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## **SPECIAL TERMS AND CONDITIONS OF SALE**

**Revision date: December 2025**

These special terms and conditions of sale apply to the services offered by the Alliance Française de Bruxelles-Europe (AFBE). By registering, the Customer unreservedly accepts the special terms and conditions of sale. The AFBE refers to the version of the STCS in force on the day of the order.

### **Summary**

1.	Conditions of admission .....	2
1.1.	Age of the Customer .....	2
1.2.	Customer information .....	2
1.3.	Insurance .....	2
2.	Terms and Conditions for Enrolling in a Training Course .....	2
2.1.	Means .....	2
2.2.	Commitment and attendance .....	2
2.3.	Placement test .....	3
2.4.	Placement in a course .....	3
2.5.	Teaching materials .....	3
2.6.	Duration of training .....	4
2.7.	Assignment of teachers and classrooms .....	4
2.8.	Assessment and progression to the next level .....	4
3.	Payment and billing terms and conditions .....	4
3.1.	Payment of registration fees .....	4
3.2.	Order modifications .....	5
3.3.	Payment in installments with ALMA .....	5
3.4.	Late payments .....	5
4.	Cancellation and refund conditions .....	5
4.1.	Cancellation in the event of visa refusal .....	5
4.2.	Right of withdrawal (European Directive 2011/83/EU) .....	6
4.3.	Refunds and credit notes .....	6
4.4.	Cancellation or request for postponement in case of force majeure .....	6
4.5.	Refusal of registration or exclusion .....	7
4.6.	Cancellation of a training course by the AFBE .....	7
4.7.	Postponement of a session by the AFBE .....	7
5.	Specific terms and conditions for private lessons for the general public .....	8
5.1.	Payment .....	8
5.2.	Postponement of session(s) .....	8
5.3.	Customer delay .....	8
5.4.	Validity of lesson hours .....	8
5.5.	Course terms and conditions .....	8
5.6.	Cancellation .....	8
6.	Specific terms and conditions for services ordered by a company/institution .....	8
6.1.	Payment .....	9
6.2.	Postponement of sessions .....	9
6.3.	Customer delay .....	9
6.4.	Validity of class hours .....	9
6.5.	Course terms and conditions .....	9
6.6.	Cancellation .....	9
7.	Specific terms and conditions for e-learning services .....	9
8.	Specific terms and conditions for certification services .....	10
8.1.	Exam registration .....	10
8.2.	Candidates with special needs .....	10

8.3.	Cancellation and refund conditions or credit note .....	10
8.4.	Conditions for passing .....	11
8.5.	Request for re-correction/revision of papers/grades.....	11
8.6.	Request for reissue or duplicate certificates/diplomas .....	12
8.7.	Shipping costs for diplomas and certificates .....	12
9.	Miscellaneous .....	12
9.1.	AFBE not liable in the event of failure.....	12
9.2.	General Data Protection Regulation (GDPR) .....	12
9.3.	Interpretation in accordance with the French version of these general terms and conditions .....	12
9.4.	Image rights.....	12
9.5.	Intellectual property and copyright.....	12
10.	Disputes.....	13

## 1. Terms and conditions of admission

### 1.1. Age of the Customer

To enroll in an adult group class, the Client must be at least eighteen (18) years of age or sixteen (16) years of age with parental consent.

Specific classes are open to [teenagers](#) (ages 13-17) throughout the year.

Private lessons are open to everyone aged six (6) and above.

Registration for official exams is carried out in the category corresponding to the candidate's age.

### 1.2. Customer Information

The Customer must provide AFBE with all relevant information that is expressly requested or that could reasonably influence the smooth running of their training or exam. If the Customer fails to inform AFBE or provides incorrect information that results in additional costs for AFBE, these costs will be charged to the Customer.

Some of the information requested enables AFBE to better understand its audience in order to refine its service offering.

