

## **GENERAL TERMS AND CONDITIONS OF SALE**

Administrative registration for courses offered by the Centre International d'Etudes Françaises (CIEF) is a commitment and implies acceptance of these general terms and conditions of sale.

### **I) ADMISSION CONDITIONS**

To enrol at the CIEF, candidates must :

- have the baccalaureate diploma (or equivalent) and, for certain countries (such as China), the university entrance examination
- provide all the documents required for enrolment (list available on the CIEF website, under 'Enrolment - Enrolment and cancellation conditions')
- pay a pre-registration deposit of €150

### **II) REGISTRATION FORMALITIES**

Registrations must be made :

- by e-mail to [cief@univ-reims.fr](mailto:cief@univ-reims.fr)
- by post to Centre International d'Etudes Françaises - Bâtiment 5 ter Campus Moulin de la Housse - BP 1039 - 51687 REIMS Cedex - France
- on site

Payments (pre-registration deposit and balance) must be made :

- in cash, directly to the CIEF secretariat
- by credit card
- by cheque (payable to the 'Régisseur de la Maison des Langues')
- by bank transfer (the CIEF's bank details will be provided at the time of enrolment)

Courses are subject to sufficient enrolment. If a teacher is absent, a make-up lesson is organised.

### **III) FINANCIAL CONDITIONS**

Enrolment in the CIEF's DUEF courses implies payment of the following fees:

- pre-registration deposit (one-off payment): €150 per semester, non-refundable

- balance due on registration (one-off payment): €1,050 per semester
- university fees (one-off payment): €175 once per academic year

These fees are supplemented by payment of the CVEC, to be made online before the start of the course at <https://cvec.etudiant.gouv.fr/>

Books for grammar or further reading are not included in the tuition fees and are the responsibility of the student.

For enrolment in language support courses (for non-URCA students), full payment must be made at the time of enrolment, using the same payment methods as above.

#### **IV) CANCELLATION AND REFUND**

In the event of a request for cancellation of registration, an e-mail must be sent to the CIEF secretariat with supporting documents. All requests will be examined before a refund is granted.

The request for reimbursement must then be made by the student, using a form to be downloaded from the following website: <https://demat.univ-reims.fr/demat-devu/>

#### **V) COMPLAINTS**

In the event of receiving a decision from the University of Reims Champagne-Ardenne concerning enrolment, an application or schooling, the student has the right to request to know the reasons for refusing the application or to contest the decision.

Students have two months following notification of the decision to submit a request for an informal appeal. This should be sent to the President of the University of Reims Champagne-Ardenne, using the following link: <https://demat.univ-reims.fr/recours/>

This decision may also be appealed within the same timeframe to the Tribunal Administratif de Châlons-en-Champagne via the Télérecours citoyens application: <https://www.telerecours.fr/> or by post: Tribunal Administratif de Châlons-en-Champagne - 25 rue du lycée - 51036 Châlons-en Champagne Cedex.

#### **VI) DELAYS, PROGRAMME CHANGES, EARLY DEPARTURES**

##### **1. Late arrivals**

Students are allowed to arrive late. The deadline for arrival is set between two and three weeks after the first day of the course and is communicated to the student at the time of pre-registration.

After this date, it is no longer possible for the student to join the course, even if full payment has been made. A refund of tuition fees may be requested from the following website: <https://demat.univ-reims.fr/demat-devu/>

Late arrivals (before the deadline) cannot give rise to reductions or refunds for courses not taken.

## **2. Programme changes**

Students wishing to change levels must submit their request to the CIEF secretariat the week following the first day of the course. A course change request form will be given to the student. A new placement test will be carried out. The final decision rests with the teaching team.

The CIEF reserves the right to suggest that students change levels if the teachers notice that they have difficulties or facilities during the first few days of the course.

Part-time students draw up their timetable under the supervision of their Director of Studies, a teacher at their level or the Head of Studies. The timetable is determined before the start of the course. No change of pace or timetable can be accepted after the start of the course.

CIEF reserves the right to:

- cancel a complete course or a course if the minimum number of students required is not reached
- change the course timetable
- replace the lecturers initially scheduled

## **3. Early departures**

In the event of early departure, an e-mail must be sent to the CIEF secretariat with supporting documents.

If a refund is requested, the student must complete a form to be downloaded from the following website: <https://demat.univ-reims.fr/demat-devu/>

## **VII) INSURANCE**

Civil liability insurance is compulsory and is the responsibility of the student. A copy of this insurance must be provided to the CIEF secretariat before the start of the course.

Students who are nationals of the European Union or the European Economic Area are entitled to the European Health Insurance Card (EHIC), which must be requested from the health insurance organisation in the country of origin before departure.

Students from outside the European Union must register with the Social Security system on the Assurance Maladie website [etudiant-etranger.ameli.fr](http://etudiant-etranger.ameli.fr).

## **VIII) DISPUTES**

In the event of a dispute, only French law will be applicable. The parties will endeavour to resolve any dispute amicably. Failing agreement, disputes will be referred to the competent court.