22 rue Rambuteau 75003 Paris (France)
(+33) 1 40 27 86 58
contact@efiparis.com
www.efiparis.com

GENERAL REQUIREMENTS

(Updated on 04 September 2025)

1 - Course organization

Classes are organized in two different ways :

- **Group classes** with a minimum of 5 and a maximum of 15 students.
- **Private lessons**. In principle, private lessons are one-to-one. However, one-to-one lessons can be given with a second participant. In this case, each participant benefits from a 20% reduction in the hourly rate.

In the event of an insufficient number of students in a group, the school management may maintain the course or reorganize the other groups to accommodate the students.

2 – Courses

Priority is given to **face-to-face courses** at EFI PARIS's head office in Paris, but courses can also be held at other locations in Paris or Marne-la-Vallée.

In exceptional cases, courses can be held **remotely** if the school is unable to organize a face-to-face course. This may be due to the teacher's inability to travel, the replacement of an absent teacher for a serious reason such as illness, a strike, etc.

3 - Registration

Once the registration form has been completed, an estimate will be sent to the person requesting it.

All orders can only be validated - and courses reserved - if effective payment of 30% of the order amount has been made, with a minimum amount of 380 euros (or of the entire course for courses costing less than 380 euros). The remaining amount is subject to an agreed payment schedule.

Payment must be made in full by the first day of the course at the latest, unless the school agrees to defer payment.

A certificate of enrolment for VISA purposes can only be provided for courses lasting a minimum of 4 months.

The student card is free of charge. It is issued at the student's request, preferably for courses lasting more than one month. Only one card is issued. If the student wishes to renew his or her card (lost, damaged, etc.), the new one will cost 15€.

The student undertakes to be legally resident in France.

EFI PARIS declines all responsibility for any irregular situation and will not issue any refunds.

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4 – Payment

Depending on the case, payment in instalments is possible for students resident in France. A guarantee will be required in the form of a deposit, instalment payment by credit card, cheque or direct debit form. However, no official registration document can be issued without full payment of the amount specified in the quotation.

Tuition fees can be paid by any method: cash, cheque in euros, bank transfer or credit card.

In the case of payment by foreign cards, payment charges are payable by the student.

Foreign bank cards :

- Invoices up to 250 euros: no charge
- Invoices from 251 to 500 euros: 5 euros
- Invoices from 500 to 1000 euros: 10 euros
- Invoices from 1001 to 2000 euros: 20 euros
- Invoices from 2001: 30 euros

Transfer fee from an account outside the European Union: 10 euros

These amounts are subject to change depending on bank charges.

5 - Refunds

Sums paid are non-refundable except in very special cases. They may be converted if necessary.

Tuition fees paid will not be refunded after the course start date.

6 - Cancellation and refund conditions

6 -1 : Students without a visa :

Students may be reimbursed almost in full in very special cases of force majeure. For example, in the case of long-term hospitalization, illness or accident, incapacity... All cases will be examined on presentation of documents proving the reality of the situation presented and the permanent impossibility of attending classes. The €380 fee will nevertheless be retained and will not be reimbursed. However, registration remains valid for one year.

In other cases, courses may be cancelled if the request is made more than 30 days before the course is due to start. The student may be reimbursed for the full amount, less the pre-registration fee of €380.

Between 30 days and 15 days, the student may be refunded 50% of the amount invoiced and paid.

Within 15 days, no refund will be made.

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6 - 2 : Students with a long-stay visa :

For VISA formulas (8 months or 1 year), **30% of the amount must be paid** at the time of order. This amount is **non-refundable but can be converted**.
If the student visa or long-stay visa is refused, the amount paid **can be converted** into hours of lessons over a shorter period, up to the limit of the amount paid. An online solution may be considered if the student really can't travel.
Students can also choose to defer their lessons for up to 12 months.
If the student has paid more than 30%, a refund of the higher amount can be made on presentation of the original letter of refusal from the French Embassy/Consulate or the Prefecture. **These documents must be provided within 2 weeks of the date of the decision.**
Depending on the case, the student may be asked to submit a second visa application or appeal, particularly if the letter states that the information provided is unreliable or incomplete.

No refunds will be made after the scheduled course start date or the first day of class unless the visa application is still being processed.

Students must inform the school of the status of their visa application at least two weeks before the scheduled course start date.
All students with visas must be present in class. Students must give notice of their absence.

7 – Delayed registration :

If you **cannot be present at school the first day** for **medical or professional reasons**, your **courses can be postponed for up to 6 months** by a **written proof sent under 48 hours after your starting date.**

8 - Schooling :

8 -1 :Missed classes:

If you miss your class, there is **no refund**. You **cannot catch up**, except for the following reasons: **sickness, French exam** (DELF, DALF, TCF…), **job interview**, or appointment at the **Prefecture** or **OFII.** In all these cases you must **show a written proof** with your name and inform the secretary's office by email at contatc@efiparis.com or by phone at 01 40 27 86 58, at least 48 hours before your absence.

8 – 2 : Holidays:

Holidays **must be requested at least one week in advance** by email to contact@efiparis.com or by phone at 01 40 27 86 58. They are to **be taken from Monday to Friday** and must be **at least one week long**. They **cannot be taken during the first ten weeks of the course**.

8 – 3 : Private lessons:

The **student** who wishes to **change his/her schedule,** must **inform** the secretary's office, **48 hours in advance, except** in case of **emergency. If not, the course will be counted**
EFI PARIS must also inform the student 48 hours in advance.