### 1.3. Insurance

Health, accident, and civil liability insurance are mandatory and the responsibility of Clients, considering all the services offered by AFBE (participation in a course, an official exam, a cultural outing, etc.).

Customers' belongings, personal effects, furniture, vehicles, and valuables are not insured against theft, loss, or damage, regardless of the cause. It is therefore the responsibility of these individuals to take out any insurance they deem necessary to cover their personal property.

The parties therefore agree that the AFBE cannot be held liable in this regard.

## 2. Terms and conditions for enrolling in a training course

### 2.1. Method

Clients can register in four ways:

- Online on the website;
- By email;
- In person at AFBE;
- By telephone.

### 2.2. Commitment and attendance

All registrations are personal and non-transferable.

By confirming their order or registration by any means (website, telephone, email, AFBE reception) or by signing a quote or purchase order (private lessons, in-company or financed by a company- ), the Customer irrevocably

commits to taking or arranging for the training and/or certification mentioned, subject to the right of withdrawal provided for in the article [on the Right of Withdrawal](#).

It is the Customer's responsibility to find out in advance of registration whether the training is eligible for funding by their organization (employer, government program, university scholarship, paid educational leave). AFBE cannot be held liable if funding for the training is refused. Cancellation of the Client's training on these grounds is not considered a case of force majeure and therefore does not entitle the Client to a refund of the training fees as indicated in Article [4.4 Cancellation or request for postponement in the event of force majeure](#).

In the case of **a company registration** for group or private lessons, fees will be applied for each Client benefiting from said lessons. These administrative fees are valid for one year from the date of payment of the invoice relating to the service.

### 2.3. Placement test

Any non-beginner Client wishing to register for a group French course must take a placement test. Participation in the placement test is an integral part of the contract and is a prerequisite for participation in the course.

Placement in the class group corresponding to the test level ensures that each learner receives high-quality teaching and that the levels within the class are harmonized.

Clients who have already taken the placement test within the last six (6) months or who are already enrolled in an AFBE class are exempt from this test.

If, following this test, the Customer enrolls in a group course (thirty (30) hour module), **the price of the test will be deducted** from the cost of this first group course.

In the case of online, telephone, and email registrations, the Client must take the placement test within a maximum of five (5) calendar days after accepting the special terms and conditions of sale.

If the Client does not wish to take the placement test or wishes to join a level different from that of their placement test, the AFBE cannot be held responsible for an inappropriate placement. Consequently, if the Client wishes to change levels once their course has started, there is no guarantee that a place will be available in the different level course. In this specific case, no refund or credit note will be issued.

Placement tests are not required for private lessons or for French courses with specific objectives. Therefore, even if the Client decides to take a test, they will not be entitled to a deduction for the test when purchasing the course.

The same applies to group workshops, with the exception of the "conversation" workshop.

Clients who register for a grammar or exam preparation workshop with specified levels will bear the cost of any test they wish to take to assess their level.

### 2.4. Placement in a course

After paying for the order and taking the placement test, a place in the course will be allocated depending on availability.

As soon as their registration is effective, the Customer will receive confirmation of their registration directly by email or at reception.

The registration as stated in this confirmation obliges the Customer to attend the training course/take the exam during the period and at the times specified in this document.

### 2.5. Teaching materials

For group training courses, possession of teaching materials is mandatory.

The textbooks used (digital or physical) during the courses are not included in the registration fees. They are not refundable even if the Customer exercises their right of withdrawal.

Clients are invited to contact the Filigranes bookstore to purchase the method. In this method, the Client will be able to activate a code allowing them to access the digital workbook free of charge.

## 2.6. Duration of training

**Group courses** last thirty (30) hours; these hours are divided into several intensity levels: from three (3) hours per week to fifteen (15) hours per week.

The course schedules as mentioned at the time of registration cannot be changed.

**Private lessons** are flexible; the schedule is set according to the Client's needs and the availability of the teacher in charge.

