

Online French as a Foreign Language courses service

General terms and conditions

Introduction

These terms apply to your use of French as a Foreign Language courses (FLE), including private online lessons, group lessons and proofreading services. **By signing up, you are entering into a binding contract** with EI Laura DIGAT, 24 rue Gervais Bussière, 69100 VILLEURBANNE, company identification system: 88133644100025.

Article 1: Progress of a course

The private tutor and the student communicate thanks to a videoconferencing software program: Microsoft Teams, by default. **The student is required to ensure a stable Internet connection and to have functional camera and microphone throughout the duration of the class to enhance the learning experience.**

The number of hours and time slots are set in advance according to the customer's wishes, in compliance with the teacher's schedule. They can be modified in the course of the year.

Article 2 : Customers 'duties

If the client wishes to cancel a class, he agrees to withdraw a booking more than 48 hours prior to the lesson (except in case of emergency or force majeure). **Otherwise, the class will be fully charged.**

If the customer cancels too frequently his bookings or if he or she breaches these terms, the teacher will reserve the right to interrupt the service or to propose occasional classes according to his availabilities, by giving notice in writing (by email or otherwise).

If the lesson is cancelled by the teacher, an alternative solution will be systematically proposed, in accordance with the client's availabilities.

The client is free to interrupt the lessons at the end of each month and agrees to give the teacher advance warning by email, at least two weeks beforehand.

*Customer's first and last names :
Date :*

I have read and agreed with the terms and conditions included.

Customer's signature :

Article 3: Pricing

Hourly rates for 2025-2026 school year, including all taxes:

Private lessons			
Levels	Levels	Hourly rates	
Beginners	A0-A2	€20/hr	
Intermediate	B1-B2	€22/hr	
Advanced	C1	€24/hr	
All levels	Proofreading	€20/hr	

Group lessons			
Levels	CEFR	Hourly rates Group of 2	Hourly rates Group of 3-5
Beginners	A0-A2	€30/hr	€40/hr
Intermediate	B1-B2	€33/hr	€44/hr
Advanced	C1	€36/hr	€50/hr

This price grid acts as a quotation. **It is not negotiable and will not be modified during the school year** whatever the number of hours taken and the number of family members taking lessons.

The client is informed that the rates charged are not subject to VAT, in accordance with article 261 of the French General Tax Code. **No application fees are required and only the rates mentioned apply, without any other charges or procedures.**

Article 4: Invoice payment

The client is required to resolve the settlement of his bill within 7 days. Only bank transfers are accepted. No discount will be applied in case of early payment. **In case of late payment, the customer will be exposed to late payment penalties (12,21%) and to a lump-sum penalty fee for recovery costs (€20) to be paid to the teacher.** The teacher reserves the right to interrupt the classes until the unpaid amount is settled.

EI Laura DIGAT signature :

