2025 Private Tuition Terms and Conditions

The Alliance Française de Melbourne ("AFM") is the most renowned and reputable French learning centre in Melbourne, boasting 130 years of experience in teaching French. The Alliance Française de Melbourne offers a range of French courses and services for all levels, ages, and purposes at various locations, including online.

By enrolling in Private Tuition at the Alliance Française de Melbourne ("AFM"), you are agreeing to abide by the policies, procedures, and regulations of the AFM. This includes agreement with the following terms. You are also providing confirmation that the information you have provided on enrolment is complete and correct.

Registration

1. Private tuition is organised on a case-by-case basis. Our Private Tuition Team liaises between students and tutors to find a time suitable to all parties.
2. Our Private Tuition Team works part-time and treats new requests chronologically in the order in which they are received. New requests are managed via a waiting list.
3. We endeavour to respond to requests in a timely manner in accordance with operational and logistical restraints. Students and/or Guardians are encouraged to apply for private tuition at least 2 weeks before they wish to begin their Package.
4. All students need to purchase a Private Tuition Package and submit the online Private Tuition Request Form before the Private Tuition Team can proceed with arranging the Package.

Arranging your Package

1. All sessions must be of 2 hours minimum duration.
2. Private Tuition is delivered online and in-person. Requests for private tuition in person must be made in writing to the Private Tuition Team, and are subject to classroom availability. Requests will be considered on a case-by-case basis. AFM does not offer tuition outside AFM premises.
3. No Private Tuition can be organised outside AFM opening hours, on Sundays, public holidays, or other non-business days.
4. Due to changing availabilities of tutors, AFM is only able to confirm Private Tuition for a "foreseeable period", i.e. up until a point where our timetable for Group Courses, or other events, changes. While AFM endeavours to keep the same tutor for the duration of a Private Tuition Package, it may be necessary to change tutors during the Package.
5. AFM primarily offers Collective and Small Group Courses as a means of learning. In our busiest periods of New Terms and Sessions, a delay may be expected for the attribution and creation of new private tuition sessions.
6. To access to an E-Tuition, the Student is required to have access to the following tools:
    I. an adequate internet service and device with camera, microphone, and speakers to undertake the E-Tuition. Computers are recommended over tablets and smartphones as the latter might have limited functions.
    II. a video conference tool named Zoom for web meetings allowing the Student to see, listen, and engage in exchanges with the tutor;
    III. a platform named Oncord that the Student can use anywhere, anytime to submit homework and assignments (formal teaching) or take the opportunity to engage with the Student's classmates where applicable (informal teaching);

IV. if possible, a convenient online French keyboard, that will assist the Student with written work and typing accented characters.

Confirming your package

1. When purchasing a Package, payment **in full** is required at the time of purchase. Invoices must be settled 3 business days before the first lesson on the package.

    - ("Business Day" being in these T&C a day which is not a Saturday, a Sunday or a public holiday in the State of Victoria).

2. If the full payment has not been made at least 3 business days prior to when the first lesson of the package is scheduled to commence, the lesson will not go ahead.
3. Sessions in a Package are valid for 12 months from the date of purchase.
4. Private Tuition Packages may be purchased by phone, by emailing the Private Tuition Team, or in person at our CBD branch during opening hours. Payment may be made by VISA or MASTERCARD, or online. No cash payments will be accepted at any AFM location.

- Private tuition packages do not include textbooks or additional materials unless otherwise specified.

5. AFM requires 12 working days from payment for a Private Tuition Package to be organised. If AFM fails to match the student with a tutor within this period, the student shall be entitled to a full refund.