**E-learning** courses have a duration as mentioned in the sales product. Packages can last one (1) month, three (3) months, or six (6) months depending on the product purchased.

**Public holidays:** As with weekends, no lessons are held on public holidays.

For group lessons, and in order to comply with the schedule of sessions throughout the year, lessons on public holidays will be rescheduled by mutual agreement between the Clients and the teacher at another time during the session.

### Examples:

- For Intensive classes, which last for a total of two weeks, when a public holiday occurs, the class schedule is adjusted: classes will take place from **9:00 a.m. to 12:20 p.m.** instead of **9:00 a.m. to 12:00 p.m.**
- For all other group classes (Relax, Active, Dynamic, Teen classes), the hours scheduled on a public holiday must be **made up at another time** or be subject to **extended schedules** during the period concerned, **in agreement with all participants and the teacher.**

## 2.7. Designation of teachers and premises

The AFBE has sole discretion to appoint the instructor who will teach each type of course and designate the classrooms in which the courses will be held. There is no right to be taught by a specific instructor or to use a specific classroom.

The AFBE cannot guarantee the same teacher for an entire session. No cancellation by a Client may be validated on these grounds.

## 2.8. Assessment and progression to the next level

The learner undertakes to maximize their chances of success by attending classes regularly, completing the work recommended by the teachers, and practicing French as much as possible, in particular through exchanges with French speakers.

### Group classes:

In order to ensure that the learner has the necessary skills, progression to the next level is subject to the following conditions:

- A minimum overall grade of 12/20 in all assessments.
- A favorable opinion from the teacher, who assesses the learner's ability to follow the higher level.

If the learner does not reach the next level, the AFBE will invite them to repeat the course module and will grant a 50% discount on the public rate (not combinable with other discounts).

## 3. Terms and conditions of payment and invoicing

### 3.1. Payment of registration fees

The costs of group or individual training and certification are subject to pricing set out in all AFBE communication materials (website, online purchasing platform, etc.).

Services are **exempt from VAT** under Article 44§2.4° of the VAT Code.

The amounts indicated are flat rates and do not include the cost of the teaching manual.

The total amount due for group or individual training or exam registration must be paid before the start of the training or at the latest on the registration deadline date.

**Transfer fees (payment and refund) are the responsibility of the Customer.**

Online payments via the Worldline platform, using a credit or debit card, are debited at the time of purchase and the transaction fees are payable by the Customer.

Payment fees via the Alma platform are the responsibility of the Customer.

### 3.2. Modification of the order

The AFBE may charge the Customer for any costs resulting from changes made by the Customer to the initial order/registration.

In addition, for any modification (change of course formula, postponement to a later session, request for a refund or credit note resulting from a case of force majeure, etc.), a management fee of sixty-five euros (€65) (2025-2026 rate) will be deducted from the refund or credit note amount.

### 3.3. Payment in installments with ALMA

The AFBE, in partnership with ALMA, allows its customers to pay for their group courses in installments, using only credit cards accepted by ALMA via its website.

This option is available for purchases over six hundred euros (€600) and applies exclusively to group courses.

By choosing this payment method, the customer agrees to meet the scheduled payment deadlines. In the event of non-payment or card blocking, ALMA may recover the amounts due, with any administrative fees according to the conditions specified at the time of purchase.

### 3.4. Late payments

As of the payment due date indicated on the invoice issued by AFBE, the amount is due and payable in full.

#### First reminder: amicable

In the event of non-payment or incomplete payment of the amount due on the due date, a first amicable reminder will be sent to the Customer within four (4) days.

#### Second reminder: 8% late payment interest

After the four (4) day period, late payment interest of 8% of the invoice amount will be applied. The Customer will have an additional four (4) days to pay the total amount of the invoice.