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8 – 4 : Class schedule :

For organisational reasons, students may be required **to change times and groups**.
Students will **be notified by email at least one week** before the change.
In the **absence of the teacher without replacement,** the student can benefit from an **additional course.**
The group course fees are for classes **of 5 to 15 students. If the number of students is less than 5, EFI PARIS reserves the right to reduce the number of hours of the course under the following conditions :**

- 4 students : 3 hours
- 3 students : 2h30mn
- 2 students : 2 hours
- 1 student : 1h30mn

8 – 5 : Certificate of regular attendance:

If the student is not regular, the school will not provide the "certificat d'assiduité" (certificate of regular attendance).

8 – 6 : Public holidays, holidays:

EFI PARIS is closed on public holidays (except Whit Monday which is the solidarity day) and courses cannot be made up.
EFI PARIS is closed on Ascension Friday. The course will be recoverable.
EFI PARIS will be closed from 12 to 16 August 2024 and from 23 December 2024 to 03 January 2025.

9 - Publication of exams results :

The results* of DCL exam (Diplôme de Compétence en Langue " Français Langue Etrangère ") **and DELF** exam(Diplôme d'Etudes en Langue Française) are **regularly published** for the students.

Means of publication :

- Posting of the **success rate for an examination** in the place **where learners relax and are informed** within 15 days of the results being published.
- Publication of the exam pass rate on **Facebook** within 15 days after the results are published.
- Publication of the **annual pass rate:**
  - On the **website www.efiparis.com , in the section "Our pedagogy".**
  - On the **information brochure**

Annual updates:

- Updates are made in **January** on the previous year's results.

******The information is based on the results of which the EFI PARIS is aware: some students register themselves and do not send their results.*

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10 – Accomodation :

EFI PARIS acts as an **intermediary**. The **student** will have **to accept the conditions of payment and cancelations of centers. Administrative fee** for the research is **€60. In case of cancellation**, the administrative fee is **not refundable.**

11 – Insurance:

Students are **not insured by the school** for risks related to **sickness, theft, accident or loss of personal belongings**. EFI PARIS **declines all responsibilities for accidents** that may occur during the class. We highly **suggest you to get a private insurance** or ask to the **CPAM** (Social Security).

12 – Computer Processing Data :

EFI PARIS carries out computer processing of the data provided:

General database :

- Recorded data: Surname, first name, student number, year of birth, nationality, start and end dates of courses, levels attended, mail.
- Aims: registration management, statistics, archiving
- Access: management, secretariat
- Duration :
  - o Nationality, mail : 10 years, for sending Newsletters and commercial reminders)
  - o Other information: 50 years for compliance with higher education archiving requirements

DCL candidates :

- Data recorded: surname, first name, student number, date and place of birth, sector of activity, professional situation, date of registration, results
- Aims: to allow registration and follow-up, to keep results, to keep statistics
- Access: management, secretarial office
- Duration : 10 years

Training management tools :

- Use of a fully encrypted drive (cryptpad)
- Access: management, secretariat, teachers, pedagogical coordination
- Course planning :
  - Recorded data: surname, first name, student number, e-mail, registration dates
  - Aims : management and organisation of courses, to be able to contact learners remotely in the event of absence or of a change of course at a distance, to keep a history of the course and of group changes.
  - Duration : 5 years

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- Forecast of arrivals :
  - Data recorded: surname, first name, e-mail, expected date of arrival, duration of the course, invoice number, agency.
  - Aims : management of student arrivals
  - Duration : 5 years

Documents :

- Identity documents: 3 years after the end of the course
- Certificates of enrolment, attendance and level: 50 years, to comply with the archiving requirements of higher education (archiving)

Invoices:

- EFI PARIS uses an **invoicing software** managed by Audit et Stratégy, an **accounting firm** located in Champigny sur Marne (94)
- Recorded data: surname, first name, address, e-mail

Rights about data protection:

In accordance with the **RGPD** (General Data Protection Regulation), any person may exercise his or her rights relating to the protection of his or her data : **right to information**, **opposition, access, rectification, deferment** (separation of data from first and last names), **erasure** and **portability**.

For all these issues, EFI PARIS requests that **a complaint be submitted on the complaint form** (see procedure below).

It is also possible to lodge a **complaint with the CNIL** (Commission Nationale de l'Informatique et des Libertés)

13 - Complaints :

A learner who wishes to make a complaint does so on a **dedicated form**.

How to obtain a form?

- Available at **the reception desk** (next to the satisfaction questionnaire).
- Can be **requested directly at reception**.
- **Can be requested by e-mail** on contact@efiparis.com , noting in the subject line "COMPLAINT".

How to submit it?

- Can be **hand- delivered at the reception desk**.
- Can be **sent by email** to contact@efiparis.com , indicating "COMPLAINT" in the subject line and requesting an acknowledgement of receipt.
- Can be sent **by post**.*

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Reply to the complaint :

- The management provides a reply **within a maximum of 7 days** :
  - **Directly** if the person who lodged the complaint is attending courses at the EFI, **by phone** or **by e-mail** depending on the situation.
  - By **proposing a face-to-face meeting**, by **videoconference**, or by **phone** when face-to-face is not possible.
  - **In the absence of a possible appointment** with the person (unavailability of the latter), the management still **provides a written response within 7 days** by email with a request for acknowledgement of receipt.
- For any **claim for refund**, the Management reserves the right **to grant refund or recovery of the course.**