

SPECIAL TERMS AND CONDITIONS OF SALE

Revision Date: April 2026

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

Table of Contents

1.	Admission Requirements	2
1.1.	Customer's Age.....	2
1.2.	Client Information	2
1.3.	Insurance.....	2
2.	Registration Procedures.....	2
2.1.	Transportation	2
2.2.	Client Commitment.....	2
2.3.	Placement Test	2
2.4.	Course Placement / Registration Confirmation	3
2.5.	Course Materials	3
2.6.	Course Duration.....	3
2.7.	Assignment of Instructors and Classrooms	4
2.8.	Assessment and Advancement to the Next Level	4
3.	Terms and conditions of payment and billing	4
3.1.	Payment for services	4
3.2.	Payment in installments (Alma).....	4
3.3.	Late payments	5
4.	Order changes.....	5
4.1.	General Rules	5
4.2.	Changes made up to 72 business hours before the start of the training.....	5
4.3.	Changes made less than 72 business hours before the start of the training	5
4.4.	Changes after the training begins	5
5.	Cancellation and Refund Policy.....	6
5.1.	Visa Denial.....	6
5.2.	Right of withdrawal (European Directive 2011/83/EU)	6
5.3.	Force majeure.....	6
5.4.	Refund and credit note	6
5.5.	Refusal of Registration or Exclusion	7
5.6.	Cancellation of a training course by the AFBE	7
5.7.	Postponement of a session by AFBE.....	7
6.	Specific Terms for Private Lessons for the General Public.....	7
6.1.	Payment	7
6.2.	Postponement of session(s)	7
6.3.	Client's Late Arrival	8
6.4.	Validity of class hours.....	8
6.5.	Course Terms.....	8
6.6.	Cancellation	8
7.	Specific terms for services ordered by a company/institution	8
7.1.	Payment	8
7.2.	Rescheduling of a session	8
7.3.	Client's Late Arrival	9
7.4.	Validity of class hours.....	9
7.5.	Course Terms.....	9
7.6.	Cancellation	9
8.	Specific Terms for E-Learning Services	9
8.1.	Waiver of the Right of Withdrawal.....	9
8.2.	Provision of access	9
8.3.	Duration of access	9
8.4.	Use of services.....	10
9.	Specific terms and conditions for services Certifications.....	10
9.1.	Exam registration	10
9.2.	Candidates with special needs	10
9.3.	Cancellation and Refund Policy or Credit Note	10
9.4.	Exam conditions.....	10
9.5.	Disputing Results	11
9.6.	Request for a reissue or duplicate of certificates/diplomas	11
9.7.	Sending of diplomas and certificates.....	11
10.	Miscellaneous Provisions	11
10.1.	No guarantee of results	11
10.2.	Personal Data Protection (GDPR)	11
10.3.	Applicable language	12
10.4.	Right of publicity	12
10.5.	Intellectual property	12

10.6. Commercial references	12
11. Disputes	12

1. Admission requirements

1.1. Client Age

Registration for a group class for adults is limited to individuals who are at least eighteen (18) years of age, or sixteen (16) years of age or older, provided that parental consent is submitted.

Special sessions are offered for [teenagers](#) aged thirteen (13) to seventeen (17).

Private lessons are available for students aged six (6) and older.

Registration for official exams must correspond to the candidate's age category.

1.2. Client Information

The Client agrees to provide accurate, complete, and up-to-date information necessary for the organization of the training or exam.

Any omission or incorrect information that could affect the proper performance of the service or result in additional costs may be billed to the Client.

Certain information is collected for the purpose of analyzing and improving the services offered by AFBE.

1.3. Insurance

The Client is required to purchase, at their own expense, any necessary insurance, particularly regarding illness, accident, and liability. AFBE shall not be held liable for any loss, theft, or damage to personal belongings, regardless of the causes or circumstances.

The Client remains solely responsible for the protection of their property.

2. Registration Terms

2.1. Method

The Client may register in one of four ways:

- Online via the website;
- In person at AFBE;
- By email;
- By phone.