#### Third reminder: exclusion from the course and legal proceedings

If the Customer has not paid the amounts due after eight (8) days, the AFBE will suspend the service and initiate legal proceedings by entrusting the recovery of the debt to a collection agency and applying a fixed penalty of 10% of the invoice amount, with a minimum of eighty euros (€80).

## 4. Cancellation and refund conditions

### 4.1. Cancellation in the event of visa refusal

Those wishing to register with the AFBE from their country of residence must take into account the legislation in force in Belgium. The AFBE cannot be held responsible for any difficulties or refusals to obtain a visa or residence permit upon presentation of a certificate of registration for one of its courses.

In the event of visa refusal duly certified by the Belgian consular services, course registrations will be refunded, less a flat fee of sixty-five euros (€65) corresponding to administrative management costs, provided that the refund request is made before the initially scheduled start date of the course and is justified by the visa refusal.

## 4.2. Right of withdrawal ( European Directive 2011/83/EU)

When a Customer, acting as a natural person, registers online, by email, or by telephone, they have a right of withdrawal of **fourteen (14) days** from the date of acceptance of the General or Special Terms and Conditions of Sale and/or their actual registration for a service. This right allows them to cancel their registration without having to justify their decision, provided that the service has not yet begun.

If this fourteen-day period expires on a Saturday, Sunday, or public holiday, it is automatically extended to the next working day.

If the service purchased by the Customer begins before the end of the withdrawal period, it is considered to **have been partially performed**. The Customer may exercise their right of withdrawal, but will not be reimbursed for the value of the services consumed or deemed to have been consumed.

The right of withdrawal or any request for a refund or postponement of service is **excluded when purchasing digital products/content** ([Art. VI-53 §13 of the Economic Law Code](#)).

### 4.2.1. Terms and conditions for exercising the right of withdrawal

To exercise their right of withdrawal, Customers must notify their decision in writing, within the specified time limit, using one of the following methods:

1. **By completing the [withdrawal form](#) provided for this purpose.**
2. **By sending an unambiguous written statement** clearly specifying the following information:

*"I/we () hereby notify you of my/our () withdrawal from the contract for the following service () ordered on () / received on (\*)."*

*Customer's first and last name - Date - Signature*

The notice of withdrawal must be sent:

- **By email** to the following address: [info@alliancefr.be](mailto:info@alliancefr.be)
- **By post** to:

**Alliance Française Bruxelles-Europe**

Customer Service  
Avenue des Arts 46  
B-1000 Brussels

If a refund is necessary, the Customer must provide their **bank details** for the request to be processed.

## 4.3. Refunds and credit notes

**Under the right of withdrawal**, the Customer is entitled to a refund or credit note corresponding to the training course for which they have validly registered, **less any services consumed or deemed to have been consumed**.

The credit note must be used within six (6) months from the date of application of the right of withdrawal.

The AFBE will refund the sums already paid or create a credit note corresponding to them within fifteen (15) working days of the date on which it was informed in writing of the decision to withdraw, provided that the information is complete and accurate.

**In the case of any other request**, even if resulting from a case of force majeure, a deduction of sixty-five euros (€65) corresponding to administrative costs will be applied to the refund or credit note.

## 4.4. Cancellation or request for postponement in the event of force majeure

The AFBE may accept a postponement of training (except for digital products) if the training has already begun, and only in the event of **illness** duly justified by a medical certificate **specifying that the entire course cannot be attended**, or in the event of **force majeure** as described below and duly justified by official documents:

- moving more than 20 km away from the course location,
- job transfer,

- death of a first-degree relative.

A credit note valid for six (6) months or a refund will then be credited to the Customer's account after deduction of administrative costs of sixty-five euros (€65) and the *pro rata* costs of courses taken or deemed to have been taken.

**Occasional absences, even if repeated, do not entitle the Customer to any refund, either partial or total, of the training course. Only total cancellation for health reasons or force majeure is acceptable, provided that supporting documents are provided.**

#### 4.5. Refusal of registration or exclusion

In the event of misconduct or inappropriate behavior on the part of the Client, the AFBE reserves the right to terminate their training/exam without notice and without refund.

