

Terms and Conditions 2024



Registration

There are two ways for you to book your DP LANGUES course

- **By email** as an attachment,
- **By post**, just send us the registration form.

Please note that no registration is guaranteed until we have received the 50% down-payment.

For payment by bank transfer, please attach a copy of the bank transfer order to your registration form. However you choose to pay, **don't forget to state the name of the student and the course dates.**

You must be at least 18 years old to book our courses except for private courses if accompanied by parents or an adult in charge.

For under 18s, you must add a parental authorization form to the registration form, stating contact details (in case of emergency).

Course Booking Fee

We charge 65 € for organizing your language course. This fee is payable on registration and non-refundable.

Accommodation Booking Fee

We charge 65 € for finding and organizing your accommodation. This fee is payable on registration. In case of cancellation, this fee is non-refundable.

If you choose to change your accommodation during your stay, you must pay the 65€ booking fee again. If you have not booked accommodation through us and during your stay you decide to book accommodation on spot, you must pay a 65€ administration fee.

We have some recommendations regarding host family stays:

- If your stay exceeds 3 weeks we recommend you book 2 dinners per week and not half board.
- If your stay exceeds 2 months we might need to change your host family halfway through.

These are recommendations, please check with us.

Apartment check-in

For apartment bookings, check-in day should be avoided on Sundays. Please check with us for Sunday check-ins.

Car Rental Booking Fee

We charge 65 € for finding and organizing a rental car for you. This fee is payable on registration and non-refundable.

Booking Confirmation

Once the documents are complete and we received them properly, a booking confirmation will be sent by email. Your booking will be valid once we receive the 50% deposit.

Visa

If you wish to stay for over 3 months and you are a national of a non-EU member country, you must request a long stay visa (or long term student visa). On receipt of your booking fee and payment, we will send you a pre-booking certificate and a letter of invitation which will allow you to request a long stay visa. To receive a pre-booking certificate you must pay for all course and accommodation fees when booking. We only accept payment by bank transfer.

Cancellation

If your visa is refused, the school will refund the amount received in full, minus 250€ in administration fees and 50€ in bank charges, after receiving the original document from the French Embassy. Refunds will only be made by bank transfer. We only accept original documents from the French Embassy. Copies and photocopies will not be accepted.

If you cannot come for medical or professional reasons (we must receive a doctor's certificate or a certificate from your company by post), we will postpone your stay for a period of 12 months on receipt of the certificate. No refund will be offered.

Cancellation Conditions

- If you cancel your stay over 4 weeks before your course is due to start, DP LANGUES will refund you 50% of the total amount of the language stay minus 65€ in course booking fees, and if reserved 65€ in accommodation booking fees and 65€ in car rental booking fees.
- If you cancel your stay 3 or 4 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation), DP LANGUES will refund you 40% of the total amount of the language stay minus 65€ in course booking fees, and if reserved 65€ in accommodation booking fees and 65€ in car rental booking fees.
- If you cancel your stay 1 or 2 weeks before your course is due to start (Monday for the course, Sunday if you have requested accommodation), DP LANGUES will refund you 20% of the total amount of the language stay minus 65€ in course booking fees, and if reserved 65€ in accommodation booking fees and 65€ in car rental booking fees.

Refunds will only be made by bank transfer.

No refund is available after the course start date (Monday if you have booked a course, Sunday if you have booked a course, car rental and accommodation with DP LANGUES).

If DP LANGUES has to cancel a course, you will be refunded for the payment received in full.

Lateness

So as not to disturb class, students who arrive over 10 minutes late will have to wait until break time to join their class. In case of absolute necessity and in exceptional circumstances, the Teaching Staff may allow students to join class.

Absence/Interrupted Training

By booking with DP LANGUES you commit to attending classes and respecting the school's Rules and Regulations.

In case of absence during class time, you will not be refunded or compensated for lessons you have missed. If you stop or interrupt your course and/or your stay on Reunion Island of your own free will, you will not be refunded or compensated.

Behaviour

In case of bad or abnormal behavior, DP LANGUES has the right to dismiss the student at any time, with no refund or compensation.

Image Use

DP LANGUES may take photos of the students to be included in promotional material (brochures, websites, catalogues, etc.) unless the student or their parents say otherwise. This refusal must be stated the first day of your course with us, on spot.

Claims

Only the school's management has the authority to make the decision to refund or postpone missed courses. Any claims concerning services rendered by DP LANGUES should be made by registered mail addressed to DP LANGUES, 364 rue Saint Louis, 97460 Saint Paul, Reunion Island, France. Any claims should be made during the week following the end of the course.

In case of litigation the parties agree that the case shall be judged under the jurisdiction of the St. Denis / Reunion Island Courts.

Insurance

DP LANGUES refuses responsibility for theft, damage or loss of students' personal effects. Both parties agree that DP LANGUES will not be solicited in this matter. *

Before coming to Reunion Island you must check that you have been insured. Any student under the age of 18 must attach a copy of his/her insurance policy to their booking form.

**DP LANGUES also refuses responsibility for theft, damage or loss of students' personal effects in any type of accommodation (host family, studio, hotel, apartment, Airbnb...).*

Closing days and holidays

The school is closed on public holidays and the courses are non-refundable.

During the cyclone season (December-April), the school is closed for security reasons during red and safeguarding phases. Courses are non-refundable.

The school will be closed in 2024 (bank holidays) : January 1st, April 1st, May 1st, May 20th, June 6th, July 14th, August 15th, November 1st, November 11th, December 20th, December 25th.

The school is closed during holidays from December 23th 2024 to January 6th 2025.

Prices

The prices stated on the website and the Registration form 2024 are applicable from 01/01/2024 to 31/12/2024.

Payment

To book with DP LANGUES you must complete and return the Registration form accompanied by the bank transfer form of 50% of the total booking amount (including accommodation, car rental or airport transfer). The other 50% of the payment must be made the latest 2 weeks before your arrival.

Payment Methods

Payment must be made in Euros and by bank transfer. For payment by bank transfer use the necessary bank details on the Registration form and/or invoice. Please do not forget to state the name of the student and the course dates (month/year).