2.2. al Commitment of the Client

All registrations are personal, non-transferable, and in the registrant's name.

Confirmation of registration, regardless of the method used, or the signing of a quote or purchase order, constitutes a firm and definitive commitment by the Client to complete the selected training or certification program, subject to the exercise of the right of withdrawal.

The Client is solely responsible for verifying the financing conditions for their training in advance. A refusal of coverage by a third-party organization does not constitute a force majeure event and does not entitle the Client to any refund.

For registrations made by a company, administrative fees apply for each participant. These fees are valid for a period of one (1) year from the date of payment.

2.3. Placement P

AFBE offers Clients **two types of placement tests**, depending on the service selected.

Principle

The placement test is an essential requirement for enrollment in the relevant training programs. It ensures a consistent skill level within groups and guarantees educational quality.

Obligation and Deadlines

The Client agrees to take the placement test within a maximum of five (5) calendar days following receipt of the link. In any case, the Client must have completed the placement test **AT LEAST 10 DAYS BEFORE THE START OF THE FRENCH COURSE**. Otherwise, the Client will be assigned to a group based on availability, with no possibility of subsequent dispute or refund.

In the event of a refusal to take the placement test or a choice of a level different from the recommended one, the Client acknowledges that AFBE cannot be held responsible for any mismatch in the level. No guarantee of a group change can be given, and no refund or credit will be granted for this reason.

Exemptions

The following are exempt from the test:

- Clients who have taken a placement test (ELAO or from the Alliances Françaises) within the last six (6) months;
- Clients who have already been enrolled in a course at AFBE within the last six (6) months.

The ELAO Test (fee applies)

The ELAO test is mandatory for [group French classes](#) (excluding beginners).

This test is a paid service and is **non-refundable**.

By confirming their purchase, the Customer acknowledges that they waive their right of withdrawal, as the service is considered performed upon sending the access code.

A **promotional code** is issued after purchase, valid for a single use toward registration for a thirty (30)-hour group course. This code allows the cost of the test to be deducted from the course purchase price.

This code is personal, non-transferable, and optional. No refund will be granted if it is not used.

The Alliance Française Test (free)

For certain course offerings (excluding group classes), the Customer is asked to take a placement test developed by experts from the Alliance Française network. This test is mandatory, [including for beginners](#), who may indicate this at the start of the test. It applies in particular to the following offerings: [Teen Courses](#), [Summer Programs](#), [Conversation Workshops](#), and [Flex'Coaching](#).

An access link is sent via email after purchasing the relevant service. Upon completion of the test, the Customer receives a personalized assessment indicating their level as a percentage of proficiency. The AFBE teaching team also receives these results in order to assign the appropriate class placement.

Services without a placement test

No test is required for certain specific services ([private lessons](#), [grammar workshops](#), [exam preparation workshops](#), and French courses for specific objectives). In these cases, the voluntary purchase of an ELAO test does not entitle the customer to any discount or refund.

2.4. Placement in a course / Registration confirmation

Once the order is paid for, the registration is effective, and the Customer will receive confirmation of their registration directly via email or from the Customer Service Department.

For Clients placed on the waiting list, the Customer Service Department will contact you promptly to confirm your enrollment in the selected course or to offer you an alternative option. In any case, if no suitable solution is available, the Client may request a refund. However, the fee for the placement test will not be refunded.

The registration as outlined in this confirmation obligates the Client to attend the training/take the exam during the period and at the times specified in this document.

2.5. Course Materials

Teaching materials are mandatory for group training courses. They are not included in the course price.

Clients are invited to contact the [Filigranes](#) bookstore to purchase the workbook (by presenting proof of registration with AFBE, you will receive a discount). In this workbook, the Client can activate a code allowing them to access the digital workbook online for free.

2.6. Course Duration

Group courses consist of **thirty (30) hours** of training, distributed across different levels of intensity.

Private lessons are organized according to a schedule agreed upon between the Client and AFBE.