The rules of good conduct can be found in the document ["internal rules and regulations."](#)

#### 4.6. Cancellation of a training course by the AFBE

In the event of a safety issue:

The AFBE reserves the right to cancel a training course when it cannot be conducted under optimal conditions of safety, comfort, supervision, and/or learning, and in the event of force majeure or exceptional circumstances.

Reduction in the number of hours or cancellation due to participant fault:

The AFBE reserves the right to cancel a training course, even when registrations have been made, if it finds that there are insufficient registrations for the course.

The **minimum number of participants required for a group course to run is six (6).**

In the event that the training course has five (5) firm registrations, **the AFBE reserves the right to open the course and reduce the number of hours initially planned** for the training course, regardless of the initial price paid by the Client, in order to maintain the financial balance necessary for the optimal running of the AFBE's services and activities.

The reduction will be as follows:

**For a minimum of five (5) participants > twenty-eight (28) hours of classes instead of thirty (30) hours.**

**If there are fewer than five (5) participants, the training course will be canceled.**

In the event of cancellation of a training course, each Client who has been validly registered will be personally notified by email and will be offered the option of requesting registration for an alternative or subsequent training course, depending on the possibilities that the AFBE can offer, or of receiving a full refund of their registration fee.

The Client must notify AFBE of their decision to attend a future training course or receive a refund within three (3) months of receiving the email informing them of the cancellation of the training course. After this period, the training costs will be definitively retained by AFBE.

In the event that a training course that has already begun is canceled by the AFBE during the session and the Client opts to cancel their registration, the reimbursement of fees and registration costs will only be made on a *pro rata* basis for the courses that could not be delivered, regardless of whether or not the Client attended the courses that were delivered.

#### 4.7. Postponement of a session by the AFBE

Force majeure:

In the exceptional event of a national strike, illness of the designated teacher, or any other exceptional event, the AFBE reserves the right to postpone the class or classes concerned.

Nevertheless, in the interests of Clients and teaching, other solutions must be considered first:



- Choice of distance learning in the event of a strike, for example, provided that all participants and the teacher are able to work remotely;
- Exceptional replacement of the teacher in the event of illness, for example;

If distance learning or replacement cannot be arranged, the AFBE will postpone the class to a later date, in accordance with the availability of the participants.

## 5. Specific terms and conditions for private lessons for the general public

All of the general terms and conditions mentioned above also apply to private lessons. However, certain specific conditions apply:

### 5.1. Payment

The Customer must pay the full amount of the invoice within three (3) days of receipt, and in any event at least forty-eight (48) hours before the first class.

Any delay in payment will automatically result in the application of the provisions set out in Article [3.4 "Late payments."](#)

### 5.2. Postponement of session(s)

The Customer may request the postponement of a session by sending an email to the following address: [cp@alliancefr.be](mailto:cp@alliancefr.be)

The team will inform the teacher. This request must be made at least twenty-four (24) hours in advance on working days, and on Friday for a class scheduled for Monday. It is also recommended that you notify the teacher directly in advance.

If this deadline is not met, the session will be considered due.

### 5.3. Client delays

Any delay on the part of the Client shall in no case result in a change to the end time of the class. This rule applies regardless of the reason for the delay.

### 5.4. Validity of lesson hours

Training hours must be used within the allotted time frame, which begins on the date of invoicing. After this period, any unused hours will be lost.

This period is determined based on the number of hours ordered, as follows:

- six (6) months for orders of less than 20 training hours
- twelve (12) months for orders of 20 hours or more.

### 5.5. Course terms

Private lessons can be given in person or remotely, depending on the Client's preference.

### 5.6. Cancellation

In the event of cancellation of the order by the Client, except in the case of exercising the right of withdrawal, no refund—total or partial—will be made.

