withdraw). No refund or credit of the fees is possible.

- **NYSC/scholarship holders:** the Director of courses shall grant the postponement of the registration upon presentation of a valid certificate of NYSC enrollment or a scholarship for studies abroad or in another Nigerian state.

Refund: once fees have been paid, AF Lagos will not proceed with any refund, even in the event of the student's withdrawal due to unforeseen trip during the session, change of work schedule, non-attendance to the course, student's own decision to withdraw.

Yearly registration fees are not refundable, even in the event of the cancellation of a class.

Online payment fees through AF Lagos extranet platform fees are not refundable and at the cost of the student.

Course fees and book fees (if the books are in perfect condition (new) can be refunded only if the course is cancelled by AF Lagos due to lack of students to open). This amount is refundable if asked to the reception by email within 30 days. After this period, no refund can be done and the amount will be kept as a credit on the AF student's account. This credit must be used within 12 months as from the date of the payment: i. to register for any other course or workshop ii. for cultural events iii. for any AF product. It is the student's responsibility to contact AF and inform when and what to use this amount for. AF shall not send reminders. In case the amount has not been used within the specified period of 12 months, the amount will automatically be considered as a donation to AF Lagos.

Opening of classes: depending on the courses, levels and classrooms availability, language courses open with a minimum of 7 students (10 for A1.1) and with a maximum of 10-16 students based on classrooms' capacity.

Cancellation of classes:

- If the minimum number of 7 students is not reached by the end of the registration period, AF Lagos reserves the right to postpone a course to a maximum of 7 days, to redirect students to another class of the same level if available, to carry out a course applying semi-private fees or to place the total amount of the course fees on the student's account at AF Lagos for future use within one year.

- Depending on the number of students in a group, several groups of the same level may be opened. The lists of students per group provided by the management are authoritative. It is strictly forbidden to switch classes without the prior approval of the Director of studies and without a pedagogical reason provided by the teacher.

- If one or several classes are cancelled due to unexpected circumstances during the session, AF Lagos reserves the right to switch to online classes or to define a different date and time to cover up the missed classes.

- In case of a public holiday, these are generally included in AF Lagos courses calendar and schedule. In case it has not been, teachers shall reschedule classes, to all possible extents, throughout the session by adding a few minutes to each class or postponing the classes to the end of the session.

III. LANGUAGE COURSES & PEDAGOGY

The French language department of AF Lagos and teachers are the only ones authorised to determine the content of French lessons, as well as the required number of hours for each session. AF Lagos contents and number of hours per session are set in accordance with the guidelines of CEFRL (Common European Framework of Reference for Languages) with emphasis on a communicative and action-oriented approach to language teaching and learning.

Commitment and expectations: students are considered as participative actors of their learning/training process. Students must interact in French as much as possible in class and must abide by the personal work given by the teacher to meet the objectives of the course. AF Lagos strongly recommends that all students make every effort to speak French within AF Lagos' premises, borrow books from AF Lagos library and use the "Culturethèque" platform. Success in learning a language is linked to punctuality and regular attendance, commitment, and personal additional work.

Teachers and teaching method: all our courses are fully taught in French from the very beginner level to offer an immersive experience. AF Lagos teachers are requested to teach all their classes in French as they are French as foreign language teachers. English should only be used in the event of a total blockage when other strategies (drawings, mimes...) could not help. This recommendation includes A1 beginner levels. Students should not speak or translate into English during the class in order for all the participants to benefit from this immersive experience. Conjugation, grammar, spelling are not the sole subject of our courses as our courses are taught within a didactic unit or a pedagogical sequence. Dedicated workshops shall be offered in addition to our courses for students who want to focus more on those specific areas. For educational reasons, students shall experience different teachers and methods. Teachers are not to follow the same group of students from one level to another. No dispute shall be entered into when teachers change.

Attendance: students are expected to attend, arrive, finish all the classes on time, bring their books and personal equipment and avoid missing classes. Students arriving 10 minutes late might not be accepted in class by their teacher. Missing more than 5 classes might prevent the student from being allowed to write the end-of-session test. Teachers might suggest registering for private classes to make up for the missed classes, within reasonable absence.