E-learning services have a duration determined at the time of purchase.

In the event of an insufficient number of participants:

A minimum of six (6) participants is required to open a group course.

- **With five (5) participants:** the course may proceed with a reduced number of hours (28 hours instead of 30 hours). AFBE reserves the right to make this adjustment up to 72 business hours after the start of the training. Conversely, if a sixth (6th) participant registers, the course duration will be restored to thirty (30) hours. This adjustment to the course duration takes into account the smaller group size, which facilitates more individualized attention, increased participation, and more in-depth interaction with the instructor, thereby helping to maintain a high standard of educational quality and financial balance.
- **Fewer than five (5) participants:** the training is canceled.

Holidays

No classes are held on public holidays.

The affected class times will be rescheduled or adjusted to ensure that the full course load is covered, in accordance with the procedures established by the AFBE.

- For Intensive courses, which last a total of two weeks, when a holiday falls within the course period, class schedules are adjusted: classes will be held from **9:00 AM to 12:20 PM** instead of **9:00 AM to 12:00 PM**.
- For all other group classes (Relax, Active, Dynamic, Teen classes), the hours are rescheduled to the end of the session. The schedules posted online already reflect these reschedulings.

2.7. Assignment of Instructors and Classrooms

The AFBE has full discretion in assigning instructors and classrooms to each course.

No right to a specific instructor or classroom may be claimed.

The AFBE does not guarantee that the same instructor will teach the entire course.

Some classes may be led by a team of two teachers, allowing for a combination of different teaching approaches and exposing students to a variety of accents and speech rhythms in the target language.

2.8. Assessment and Advancement to the Next Level

Advancement to the next level is subject to the following conditions:

- achieving a minimum grade (12/20 on all assessments);
- the teacher's pedagogical evaluation.

In the event of failure to pass, AFBE invites the Client to retake the module at a reduced rate, subject to the terms and conditions in effect.

The learner agrees to maximize their chances of success by regularly attending classes, completing the assignments recommended by the instructors, and practicing French as much as possible, particularly through interactions with native French speakers.

3. Terms and Conditions of Payment and Billing

3.1. Payment for training and services

The rates applicable to training courses and exams are listed on AFBE's official materials (website, registration platform, etc.).

Services are **exempt from VAT** in accordance with Article 44, §2, 4° of the VAT Code.

The prices listed are flat rates and do not include the cost of teaching materials.

Full payment is required:

- before the start of the training;
- or no later than the registration deadline.

Failure to pay within these deadlines will result in the registration not being guaranteed.

Bank fees, both for the transaction and for any refunds, are the responsibility of the Client.

Online payments (including those made via Worldline) are debited immediately. Any fees associated with these transactions are the responsibility of the Client.

If payment is made via the Alma platform, the associated fees are also the responsibility of the Client.

3.2. Payment in installments (Alma a)

AFBE offers, in partnership with [Alma](#), an installment payment solution exclusively for group classes.

This option is available for any purchase **exceeding six hundred euros (€600)** and is limited to payments made with a credit card accepted by Alma.

By choosing this payment method, the Customer agrees to meet all scheduled payment deadlines.

In the event of a payment issue (decline, hold, or insufficient funds), Alma may proceed with the collection of the amounts due, including, where applicable, additional fees in accordance with its terms and conditions.

3.3. Late Payments

Due Date

All invoices are payable on the due date specified therein. Otherwise, the amounts due become immediately payable.

Reminders and penalties

→ First reminder (friendly)

In the event of non-payment by the due date, an amicable reminder will be sent to the Customer within four (4) days.

→ Second reminder (late payment interest)

If payment is not made within this period, late payment interest of eight percent (8%) of the amount due will be applied.

The Customer then has an additional four (4) days to settle the outstanding balance.

→ Third stage (suspension and collection)

If payment is not made within a total of eight (8) days following the due date:

- AFBE reserves the right to immediately suspend the service;
- the case may be referred to a collection agency;
- A flat-rate penalty of ten percent (10%) of the amount due will be applied, with a minimum of eighty euros (€80).

