



Alliance Française  
*de La Nouvelle-Orléans*

# SCHOOL POLICIES

UPDATED JULY 2021

## SAFETY FIRST

The AFNO is planning a limited reopening this summer 2021 and fall 2021 pending state and city approval. In-person group classes for all ages will be offered at our location at 1519 Jackson Ave. The health and well-being of our students, members, visitors, and staff are our number one priority. We will be closely following strict guidelines recommended by the CDC and public health authorities regarding COVID-19.

Any person or child who has not been vaccinated must wear a mask and comply with social distancing guidelines.

## 0. MEMBERSHIP

Anyone who wishes to enroll in an AFNO collective class must have a membership. **The membership is valid for a year after the purchase date.** The following types of memberships are available: Student, Single, Couple (for 2), French Teacher, and Family (for 2 adults and 1 to 3 children). Private lessons do not require a membership; however, they are strongly encouraged in order to experience the full suite of activities at AFNO.

Memberships provide you with access to our diverse library, our digital library, *Culturethèque*, free or reduced-price events, reduced-price merchandise, and deals with our partners around town!

## 1. REGISTRATION

Registrations are accepted in the order received until the class is full. If a class does not meet the minimum enrollment of 4 students, the class may need to be canceled.

## 2. PAYMENTS

**Payment plans:** For classes (not including private lessons or workshops), students can pay their enrollment fees in halves or thirds via a determined payment plan. To establish

a payment plan, please contact the AFNO office via email [afno@af-neworleans.org](mailto:afno@af-neworleans.org), or call 504-568-0770.

**Online registrations:** Payment can be completed by credit card (Visa, Master Card, and American Express) at the time of registration.

**In-person registrations:** Payment for purchases can be completed by credit card (Visa or Mastercard), check, or money order (Alliance Française de la Nouvelle-Orléans), at the AFNO or over the phone. A fee of \$25.00 will be applied towards NSF checks.

**Employer Tuition Reimbursement Procedures:** If a student's employer pays course fees, we require a commitment letter from the employer. The employer must pay for a course before the first class. If an employer fails to pay, the student must pay the tuition. If an employer will reimburse a student for tuition of an AFNO class, the AFNO will provide the necessary documentation upon request.

**Early Bird Discount:** Students may receive an Early Bird discount on their course when they register during the Early Bird period, typically the first two weeks after registration for a season has opened. This discount is only offered on Full Level/Intensive classes. This discount is not available for private lessons and children's classes/workshops, or workshops in general.

### 3. WITHDRAWING FROM A CLASS

The Alliance is a nonprofit organization that hires experienced and skilled teachers, and which establishes class schedules based on enrollments at the start of a session. Therefore, our withdrawal and tuition refund/credit policy is restricted as described below.

1. Notification: Class withdrawals must be made in writing (email) to the AFNO office at [afno@af-neworleans.org](mailto:afno@af-neworleans.org), and should specify the submitter's request for a refund (terms below), a course credit, or agreement to offer up potential refunds as a tax-deductible donation to AFNO.

2. Refunds / Credits: Depending on the time of withdrawal, tuition may be refunded or credited for use toward a future class (**valid for 1 year after the credit transfer**).

**For all classes:** any cancellations made at least 5 DAYS prior to the first class being held are refunded or credited in full. After these 5 days, but before the first class, 100% credit or 70% refund.

**For Regular/Accelerated/Intensive classes:** If a student cancels after the first class but prior to the second: we offer either a 90% credit or a 70% refund. After the second class but prior to the third: 80% credit or a 50% refund. After the third class, no refunds, but a 50% credit for withdrawals made prior to the mid-term of the session only. **\*After the mid-term of the session, no refunds or credits.**

**For Light and Specialized classes:** If a student cancels after the first class but prior to the second class, we offer 80% credit or 60% refund. After the second class: 60% credit or a 40% refund. After the third class, no refunds or credits will be issued.

