

## **GENERAL TERMS AND CONDITIONS OF SALE FOR PRIVATE/HYBRID COURSES**

These general terms and conditions of sale for services are established between, on one hand, the French Institute of Cambodia (IFC), headquartered in Phnom Penh, and, on the other hand, any natural or legal person wishing to benefit from the services of the IFC, hereinafter referred to as "the user."

### **OBJECT**

These general terms and conditions of sale for services aim to define the contractual relationships between the IFC and the user, as well as the conditions applicable to any purchase or use of the IFC's services, whether the user is a professional or an individual.

The services offered by the IFC encompass all services provided on the territory of Cambodia by its teams.

Acquiring a good or service from the IFC implies the full acceptance of these general terms and conditions by the user.

These general terms and conditions take precedence over any other general or particular conditions not expressly accepted by the IFC.

The IFC reserves the right to modify its general terms and conditions of sale at any time. In the event of a modification, the user will need to sign these terms again during their re-registration.

The prices applicable to all services governed by these terms are displayed in US dollars on the website.

### **Article 1 - Modalities and General Conditions of Use of Private Courses**

#### **A. REGISTRATION MODALITIES**

##### **1. Online Registration:**

- A. Registrations can be made via our website by accessing the dedicated page for private courses. On this page, you just need to fill out an online form with the required information (name, first name, contact details, desired level, schedule preferences, etc.).
- B. Once the form is filled out and submitted, a member of our team will contact you to finalize the course details, agree on the schedule, and answer any questions you may have.
- C. Payment for the courses can also be made online after receiving the invoice via email through QR Code.

- D. Once the payment is validated, the registration is confirmed by email with the necessary information to start the courses.

## **2. On-Site Registration:**

- A. It is also possible to register directly at our premises. Our teams will welcome you to provide all the information about private courses and answer your questions.
- B. You can fill out a paper form on-site, specifying your needs and expectations regarding the course (level, frequency, schedule preferences, etc.).
- C. Payment can be made on-site via QR code, credit card, bank transfer, or cash deposit at BRED to the IFC's USD account.
- D. Once the payment is made, you will receive confirmation of your registration, as well as details for the start of the courses.

In both cases, our team remains available for assistance and to guide you throughout the registration process.

A placement test is mandatory for all non-beginner students who are not enrolled at the IFC or who have interrupted their courses at the IFC for more than two consecutive sessions. This test is free and takes place online.

After their online registration, students can access their "Student Portal" using the provided email address and a password. On this portal, they can consult all information regarding their courses, invoices, as well as educational monitoring (course content, assignments, certificates, if applicable).

## **B. CONDITIONS FOR PRIVATE COURSES**

Private courses are available only in the form of packages of 10 hours or 40 hours. The purchase of individual hours is not permitted. For any request concerning private courses for multiple people, please contact the following address: [infocours@ifcambodge.com](mailto:infocours@ifcambodge.com)

1. A package of 10 hours of private lessons is valid for a maximum period of 3 months from the date of registration.
2. A package of 40 hours of private lessons is valid for a maximum period of 8 months from the date of registration.
3. After these deadlines, no compensation or refund will be granted for unused hours.
4. Each package is intended for a single user.
5. Private courses, whether conducted online or at the IFC, are billed at the same rate.
6. Private courses delivered outside the IFC premises are subject to a specific rate, which includes transportation fees.

## **C. CONDITIONS FOR HYBRID COURSES**

Hybrid courses combine periods of self-learning on an e-learning platform provided by the IFC and tutoring sessions, either in person or online, with a certified teacher.

1. The user registers for a self-learning program.
2. The duration of tutoring sessions varies according to the plan selected during registration.
3. Tutoring sessions are valid for a maximum period of 15 weeks from the date of registration.
4. After this period, no refund will be granted for unused hours.
5. Scheduling of tutoring sessions is done at the time of registration. It is possible to postpone a session by notifying at least 24 hours in advance; otherwise, the session will be considered completed.

6. Each course is limited to a single user.
7. Access links to the e-learning platform are sent after registration.
8. The user commits to having a stable internet connection and compatible equipment to attend the courses.

## **Article 2 - Prices and Payment Methods for Private Courses**

### **A. PAYMENT MODALITIES FOR COURSES**

Payment must be made at least 48 hours before the start of the course. Payments can be made via bank transfer (to local banks or in France), credit or debit card, QR code, or cash deposit to the IFC's USD account at BRED.

### **B. COURSE MANUAL**

1. The purchase of a manual depends on the educational program established by the teacher, based on the objectives defined with the client.
2. All users must have the original manual corresponding to their level. It is prohibited to use copies of materials. The IFC reserves the right to refuse a student who does not have the original manual unless the photocopies were provided directly by the IFC.
3. For the hybrid courses "My Online Course" and "My DELF Preparation," all educational materials are provided at the time of registration via the dedicated platform.

### **C. REFUND OR POSTPONEMENT**

Registration becomes final after the validation of the General Terms and Conditions of Sale and once payment for the service has been completed. Any refund request must be made by submitting the corresponding form and supporting documents to IFC customer service, or by sending an email to [infocours@ifcambodge.com](mailto:infocours@ifcambodge.com), depending on the elements mentioned below.

1. In case of cancellation of the course by the IFC, the amount paid will be converted into a credit valid for 12 months, with no processing fees. If the user prefers a refund, they must expressly request it by filling out the appropriate form.
2. If the user faces a case of force majeure (serious illness, termination, natural disaster, death, hospitalization, permanent departure from the country) preventing them from attending the courses, the amount paid will, by default, be converted into a credit valid for one year, with no processing fees. A refund is possible upon request, subject to filling out the corresponding form.
3. Any cancellation of a course by the user must be communicated at least 24 hours before the scheduled date. Postponement of the course will depend on the availability of teachers and rooms.

### **D. DISCOUNTS**

1. A discount of 20% is granted on the packages of 40 hours of private courses. (This discount does not apply to hybrid courses "My Online Course" and "My DELF Preparation").
2. A discount of 20% is offered on registration fees for the DELF/DALF exams if the courses are taken during the exam registration period.

### **E. MEDIA LIBRARY**

The user is entitled to a free one-year membership to the media library, provided that the registration is completed during the period when their course enrollment is active at the time of the request.

This membership allows the user to freely enjoy the services of the IFC's media library, including borrowing documents and accessing the French-speaking digital library Culturethèque.

The user is automatically subject to the media library's regulations, available on the website: <https://www.ifcambodge.com/fr/mediatheque/>

### **Article 3 - Intellectual Property**

Trademarks, domain names, products, software, images, videos, texts, and any other information protected by intellectual property rights remain the exclusive property of the IFC. Any reproduction, modification, or total or partial use of these elements, for whatever reason, is strictly prohibited.

No one is allowed to reproduce, exploit, disseminate, or use, even partially, the software, visual, or sound elements made available to the user as part of the electronic press subscriptions offered by the IFC.

### **Article 4 - Right to Image and Personal Data**

The IFC reserves the right to collect information about users. By signing the general terms and conditions of sale for services, the user:

1. Authorizes the IFC to use the data collected during registration to ensure the provision of the service.
2. Consents to the IFC sharing the information collected during course registration with the partner bank ABA, which is subject to banking secrecy, in order to facilitate payment options via the "Collect Service" application of ABA.
3. Authorizes the IFC to use their image on its platforms for educational and communication purposes.
4. Retains the right to access and rectify their data.

### **Article 5 - Dispute Resolution**

These general terms and conditions of sale are governed by local legislation. In the event of a dispute, local courts will have jurisdiction.