4. Order Modification

4.1. General Rules

Any modification to the order or the initial registration requested by the Customer may result in additional charges. When the modification results in a price increase, the difference is payable by the Customer. If the modification results in a lower rate, a credit note will be issued to the Client.

4.2. Changes made up to 72 business hours before the start of the training

The Client may, without additional administrative fees:

- change the course format;
- postpone their participation to a later session.

These changes are subject to availability.

4.3. Changes made less than 72 business hours before the start of the training

Any request for a change made less than 72 business hours before the start of the training will result in the billing of administrative fees, according to the current rate.

4.4. Changes after the start of the training

No change request made on or after the first day of the training will result in a refund. Courses taken or scheduled in the original program are considered due, whether or not they were actually attended.

Any changes will result in the application of administrative fees.

- In the event of a session postponement: please refer to the cancellation policy.
- In the event of a change in course format during the session: administrative fees apply.
- In the event of a level change: refer to the placement test.

AFBE reserves the right to accept or refuse any changes, particularly based on pedagogical constraints and group balance.

5. Cancellation and Refund Policy

5.1. Visa Denial

AFBE cannot be held liable for the refusal of a visa or residence permit. In the event of a visa refusal duly justified by an official document from the competent authorities, the Client may obtain a refund of the training fees, less a flat fee of fifty-five EUROS (€55) corresponding to administrative costs.

The request must be submitted at least 72 business hours before the start of the training.

5.2. Right of Withdrawal (European Directive 2011/83/EU)

When a Customer, acting as a natural person, registers online, by email, or by phone, 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 effective registration for a service. This right allows the Customer 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 a public holiday, it is automatically extended until the next business 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 that have been used or are deemed to have been used.

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 Code*).

5.2.1. Procedures for Exercising the Right of Withdrawal

To exercise their right of withdrawal, the Customer must notify their decision in writing, within the allotted time frame, in accordance with the following terms:

- **Write an unambiguous statement** clearly specifying the following information:

“I/we () hereby notify you of my/our () withdrawal from the contract regarding the following service () ordered on () / received on ().”*

Customer’s first and last name - Date - Signature

- **The notice of withdrawal must be sent** either by email to: info@alliancefr.be or by **regular mail** to:

Alliance Française Bruxelles-Europe

Customer Service
Avenue des Arts 46
B-1000 Brussels

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

5.3. Force majeure

In the event of duly justified force majeure (illness, job transfer, relocation more than 40 km away, death of a first-degree relative), AFBE may grant:

- a postponement of the training;
- or a partial refund.

The refund is calculated:

- after deducting fifty-five EUROS (€55) in administrative fees;
- and on a pro-rata basis for courses already completed.

Occasional absences, even if repeated, do not entitle the participant to any refund, either partial or full, of the training.

5.4. Refund and Credit Note

The refund or credit note takes into account services already provided or scheduled.

Refunds are processed within fifteen (15) business days of receipt of the complete request.

The credit note is valid for **six (6) months**.

Any request (excluding withdrawal) will result in a fifty-five EURO (€55) administrative fee.

5.5. Refusal of Enrollment or Expulsion

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

The rules of conduct can be found in the document titled “[Internal Rules](#)”.

5.6. Cancellation of a training session by the AFBE

Safety or force majeure:

The AFBE may cancel a training session if the conditions for safety, supervision, or learning are not met.

In case of insufficient number of participants:

A minimum of six (6) participants is required to open a group course.

- **With five (5) participants:** the course may proceed with a reduced number of hours (28 hours instead of 30 hours). AFBE reserves the right to make this adjustment up to 72 business hours after the start of the training. Conversely, if a sixth (6th) participant registers, the course duration will be restored to thirty (30) hours. This adjustment to the course duration takes into account the smaller group size, which facilitates more individualized attention, increased participation, and more in-depth discussions with the instructor, thereby helping to maintain a high standard of educational quality and financial balance.
- **Fewer than five (5) participants:** the training is canceled.