**For Workshops:** Full refunds or credits will only be issued for cancellations 1 week prior to the workshop.

**For Review classes:** If a student cancels after the first class but prior to the second: 80% credit or 30% refund. After the second class but prior to the third: 70% credit. **\*After the third class: no refunds or credit.**

#### **4. SWITCHING BETWEEN CLASSES // SAME LOCATION OR ONLINE/IN-PERSON CLASSES**

Students may transfer classes either online or in person, as well as a different level, within the first two weeks of classes. You may submit a written request to do so by contacting [afno@af-neworleans.org](mailto:afno@af-neworleans.org).

Transfers must be appropriate to one's level of French as determined by the AFNO. Any difference in cost resulting from a class transfer must be paid at the time of transfer. When transferring from one class to another—in which the required material differs from the previously registered course—books that are in good condition are exchangeable upon the AFNO's discretion. No transfers are accepted to another group class after the second week of classes. Students may transfer to Private Lessons at any time during the session (minimum 6 hours of private lessons). Students may be subject to additional fees for private lessons depending on the date of transfer.

#### **5. COURSE CANCELLATIONS AND CHANGES**

The AFNO reserves the right to cancel classes and workshops, adjust curricula, and change teachers if necessary, without advanced notice. Courses could eventually be cancelled due to insufficient enrollment, or under exceptional circumstances. If your course is cancelled, you will be notified by telephone or email and given the option to transfer to another class, to receive a AFNO tuition credit, or to receive a full refund.

Additionally, a class session may be canceled last minute due to the instructor's health or inclement weather. You will be notified by telephone or email and notified of make-up class options.

#### **Make-up Classes**

The student may make up the class by attending an alternate class, after informing the AFNO Office, who will determine which class is suitable and arrange with the teacher.

Tuition credits or refunds will not be granted for missed classes, and the AFNO is not able to offer other alternatives. Of course, students may arrange private paid classes with their teacher, via private lessons. Students are encouraged to contact their teachers via email to obtain missed work or assignments.

In the event that a class session is cancelled due to exceptional circumstances, your instructor or the AFNO office may contact you about potential make-up dates and times. Or, you may be sent a poll via email to vote for the most convenient times, with the majority vote determining the make-up time(s).

## 6. PRIVATE LESSONS

A minimum of 6 hours of lessons must be purchased at a time. Once purchased, private lessons must be used within a one-year period. For a cancellation or a change of appointment, **notice must be received at least 24 hours in advance**, or payment will be applied. Please email the office (or call if you do not receive a reply) ([afno@afneworleans.org](mailto:afno@afneworleans.org)) to cancel. If you cancel a Saturday lesson on Saturday, you will need to CALL the office: 504.568.0770.

If you are running late, give us a call to assure that the teacher will be able to keep the appointment. We often book private lessons to run close to other lessons, and if this happens, the teacher may not be able to keep the appointment. Our teachers tailor their schedules around confirmed times, and do not get paid for waiting time, so promptness is appreciated.

We ask that you cancel or change lessons no more than once in a 6-hour bundle. Teachers build schedules around and prepare for your class. It is rare, but we may cancel a private lesson contract if cancellations/switches are too numerous.

When your original 'bundle' is ending, we will let you know by email and ask if you are interested in purchasing another private lesson bundle. If we do not hear from you, we will assume you are finished, and may book a new student with your instructor via the same schedule. Private lessons are often in great demand, so please keep us in the loop to continue!

**Refunds:** Private lesson tuition fees are non-refundable.

## 7. PETITE ALLIANCE AND FRENCH FOR CHILDREN

**For children under 5 years old enrolled in classes or workshops, a parent or guardian must be on the premises during their child's or childrens' class. The parent or guardian is welcome to wait in our waiting area and/or library during this time.**

If a child becomes disruptive, the AFNO asks that the parent or guardian take their child out of the class until they calm down in order to preserve a constructive learning environment.