Absences: in case of absence, students must inform their teachers in advance. Teachers shall not repeat the lesson for absent students. No cover up classes are offered by AF Lagos. No credit/refund/discount on the missed classes is possible.

Continuous assessment: continuous assessment will be led during the whole session and is part of the final mark. The absence of assessed work during the session will prevent the student from moving to the following level.

Final test: at the end of their session, students must take a final test (/100) to move to the following level. AF Lagos end-of-session test is based on the assessment of 4 skills (listening /25, reading /25, writing /25 and speaking /25). A minimum of 60/100 is required to pass with a minimum of 10/25 in each skill. A student with a mark lower than 10/25 in a specific skill will be orientated to follow private tuitions or a dedicated workshop. AF Lagos reserves the right to prevent students from taking their final test if they have missed more than 25% of the course.

Orientation: Depending on the results, AF Lagos reserves the right to direct and advise the student for the most suitable level. Only AF Lagos teachers and the management are qualified to determine whether a student has mastered all the skills required at a given level of language skill acquisition and its capacity to move to the following level.

Communication, contact & student card: all information about AF Lagos's educational aspects, opening or closure, public holidays, exceptional circumstances, registration periods, dates of course sessions or cultural events will be published on AF Lagos social media. Upon registering, students will be added to a Whatsapp group where all relevant information will be passed. For any request, absence, confirmation or question, students can write to reception.lagos@afnigeria.org.

Newsletter: AF Lagos students and library members agree to receive AF Lagos's monthly newsletter.

Copyright: unless otherwise informed by students on registration, students surrender to AF Lagos all copyrights from photographs, videos, classwork, exams for communication on social media and marketing purposes. If any objection, students must send an email to reception.lagos@afnigeria.org upon registration. Students email addresses and personal information are solely for internal use of AF Lagos.

IV. EXAMS

Registration: identity documents must be included when registering on our online platform. Failing to provide the adequate document at the time of the registration will lead to a void registration. **Once registration has been done, no refund or change of date is possible.** It is necessary that all registrations should be done using an easily accessible email address to avoid candidates missing out on vital information such as convocation for their exam. The email address must be the student's or their parent's (for a child/teenager). No third party email address will be accepted (language school, etc).

Impersonation/Fraud: any intent of fraud or detected fraud will be severely punished. Impersonation is a felony and having a fake ID is a crime, which stands a jail term. Competent authorities will be notified and AF Lagos will charge the fraudsters. The exam/test will be cancelled. The body in charge will be notified and will take measures preventing the candidate and the fraudster from writing one of their exams in any of its Centres for up to 10 years.

Exam/test day: candidates must be on-site 60 minutes before the beginning of the exam with the same valid passport submitted on registration, their exam notification, and their own exam equipment (black/blue pen, corrector, pencil...). No entry will be allowed once the exam has started.

Test/Marking: It is worthy of note that these tests are strictly marked by the French bodies in charge and not by examiners in Nigeria. Hence, results for e-TCF are sent once they are received from FEI, while that of e-TEF are sent directly to the candidates through the office in charge in France. AF Lagos is solely an exam centre, and its examiners and staff cannot be held accountable for results, nor can they influence it in any way. Any attempt to bribe or threaten an examiner or a staff member will be reported to the body in charge, who might take measures preventing the candidate from writing one of their exams in any of its Centers for up to 10 years.

DELTA-DALF: those are official international French examinations with national dates and times that cannot be modified. Registration cannot be cancelled; deferment is not allowed, and no postponement of the registration nor refund will be made in case of absence or invalid registration (ID, age range, etc). Candidates will receive a formal notification by email with the time of their exam.

Required/Valid Means of Identification: it is the candidate's responsibility before registering to make sure s/he has the required ID for the desired DELTA level and that this ID is valid until the exam date. There will be no refund of payment or postponement if s/he registers with the wrong ID or if the ID expires before the exam date.