## 6. Specific terms and conditions for services ordered by a company/institution

All of the above terms and conditions (excluding sections 4 and 5) also apply to courses ordered by a company/institution. However, certain specific conditions apply:



## 6.1. Payment

Companies/funders must pay the full amount of the invoice within three (3) days of receipt, and in any event at least forty-eight (48) hours before the first course.

Any delay in payment will automatically result in the application of the provisions set out in Article [3.4 "Late payments."](#)

For each beneficiary enrolled in a training course, **the company will pay administrative fees of thirty-five (35) euros**. These fees are valid for twelve (12) months from date to date.

## 6.2. Postponement of a session

The Client may request the postponement of a session by sending an email to the following address: [business@alliancefr.be](mailto:business@alliancefr.be)

The team will inform the teacher.

This request must be made at least twenty-four (24) hours in advance on working days, and on Friday for a class scheduled for Monday.

Failure to meet this deadline will result in the session being considered due.

## 6.3. Client Delays

Any delay on the part of the Client shall in no case result in a change to the end time of the class. This rule applies regardless of the reason for the delay.

## 6.4. Validity of class hours

Training hours must be used within the allotted time frame, which begins on the invoice date. After this period, any unused hours will be forfeited.

This period is determined based on the number of hours ordered, as follows:

- six (6) months for orders of less than 20 training hours
- twelve (12) months for orders of 20 hours or more.

## 6.5. Course terms

Courses ordered by the company/institution may be delivered in person or remotely, depending on the company/institution's preference.

## 6.6. Cancellation

In the event of cancellation of the order by the Customer once the invoice has been issued, no refund—total or partial—will be made and the fees will be considered due.

## 7. Specific terms and conditions for e-learning services

In the case of the purchase of digital products such as the various e-learning platforms, **the Customer expressly waives their right of withdrawal upon purchase of the service/product**. No refunds or postponements will be allowed. The Customer is informed of this before making the purchase, directly on the product page.

Access codes are sent to the Customer within a maximum of seventy-two (72) working hours following payment for the service(s) purchased, except during the AFBE's annual closure period at the end of the year.

The term of the chosen package (1 month or 3 months for Global Exam) (3 months or 6 months for Flex'Coaching) starts from the date the access code is sent.

Customers are invited to take advantage of the resources made available to them, in particular the Flex'Coaching tutored sessions.

Requests for extensions or refunds for unused products will not be accepted.

## 8. Specific terms and conditions for certification services

### 8.1. Exam registration

All registrations are personal and non-transferable. By registering for any certification offered by the Alliance Française Bruxelles-Europe (TCF, DELF, DALF, DFP exams), candidates must agree to share the following information: date of birth, country of birth, city of birth, and native language. This information will be used to issue the official diploma.

The TCF certifications offered at the Alliance Française Bruxelles Europe in the "CANADA," "GENERAL PUBLIC," and "INTEGRATION, RESIDENCE, NATIONALITY" versions require the upload of an ID photo or the capture of a photo of the candidate's face on the day of the exam. Any candidate who objects to this mandatory requirement will be denied access to the exam room and will not be reimbursed. Photographs uploaded or taken on the day of the exam are not kept by the AFBE.

Payment for the exams is made in a single installment at the time of registration and must be made before the registration deadline.

The annual schedules for the written and oral exams are fixed and cannot be changed. They can be viewed on the AFBE website.

### 8.2. Candidates with special needs

Candidates with disabilities/special needs must declare their situation at the time of registration, in order to:

1. In the case of a request for access accommodations (PMR), **specify the needs**.
2. In the case of a request for exam accommodations, provide the exam center with a **medical certificate** duly completed (in English or French) and signed and stamped by a healthcare professional authorized to practice in Belgium (list: Belgium Health Professionals) and **indicating the accommodations** to be implemented in the sub-tests affected by the disability.