**Please do not bring children to class when they are ill.**

Additional children are not allowed in the classroom.

**The AFNO will prorate tuition for children enrolling late into a children's French course. The amount prorated will be approximately the amount per class deducted onto the tuition. Additionally, there is a 10% discount for siblings when enrolling siblings in the same class.**

## **8. ONLINE CLASSES**

Online classes are conducted in real-time via Apolearn and/or Zoom. We recommend connecting to your class using either a computer (desktop or laptop) or tablet that has a camera and a microphone. In order to maximize class participation and learning, we strongly encourage students to enable both their video and their audio.

## **9. ACCESS THE AFNO**

Students are welcome to come to the AFNO anytime the building is open.

**Unexpected Building Closure:** AFNO may need to close unexpectedly, due to inclement weather or other circumstances. In such situations, the general public will be informed via social media; and students and teachers will be informed via email or telephone in greater detail. Every effort will be made to make up any lost class time during the current session.

## **10. PRIVACY AND EMAIL USAGE POLICY**

The AFNO is strongly committed to protecting the privacy of its students. Any information collected by the AFNO is kept in a secure database. We never share your information or sell your email address, unless required or permitted by applicable law.

The AFNO will only ask you to provide the information necessary to process and service your class registration: name, billing address, telephone number, email address, and credit card information. Notwithstanding the above, to better serve you and our community at large, the AFNO does, from time to time, survey its students and members on a voluntary basis regarding various topics, including, without limitation, to solicit demographic information. Please note that for security reasons, **credit card information is not stored permanently on the AFNO's web server.**

When you register for a class at the AFNO, we request that you provide us with an email address and telephone number. We will use this email/number to contact you with important information regarding your class, such as registration confirmation, room & instructor assignment, change in class schedule, cancellations, etc. We will also share this email with your professor so that s/he can send you the notes and homework for each class.

When you register for a class, you are **automatically added to our e-newsletter mailing list**. You will start receiving our weekly newsletter with information about upcoming events, classes, and AFNO programs. We will also send you emails about the start of sessions, early-bird discounts, class satisfaction surveys, and upcoming workshops or classes that may interest you, etc. If you do not wish to receive these emails, simply click on the “unsubscribe” link at the bottom of these emails and you will be taken off the mailing list. Even if you unsubscribe, you will still receive email related to your current class such as change in schedule, teacher absence, etc.

## **11. NON-DISCRIMINATION POLICY**

The AFNO does not discriminate on the basis of race, color, religion, disability, gender, sexuality, and national or ethnic origin in the administration of its admissions, educational, or employment policies and programs.

## **12. ADDITIONAL POLICIES**

**Within the classrooms:** The use of cellular phones for anything other than class-related activities is not permitted in classrooms. Drinking bottled water or drinks with a lid is permitted in classrooms, however eating is not permitted unless related to course activities.

**Lost Belongings:** The AFNO is not responsible for any lost belongings. The AFNO will put misplaced items in a lost and found box/area.

**Pets:** Except for service animals and emotional support animals, pets are not allowed in classrooms at any time. If a service animal or emotional support animal behaves in an unacceptable way and the handler does not control the animal, we reserve the right to not allow the animal onto the premises. Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal and/or emotional support animal. We reserve the right to deny access to an animal that is disruptive. We may also require proof that a service animal or emotional support animal has any vaccinations required by state or local laws that apply to all animals.

**Disruptive Student Policy:** The AFNO reserves the right to dismiss any student whose behavior is inappropriate or disruptive to the learning environment and to other students. If the AFNO receives such a complaint from a teacher and/or fellow students about a student, a meeting will be called with that student to notify him or her of the complaint and

to request a change if and when warranted. If after that warning, the student continues to be disruptive, the student will be dismissed.

**BY REGISTERING FOR A CLASS, STUDENTS ACCEPT THE ABOVE POLICIES.**