In the event of cancellation, the Client may be enrolled in another session or receive a full refund.

The decision must be communicated within three (3) months.

After this period, training costs will no longer be refundable; a credit note will be issued to the Client, who will have six (6) months to use it.

After this period, the training costs will be definitively retained by AFBE.

In the event of cancellation during the training, a refund will be issued on a pro-rata basis for the sessions not delivered.

5.7. Postponement of a session by AFBE

In the event of exceptional circumstances (strike, instructor illness, etc.), AFBE may:

- offer a distance learning course;
- replace the instructor;
- or reschedule the session.

The rescheduling is arranged based on the participants' availability.

6. Specific Terms for Private Lessons for the General Public

The general provisions set forth in these terms and conditions apply to private lessons, unless otherwise specified below.

6.1. Payment

The Client is required to pay the full amount of the invoice within three (3) days of receipt, and in any event no later than forty-eight (48) hours before the start of the first lesson.

In the event of non-payment within these timeframes, AFBE reserves the right to postpone or cancel the start of classes.

Any delay in payment will result in the application of the penalties set forth in the section regarding late payments.

6.2. Postponement of Session(s)

Any request to postpone a session must be sent by email to the address provided by AFBE: cp@alliancefr.be

The request must be made:

- at least twenty-four (24) business hours before the session;
- or, for a class scheduled for Monday, no later than the preceding Friday.

Failure to meet these deadlines will result in the session being considered due and will not be eligible for rescheduling or a refund.

The Client is also encouraged to inform their instructor, though this does not replace the official request sent to AFBE.

6.3. Client's Late Arrival

In the event of a Client's tardiness, the duration of the session will not be extended. The class ends at the originally scheduled time, unless the instructor grants a special exception.

6.4. Validity of Class Hours

Class hours must be used within a specified period starting from the billing date.

If not used within this period, the remaining hours are generally forfeited.

However, in the event of duly justified exceptional circumstances, AFBE reserves the right to grant an extension, without this constituting a right for the Client.

The validity period is set as follows:

- six (6) months for packages of fewer than twenty (20) hours;
- twelve (12) months for packages of twenty (20) hours or more.

Any extension granted on an exceptional basis **may under no circumstances extend beyond the current fiscal year**.

6.5. Course Terms

Private lessons may be conducted in person or remotely, according to the terms agreed upon with the Client and subject to availability.

6.6. Cancellation

In the event of cancellation of the order by the Customer, excluding the exercise of the right of withdrawal, no refund—whether full or partial—will be issued.

However, on an exceptional basis and depending on the circumstances, AFBE reserves the right to offer an alternative solution (postponement or credit), without this constituting a right for the Customer.

7. Specific Terms for Services Ordered by a Company/Institution

The general provisions set forth in these terms and conditions apply to services ordered by a company or institution, with the exception of the provisions relating to modifications and cancellations (Sections 4 and 5), unless otherwise stated.

The following specific terms apply:

7.1. Payment

The company or funding organization is required to pay the full amount of the invoice within three (3) days of receipt, and in any event no later than forty-eight (48) hours before the start of the first class.

In the event of non-payment within these timeframes, AFBE reserves the right to postpone the start of services.

Any delay in payment will result in the application of the penalties provided for in the article regarding late payments.

For each registered participant, **an administrative fee of thirty-five euros (€35)** will be charged. These fees are valid for a period of twelve (12) months from the date of payment.

7.2. Postponement of a Session

Any request for a postponement must be sent by email to the AFBE: business@alliancefr.be

The request must be made:

- at least twenty-four (24) business hours before the session;
- or, for a class scheduled for Monday, no later than the preceding Friday.

Failure to meet these deadlines generally results in the session being considered due.

However, on an exceptional basis and upon a justified request, the AFBE may consider the possibility of a rescheduling, without this constituting a right for the Client.

