



ONLINE COURSES

Terms and Conditions - The French Workshop

BOOKING & CANCELLATION POLICY

- Our classes can quickly reach capacity and enrolment will be on a first come basis.
- Participants in courses for adults must be at least 18 years of age.
- Classes require a certain number of enrolments to proceed. The French Workshop (TFW) reserves the right to cancel a course if the minimum enrolment requirement is not met. In the case of cancellation, you will be notified at least 24 hours prior to the course start date and all fees paid to that date will be refunded in full.
- Your place in a class is not confirmed until the full payment as indicated on invoice is paid.
- Payments should be made directly through the website, but can also be processed via electronic funds transfer (EFT) upon request. Bank details will be provided on the invoice.

CANCELLATIONS & REFUNDS

- TFW cannot be held responsible for any unforeseen changes in students' circumstances that may prevent attendance.
- No refunds will be provided for cancellations by students.
- Bookings cannot be transferred to another term; however, they can be transferred to someone else.
- Payments will only be refunded, either in full or partially, if The French Workshop is unable to deliver the planned course, either in full or in part.

MISSED CLASSES

- TFW is not obligated to offer a make-up class if you are unable to attend. However, all classes will be recorded for students to review or catch up. A link to the recording will be sent each week (usually the day after the class) and will remain valid until the next class.
 - Missed classes cannot be refunded or transferred to another term.
 - Private lessons can be arranged if needed (all fees are available on the website).
- Please, contact Lucie for more information and to book your lesson(s).

CANCELLATIONS OF A CLASS

- In the event that a teacher is ill or unable to teach, we will make an effort to find a substitute. If this is not possible, the class will be postponed or rescheduled. Alternatively, the missed hours may be added to the remaining classes of the course.

We hope you enjoy your experience with us and please remember that Lucie is always here to answer any questions or provide support whenever you need it.

Please also visit the FAQ page on our website for additional information.



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