### 8.3. Cancellation and refund conditions or credit note

#### 8.3.1. Cancellation BEFORE the registration deadline:

Customers who are validly registered for an exam are entitled to a credit note or a **refund of the total** exam fees without deduction, if the request is made in writing before the registration deadline:

- using the [withdrawal form](#) provided for this purpose, which must be completed and sent by email to [info@alliancefr.be](mailto:info@alliancefr.be) no later than the last day of registration,
- or simply by email to [info@alliancefr.be](mailto:info@alliancefr.be)

#### 8.3.2. Cancellation AFTER the registration deadline and 48 hours BEFORE the day of the first exam:

In the event of **illness duly justified** by a medical certificate and provided between the closing date for registration and forty-eight (48) hours before the first test (group or individual), a credit note worth seventy (70)% of the exam fee may be issued to the candidate, with the AFBE retaining thirty (30)% of the amount as an administration fee. This credit note is non-refundable and will be valid for a period of six (6) months on all products/services sold by the AFBE.

In the event of **duly justified force majeure** (professional transfer, etc.), a refund of seventy (70)% of the examination fees will be granted to the candidate, with the AFBE retaining thirty (30)% of the amount as administrative fees.

In all other cases, for **personal reasons**, a fifty (50) percent deduction will be applied and a credit note for fifty (50) percent of the amount will be created for the candidate. This credit note is non-refundable and will be valid for a period of six (6) months on all products/services sold by the AFBE.

### 8.3.3. Cancellation less than 48 hours BEFORE the day of the first test:

In the event of **illness** duly justified by a medical certificate and provided less than 48 hours before the date of the first exam (group or individual), a credit note for fifty percent (50%) of the exam fee may be issued to the candidate, with the AFBE retaining fifty percent (50%) of the amount as an administration fee. This credit note is non-refundable and will be valid for six (6) months on all products/services sold by the AFBE.

**In all other cases, no refunds or date changes will be granted.**

## 8.4. Terms and conditions

### 8.4.1. Late arrival/absence from exams

Candidates must make the necessary arrangements to ensure they arrive on time for the exams, as specified in the exam notification. They are also required **to arrive 30 minutes before the scheduled start time**.

In the event of absence or late arrival for group exams (written), candidates will not be allowed to take the exam and no postponement or refund will be granted.

For the individual (oral) exam, any absence or late arrival may result in a rescheduling at the candidate's request, within the same exam session, subject to additional penalty fees.

### 8.4.2. Verification of identity and personal information

Candidates are required to report any changes to their personal details to the invigilators or jury on the day of the exam. Any changes reported after this date, which will require the diploma to be reissued, will be invoiced at the current rate, excluding the cost of postage for sending the diploma.

### 8.4.3. Combating fraud

The AFBE is fully committed to combating exam fraud and works closely with certifying bodies (France Éducation International, the Paris Chamber of Commerce and Industry) to report any attempted or successful fraud in writing. Fraud and attempted fraud are punishable by a ban on taking exams for up to five (5) years.

The use of electronic devices (smart watches, smartphones, recorders, etc.) is strictly prohibited, and any use of such devices will be reported in a report sent immediately to the certifying body authorized to decide on disciplinary action.

Candidates registered for the exam must attend in person. Any attempt at substitution or replacement is strictly prohibited and will result in a report being sent to the certifying body authorized to decide on disciplinary action.

## 8.5. Request for re-correction/revision of papers/marks

### DELFF & DALF

It is not possible to contest the results of the DELF and DALF exams; the jury is sovereign and the final results of the session are decided by the committee and cannot be appealed.

Candidates have the **right to consult their exam papers** within one year. However, the assessments and evaluations recorded on the assessment grids for oral and written work are not disclosed to candidates, in accordance with the DELF and DALF regulations established by France Éducation International. Consultation of exam papers is for information purposes only and does not give rise to any educational recommendations.