The Client is also encouraged to inform their instructor, though this does not replace the official request submitted to the AFBE.

7.3. Client's Late Arrival

In the event of the Client's tardiness, the duration of the session will not be extended. The class ends at the originally scheduled time, unless otherwise agreed upon.

7.4. Validity of Class Hours

Training hours must be used within a specified period starting from the billing date.

If not used within this period, the remaining hours are generally forfeited.

However, in the event of duly justified exceptional circumstances, AFBE reserves the right to grant an extension, without this constituting a right.

Any extension granted on an exceptional basis may under no circumstances extend beyond the current fiscal year.

The validity period is set as follows:

- six (6) months for services of less than twenty (20) hours;
- twelve (12) months for services of twenty (20) hours or more.

7.5. Course Format

Training may be delivered in person or remotely, according to the terms agreed upon with the company and subject to organizational constraints.

7.6. Cancellation

All orders are firm and final as of the date the invoice is issued.

In the event of cancellation by the Client, no refund, whether full or partial, will be issued, and the full amount invoiced remains due.

However, on an exceptional basis and depending on the circumstances, AFBE reserves the right to offer an alternative solution (postponement or credit), without this constituting a right for the Client.

8. Specific Terms for E-Learning Services

E-learning services consist of digital content provided in a non-physical format.

8.1. Waiver of the Right of Withdrawal

In accordance with applicable regulations regarding digital content, the Customer expressly acknowledges that they waive their right of withdrawal upon purchase, as the service is deemed performed upon provision of access.

This waiver is brought to the Customer's attention prior to the confirmation of their order.

Consequently, no refund, postponement, or cancellation may be granted after purchase.

8.2. Provision of Access

Access codes are sent to the Customer within a maximum of seventy-two (72) business hours from the time of payment confirmation.

This timeframe may be extended in the event of an exceptional closure of the AFBE, particularly during the end-of-year holidays.

8.3. Duration of Access

The duration of access to the content depends on the subscription plan selected and is specified at the time of purchase.

It begins upon transmission of the access credentials.

Upon expiration of this period, access to the content is automatically deactivated, with no possibility of extension.

Only the Flex'Coaching service, which has a duration of three (3) months, may be converted to a six (6)-month term, provided that the Customer pays the price difference.

8.4. Use of Services

The Customer is encouraged to make full use of all resources made available to them during the term of their access, including any support services offered.

Failure to use the services, in whole or in part, does not entitle the Customer to any refund, deferral, or extension.

9. Specific Terms for Certification Services

9.1. Exam Registration

All registrations are named, personal, and non-transferable.

By registering for a certification exam organized by the AFBE (TCF, DELF, DALF, DFP, TEF), the candidate consents to the collection and processing of data necessary for the issuance of the diploma, including: date of birth, country and city of birth, and native language.

For the TCF, the candidate will be required to accept a photo capture on the day of the exam.

Any refusal will result in the inability to take the exam, with no refund.

Photographs are not retained by the AFBE.

Full payment is required at the time of registration and before the registration deadline.

Exam dates are fixed and cannot be changed.

9.2. Candidates with special needs

Candidates with disabilities or special needs must declare their situation at the time of registration.

1. If requesting accessibility accommodations (for people with reduced mobility), please **specify your needs**.
2. If requesting exam accommodations, provide the test center with a **medical certificate** that is fully completed (in English or French) and signed and stamped by a healthcare professional licensed to practice in Belgium (list: Belgium Health Professionals), **specifying the accommodations** required for the exam sections affected by the disability.

9.3. Cancellation and Refund or Credit Note Policy

9.3.1. BEFORE the registration deadline:

Any cancellation request made before the registration deadline entitles you to a full refund or a credit note, free of charge.

The request must be made in writing.

Credit notes are valid for six (6) months and are non-refundable.