Age range and levels: DELTA Prim and DELTA Junior are specifically for kids (7-11 years old) and teens (12-17 years old). DELTA-DALF TP is for adults (18 years old and above). Candidates are requested to confirm the particular level before their registration. Registration for an exam of the wrong age is automatically void and cannot be refunded nor postponed.

e-TEF (CCIP - Chamber of Commerce and Industry of Paris) & e-TCF (FEI - France Education International): these tests are computer based, and require a basic knowledge of computer use. AF Lagos is not responsible for candidates who might not know how to operate a computer (mouse use, typing, adjust volume...);

These tests provide assessment and proof of French language proficiency at the time of the test; are designed for immigration applications to Canada or Quebec or Canadian citizenship applications; are recognized by Citizenship and Immigration Canada (CIC) and the Ministry of Immigration and Cultural Communities (MICC) in Quebec as an official proof of language proficiency. Validity is 2 years.

Valid International Passport: e-TEF and e-TCF registrations require a valid international passport. Any registration submitted without a passport, with a passport that is expired at the date of the exam, or coming without the physical copy of the valid passport on the day of the exam will make the registration void, with no possibility of refund nor postponement.

Postponement/Cancellation: all registration is final and cannot be refunded or cancelled. Endeavour to check your itinerary before picking a date for your exam. Under exceptional circumstances (security issues, extreme weather...), AF Lagos might postpone the exam and ask the candidates to pick another date.

Taking another test: If candidates are unsatisfied with their results and wish to retake the same exam, a 30-day gap must be respected. Any registration before 30 days will be void as any registration for an exam taking place less than 31 days after their previous exam will be rejected by the CCIP-FEI's portals. Such a registration will not qualify for a refund.

V. “MÉDIATHÈQUE”

AF *médiathèque* is not meant to be a typical library for study, but rather a dynamic space with regular school excursions, activities and events (exhibitions, book launches...). A quiet environment cannot be guaranteed at all times.

Access to the “*médiathèque*”: The *médiathèque* is open from Monday to Saturday, from 9am to 5pm and is only accessible to duly registered members and current students enrolled in a group course only upon presentation of their valid student/member card, whenever the supervision by our librarian staff is guaranteed. Students/members are advised to always carry their cards with them.

Registration: registration is made at the reception desk of AF Lagos. Fees and registration are valid for 12 months and are not refundable. Any library member (student and non-student) can also request a free access to “Culturethèque” (Institut Français’ online library). Registration to Culturethèque is valid for 12 months, after which the member’s name and profile will be expunged.

Parents: children under the age of 18 remain under the responsibility of their parents or caretakers, who must be present in the library at all times with the children. They are responsible for their children’s actions (behaviour, actions...). All material damages will be charged to the adult present.

Loans & returns: only users registered with the library will be allowed to borrow library materials. Registered library members and current students are allowed to borrow a maximum of 2 books within a 21-day period. This period can be extended on request via email or in person. The librarian reserves the right to accept or deny the request.

Borrowed books/materials should be protected from any/all damages e.g., water, dirt, wear and tear, fire, etc. Any library user who causes damage, loses or steals library materials or other properties will be solely responsible for the cost of replacement and will have to pay immediately.

Some select library collections are not for loan and are appropriately marked for identification. No user shall take any books or other library materials out of the library, unless issued out properly through the librarian. All other material properties of AF Lagos are not to be loaned (electronic devices, chargers...).

Disruptive behaviour: no phone calls or video calls/meetings can be held or received inside the library or the corridors. The classrooms, bathrooms and staircases are not at the disposal of library uses and cannot be used, even for a brief meeting or call. All library users are to keep their mobile phones and other electronic devices on silent mode or turned off. Raised voices and loud discussions are not acceptable in the library. Eating, drinking, and smoking are strictly prohibited in the library.

Library users are expected to behave and present themselves decently at all times. Hostile and dangerous behaviour towards library personnel or library users will not be tolerated, and will lead to a revoked library membership and banning from the AF Lagos premises.

Properties should not be left unattended, and the library is not liable in the case of lost, damaged or stolen property. Lockers are made available for library users to store their possessions whilst in the library and in case they need to step away for a short while. Library users cannot keep property overnight or in the care of library personnel.

AF Lagos Library reserves the right to revoke or refuse library services and membership to any user who disregards the above-listed rules and regulations.

AF Lagos reserves the right to amend the above terms and conditions at any time.