### TCF

The oral and written comprehension tests, for which the answers are marked on an optical sheet, are processed electronically, which means that no errors are possible. The results of these tests are therefore not subject to appeal.

However, within one month of the results being announced, **candidates have the right to contest their assessment in the oral and/or written production tests. Each re-correction is invoiced to the candidate:** if the candidate wishes to have both of their productions re-evaluated, this will result in two invoices. In the event that the reassessment of a skill results in a higher score than the initial assessment, the candidate will be

refunded the amount charged for that skill. If the result is unchanged or lower than the initial assessment, no refund will be given.

#### 8.6. Request for a reissue or duplicate of certificates/diplomas

When the Client notices an error on their diploma, they request a **reissue** from the AFBE, which will handle the exchange with the certifying body (France Éducation International or the Paris Chamber of Commerce and Industry).

If the error is due to the AFBE, there will be no additional cost for the reissue.

If the error is caused by incorrect information provided by the Client, and the error(s) has/have not been reported by the day of the oral and written exams at the latest, the additional cost will be charged to the Client.

In the event of loss of the diploma, any request for a **duplicate** will be invoiced to the Client at the current rate. Under no circumstances can an original diploma be provided.

#### 8.7. Costs of sending diplomas and certificates

Postage costs for sending diplomas or certificates are not included in the exam price.

Candidates who wish to receive their certificate by registered mail must request this *service* when purchasing the *exam*. They are responsible for ensuring that the address provided in their Alliance Française personal account is correct.

If the registered mail is returned to the AFBE, the certificate will be archived. Any new shipment will be at the candidate's expense.

### 9. Miscellaneous

#### 9.1. No liability on the part of the AFBE in the event of failure

The AFBE is not liable if the learner or certification candidate does not achieve their learning/certification objectives. Its commitment is limited to an obligation of means, not of results.

#### 9.2. General Data Protection Regulation (GDPR)

In order to guarantee the protection of the personal data of its customers, prospects, and employees, AFBE undertakes to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR), which came into force on May 25, 2018, and to ensure compliance by subcontractors processing such data on its behalf.

The personal data collected is stored in our establishment management software. It is processed in accordance with our [privacy policy](#). You may exercise your rights of access, rectification, erasure, restriction of processing, objection and, where applicable, portability by contacting us at the email address [info@alliancefr.be](mailto:info@alliancefr.be).

#### 9.3. Interpretation in accordance with the French version of these terms and conditions

If any ambiguity or contradiction should arise between the different translations of these special terms and conditions, the terminology used in the French version shall prevail.

#### 9.4. Image rights

Unless otherwise specified by the Client to the AFBE, testimonials, films, recordings, or photos concerning, mentioning, or presenting the Client in the context of their training or participation in an exam or cultural event may be used for promotional purposes, regardless of the form and medium of communication.

A form is available at reception to stipulate your opposition to the use of image rights.

#### 9.5. Intellectual property and copyright

Paper or digital materials provided during training/exams or accessible online as part of the training are the **property of the AFBE**.

They may not be reproduced in whole or in part without the express consent of the AFBE. All texts, comments, works, illustrations, and images reproduced in these materials are protected by copyright worldwide. Any use other than for training purposes is subject to prior authorization by the AFBE, under penalty of legal action. The Client also undertakes not to compete directly or indirectly with AFBE by transferring or communicating these documents.

Unless the Client objects in writing, AFBE is authorized to mention the Client's corporate name, trade name, or trademarks on its communication media (website, brochures, sales presentations). This use does not confer on AFBE any ownership rights over the Client's distinctive signs. The Client may request the removal of this reference at any time by written notification.

## **10. Disputes**

These general terms and conditions are subject to Belgian law. In the event of a dispute, only the courts sitting in French in the judicial district of Brussels shall have jurisdiction.

*From the address <<https://www.alliancefr.be/conditions-particulières-de-vente/#/>>*