9.3.2. AFTER registration closes and more than 48 hours BEFORE the first event

Justified illness / Justified force majeure

→ Credit note or 70% refund / 30% deduction for administrative and registration fees

Personal preference

→ 50% credit / 50% deduction for administrative and registration fees

9.3.3. Less than 48 hours BEFORE the first event:

Verified illness

→ 50% credit / 50% deduction for administrative and registration fees

Other cases

→ No refund or rescheduling

9.4. Exam Conditions

9.4.1. Late arrival or absence from exams

Candidates must arrive at least **thirty (30) minutes before the exam**.

In the event of absence or tardiness to a group exam:

- access denied
- no refund or rescheduling

For the DELF/DALF oral exam:

- rescheduling possible within the same session
- subject to availability and subject to additional fees.

9.4.2. Identity and personal information

The candidate must verify their information on the day of the exam.

Any subsequent corrections that result in a reprint of the diploma will be billed.

9.4.3. Fraud Prevention

Any fraud or attempted fraud will be reported to the certifying bodies.

Penalties may include a ban on taking an exam for up to five (5) years.

The use of electronic devices is strictly prohibited.

Any attempt to substitute a candidate is prohibited.

9.5. Challenging Results

DELF & DALF

Results are final and cannot be contested.

Candidates may review their exam papers within one (1) year, for informational purposes only.

However, the evaluations and assessments marked on the scoring sheets for the oral and written sections are not disclosed to candidates, in accordance with the DELF and DALF regulations established by France Éducation internationale. Reviewing the exam paper is strictly for informational purposes and does not give rise to any pedagogical recommendations.

TCF

Computer-based tests are not subject to appeal.

Production tests may be subject to a request for re-evaluation within one (1) month.

There is a fee for each request.

The fee is refunded only if the score is improved.

9.6. Request for a reissue or duplicate of certificates/diplomas

If the Client notices an error on their diploma, they must request a **reprint** from AFBE, which will handle communications with the certifying body.

If the error is due to the AFBE, the reissuance will incur no additional cost.

If the error is caused by incorrect information provided by the Client, and the error(s) was not 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 a lost diploma, any request for a **duplicate** will be billed to the Client at the current rate. Under no circumstances will an original diploma be provided.

9.7. Shipping of Diplomas and Certificates

Shipping costs are not included in the exam fee.

The candidate is responsible for the accuracy of their contact information.

In the event of a returned shipment, any reshipment will be billed.

10. Miscellaneous Provisions

10.1. No guarantee of results

AFBE is bound by an obligation of means in the performance of its services.

It shall not be held liable in the event that the Client fails to achieve their learning or certification objectives.

10.2. Personal Data Protection (GDPR)

AFBE undertakes to process personal data in accordance with Regulation (EU) 2016/679 (GDPR).

The data collected is necessary for the management of services and is processed in accordance with AFBE's [privacy policy](#).

The Client has the following rights: access, rectification, erasure, restriction of processing, objection, and, where applicable, data portability.

These rights may be exercised by contacting AFBE at the following address: info@alliancefr.be

10.3. Applicable Language

In the event of any discrepancy or difference in interpretation between the various language versions of these terms and conditions, the French version shall prevail.

10.4. Image rights

Unless the Client expressly objects, AFBE is authorized to use, for promotional purposes, any images, recordings, or testimonials created in connection with the activities offered.

Such use may occur on any communication medium.

The Client may object to this at any time in writing.

10.5. Intellectual Property

All educational materials, documents, content, and resources provided as part of the services are the **exclusive property of AFBE**.

They are protected by copyright laws and may not be reproduced, distributed, or used, in whole or in part, without prior written authorization.

Any unauthorized use may result in the Client being held liable and may lead to legal action.

The Client agrees not to use this content for competitive purposes.

10.6. Commercial References

Unless the Client expressly objects, AFBE is authorized to mention the Client's name, corporate name, or distinctive marks as a commercial reference.

Such use does not confer any ownership rights on AFBE.

The Client may request the removal of this reference at any time.

11. Disputes

These terms and conditions are governed by Belgian law.

In the event of a dispute, only the French-speaking courts of the judicial district of Brussels shall have jurisdiction.