French Conversation Boost - General Sales Conditions

Program: French Conversation Boost – 10-Week Hybrid Experience
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1. Object

These General Sales Conditions define the rights and obligations of the provider and the client regarding the purchase, access, and participation in the program French Conversation Boost, a 10-week hybrid French-learning experience.
By purchasing the program, the client accepts the General Sales Conditions without reservation.

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2. Description of the program

The French Conversation Boost program includes the following elements for a duration of 10 weeks:

- Weekly self-study pack accessible via Google Classroom
- 2 real-life challenges per week via What'sApp
- Personal corrections twice a week
- A personalised audio feedback every Friday
- Access to a private What'sApp group chat
- A discount on online conversation classes (optional add-on)

The provider may update or improve the content of the program during the 10 weeks without altering its purpose or value.

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3. Registration & Access

Registration becomes effective only when:

1. The client accepts these General Sales Conditions;
2. Full payment is received.

The client receives access details, by email, before the official start date. Access is strictly personal and cannot be shared or transferred to a third party.

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4. Prices & Payment

- The price of the 10-week program is 195 euros, unless otherwise specified.
- Payment is required in full before the program begins.
- Payments are made online via the method provided on the website.
- Prices are given in euros and are VAT-exempt as legally applicable(art 293-B CGI).

No access to Google Classroom or What'sApp support is granted until payment is confirmed.

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5. Cancellation & Refund policy

5.1 Cancellation by the Client

Given the digital and time-based nature of the program:

- Once the program has started, no refund is possible.
- If the client decides to stop participating during the 10 weeks, no partial refund is granted.
- If the client does not complete the weekly tasks or challenges, this does not constitute grounds for reimbursement.

5.2 Cancellation before the starting date

If the client informs the provider in writing at least 7 days before the start date, a refund may be issued minus a 20% administrative fee.
Within 7 days of the start date: no refund.

5.3 Cancellation or Modification by the provider

In the unlikely event that the program must be cancelled by the provider before the start date, the client receives a full refund.
If exceptional circumstances require rescheduling or adapting elements of the program, the provider will propose a suitable alternative without reducing the program's overall value.

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6. Client Responsibilities

The client agrees to:

- Actively participate in the weekly tasks, challenges, and feedback process;
- Respect the rules and privacy of the What'sApp group;
- Maintain respectful and supportive interactions with other participants;
- Submit their work by the deadlines required for corrections;
- Use program materials solely for personal use.

Any behaviour that is inappropriate, abusive, or disruptive may result in removal from the program with no refund.

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7. Provider Responsibilities

The provider agrees to:

- Deliver weekly learning materials on time via Google Classroom;
- Share two real-life challenges per week;
- Provide personal corrections twice a week;

- Send personalised audio feedback every Friday;
- Ensure a supportive and safe learning environment in the private What'sApp group;
- Communicate promptly in case of technical problems or schedule adjustments.

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8. Technical Requirements

To participate, the client must have:

- A working internet connection
- A device compatible with Google Classroom
- The What'sApp application installed
- Audio capabilities for sending/receiving voice messages

The provider is not responsible for technical difficulties on the client's side (internet connection, device malfunction, software incompatibility, etc.).

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9. Intellectual Property

All content shared during the program including study packs, tasks, corrections, audio feedback, messages, templates, and challenge instructions is the exclusive property of the provider.

Clients may not reproduce, distribute, or share any program materials externally without written permission.

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10. Personal Data Protection

Personal data collected during registration and participation is used exclusively for administrative, pedagogical, and communication purposes.

The provider complies with GDPR (EU Regulation 2016/679).
Clients may request access, correction, or deletion of their personal data at any time.

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11. Liability

The provider cannot be held liable for:

- Lack of progress;
- Technical issues on the client's side;
- Interruption of third-party services (Google Classroom, What'sApp , etc.);
- Any indirect or consequential damages.

The provider's liability is limited to the amount paid for the program.

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12. Applicable Law & Dispute Resolution

These conditions are governed by the laws of Malta.
In case of a dispute, the parties agree to seek an amicable resolution first.
If no agreement is reached, the relevant courts of Malta shall have jurisdiction.

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13. Acceptance of the Conditions

By registering and paying for the French Conversation Boost, the client acknowledges having read, understood, and accepted these General Sales Conditions.