Modifying your Package

1. AFM requires 2 business days' notice before your Private Tuition lesson for modifications or cancellations. Failure to notify AFM of any changes after this period will result in the full fee being charged for the lesson.
2. Private Tuition is arranged on a fixed day and time each week for the duration of the Package. Students are asked to adhere to the regular lesson time. Private Tuition is not offered on a casual basis and class times cannot be changed week by week.
3. Notifications of modifications or cancellations must be made by email to our Private Tuition Team at privatetuition@afmelbourne.com.au before the following times based on the day of class:

Day of Class Organised	**Cancellation Deadline (to avoid charges)**
Monday	Thursday 5pm
Tuesday	Friday 5pm
Wednesday	Monday 5pm
Thursday	Tuesday 5pm
Friday	Wednesday 5pm
Saturday	Thursday 5pm

4. Cancellations on behalf of minors must be made by their parent/s or guardian/s.
5. If you arrive after the scheduled start of your lesson, your tuition will not be extended, and no refund or pro-rata adjustment will be granted. Students arriving more than 30 minutes late for a private tuition, without notice, will forfeit the lesson with no catch-up, credit or refund available.

6. For Semi-Private Tuition, no split of credit will be possible once the tuition has been confirmed and paid for. AFM cannot be held responsible for students' changes in work commitments or personal circumstances when one student cannot attend Semi-Private Tuition.

Deferring your Package

1. When a committed student is no longer able to attend class for the remainder of a Package, it may be possible to organise a partial credit note. Credit notes may be provided strictly in the event of one of the following unforeseen circumstances:
    I. **Following an accident or trauma (supporting documentation required);**
    II. **Medical treatment** that prevents the student's completion of the package **(supporting documentation required)**;
2. Applications for credit notes must be addressed **in writing by email to** the Private Tuition Team.
3. Credit notes will be calculated as per the decreasing price schema for Private Tuition fees. That is, the amount of credit given will be calculated according to
    I. The number of hours originally purchased in the package;
    II. The price paid per hour for the original purchase; and
    III. The number of hours remaining to the student on their package.
4. Strict conditions apply:
    I. Credit notes cannot be refunded for money;
    II. Credit notes are valid for a period of 12 months from the date they are processed.
    III. Credit notes' validity period cannot be extended;
    IV. Credit notes are not transferable;
    V. Credit notes are not valid for external products sold by Alliance Française such as *Alliance Française French Film Festival* tickets and online courses.

Cancelling your package
The following items are non-refundable:

1. Private Tuition packages
2. Membership Fee: your Alliance Française Membership is valid independently from Private Tuition Sessions.

Student Obligations

The Student is required to:

1. Ensure that all the information provided to the AFM is accurate;
2. Notify the AFM of any contact/details' changes (email, telephone, address etc.);
3. Advise the AFM of any difficulties or problems the Student may experience with Tuition;
4. In interaction with the Alliance Française de Melbourne' staff, tutors, and other students (including, but not limited to telephone calls, emails and instant chats) to conduct civilly and respectfully at all times. Allegations of misconduct will be investigated by the AFM. Violent, indecent, disorderly, threatening, or offensive language is in breach of this code of conduct and the offending student will be disbarred from their courses.
5. Not, under any circumstances, use abusive language or harass staff, tutors or other students. The AFM reserves the right to determine, at its sole discretion, what constitutes abusive language and harassment, and where that has occurred; and may, partially or completely, deny service to the infringing Student.

Confidentiality - Privacy

1. A Student's 'personal information' (as that term is defined in the *Privacy Act 1988 (Cth)*) will only be used by Alliance Française de Melbourne to provide the Student with the learning services contemplated by the Student enrolment under these Terms and Conditions.
2. Alliance Française de Melbourne's Privacy Statement is to be found on its website:
3. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction, or disclosure of that information.
4. The Alliance Française de Melbourne will only disclose the Student's information:
    1. to the extent specifically required by law, or
    2. for the purposes of the Student's enrolment (including disclosing information in connection with any query or claim).
5. Information provided by the Student is considered confidential and will not be divulged to any third party, nor will it be sold.
6. Upon enrolment into the E-Tuition, the Alliance Française de Melbourne may use the content from the Student's emails to the Alliance Française de Melbourne in its marketing materials and on its website testimonials page, as well as send the Student a monthly newsletter. In doing so, the Student's identity will never be revealed; however, the Alliance Française de Melbourne will use the Student's initials and his/her City. The Alliance Française de Melbourne will also respect the Student's privacy and only comments related to course outcomes and the Student's experiences will be mentioned.