



STUDENT SCHOOL POLICY

Welcome! Thank you for choosing to study French at the Alliance Française de Houston. Our mission is to provide a rewarding academic experience while fostering community engagement through cultural events, lectures, films, debates, and exhibitions.

The Alliance Française de Houston is a **secular and nonpolitical institution**.

1. Cancellations, Changes & Refunds

- Due to our affordable tuition rates and limited class sizes, **no refunds or credits** are issued after the start date of the classes for which you registered.
- **No refunds** are issued for **no-shows**.
- Only **written requests** for class changes (where space is available) are accepted.
- Class changes are **not permitted after the second week**.
- Alliance Française de Houston reserves the right to reassign or change instructors at any time during a session to ensure the best possible learning experience and operational needs.
- Written notification must be emailed to **programs@alliancehouston.org** during business hours.
- A **50% refund** is issued if written cancellation is received **before the first class meeting**.
- **The Alliance Française de Houston does not offer prorated pricing or proratas for missed courses under any circumstances.**
- A minimum of **four students** is required to form a group class. If this number is not met, an alternative class or credit may be offered.
- Refunds, credits, or prorated pricing are **not available** for absences due to personal or unforeseen circumstances.
- All students are subject to a \$25 annual registration fee.
- Active AF members receive a **5% discount** on group and private classes.
- Missed group classes may be made up via private tutoring at **\$80/hour**.
- If a student enrolls in a class at the wrong level without taking a placement test before registering, they will be required to **purchase and complete a placement test** before requesting a level change. Once the appropriate level has been determined, the student may be moved to the recommended class **if space is available**.



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- **Trial Class Policy:** We offer trial classes to prospective students who wish to experience a class before enrolling. Trial classes are limited to one per student and are subject to availability. Students with prior knowledge of the French language are required to complete a placement test prior to attending a trial class to ensure they are placed in the appropriate level. Trial classes must be scheduled in advance and are not guaranteed without prior confirmation from the school. A \$30 trial class fee applies; however, this amount will be credited toward the session tuition if the student decides to register for a class.

2. Exams

- **Exam registrations are non-refundable under all circumstances**, regardless of the reason for cancellation or inability to attend, including visa denial, travel restrictions, personal emergencies, or other unforeseen circumstances. Candidates are strongly advised to plan accordingly and register for an examination only when they are certain they will be able to attend, as exam fees cannot be refunded once registration has been completed.
- Registration changes can be made with a two week in advance notice if spaces and deadlines are still open.
- Any request to **change the exam date** for a DELF/DALF, TEF, and TCF exam will be subject to a **\$50 date change fee**. All date changes are subject to availability.
- Once the registration deadline for DELF/DALF has passed, no cancellations or dates changes will be accepted and neither credits nor refunds will be issued.

3. Private & Semi-Private Courses

Students enrolled in private or semiprivate lessons must follow these guidelines:

- All lessons must be completed **within one year** of the contract date.
- Cancellations require **24hour notice** to avoid being charged.
- Once initiated, the contract schedule **cannot be altered** and must be completed before renewal.

4. Online Course Guidelines

- Zoom links are sent **48 hours, 24 hours, and 1 hour** before class.



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- Join from a quiet environment to limit distractions.
- Keep your **camera and microphone on** to support a dynamic learning environment.
- Actively participate in discussions as guided by the instructor.
- If you do not see the link, check your **spam folder**.
- Online classes may be recorded for educational and quality assurance purposes. These recordings may be used internally for teacher training or shared with enrolled students for review. By participating in an online class, students consent to being recorded.

5. Pick Up Policy

Every children student must be picked up by a parent or authorized caregiver no later than 15 minutes after the student's class ends. Neither the School nor its staff can be held responsible for students who are not picked up within this 15-minute window. Students must be picked up by an adult guardian and will not be released to a young sibling.

In the event that you have a personal emergency and are unable to arrive on time, you must call the office at (713) 526-1121.

Students are not allowed to leave the school unescorted by a parent or guardian (unless they've received written parental permission to leave campus).

6. Permission to Leave Campus

Children ages 12 & older can be given permission to leave campus at the end of class unescorted by a parent or guardian. Students younger than 12 must be picked up by a parent/guardian.

7. Valuables

The Alliance Française of Houston encourages its students to leave all valuables and all personal or sentimental items at home. The AF is not responsible for loss of or damage to a student's valuables or personal items.

8. Classroom Code of Conduct



Students are expected to contribute to a respectful, inclusive, and safe learning environment.

Expectations

- Show respect for classmates, teachers, and materials.
- Listen without interrupting.
- Be kind; avoid teasing or disruptive behavior.
- Bring necessary materials and complete assignments on time.
- Follow directions and participate actively.
- Use appropriate language.
- Respect personal space and property.
- Keep the classroom clean.
- Avoid sensitive or divisive topics (religion, politics) unless part of the approved curriculum.
- Appropriate attire (shirt and shoes are required).

9. Discipline / Dismissal

The Alliance Française of Houston reserves the right to remove students from classes for behavior that is deemed to be rude, disruptive, inappropriate, dangerous, or in violation of school health and safety regulations.

Behavioral Policy Process:

First Incident – Instructor notifies the student (and parents, if applicable) and informs the Program Coordinator.

Second Incident – Meeting with the Program Coordinator and Executive Director. **Third Incident** – Student may be permanently dismissed.

In the event of ongoing behavior problems and final dismissal, the student will be dismissed from the school with no refund and no access to further programming.

Students may also be dismissed for nonpayment of any tuition or fees.



10. Illness

To protect the health of all, the Alliance Française of Houston prohibits students from attending class when ill with a communicable disease or condition such as chicken pox, the flu, head lice, pink eye, strep throat, or symptoms of COVID-19. The school reserves the right to notify parents/ guardians regarding any student who becomes ill during class and to request that said student be picked up immediately. The school also reserves the right to request a physician's authorization for return to class.

11. Medications and Allergies

Please note: The school office will not accept medications without a prescription or medications that have expired. Due to possible side effects, the first dosage of new medicine must be taken at least 24 hours prior to attending the program.

The Alliance Française of Houston and its staff are prohibited from administering medication to children and the school does not permit medication (OTC or prescription) on campus except for emergency medications. Emergency medications are defined as (1) Epi-pens and (2) asthma inhalers, and (3) insulin pumps.

Parents/guardians are responsible for supplying the Alliance Française of Houston with all necessary emergency medications and ensuring that such medications are not expired. All emergency medications must be accompanied by a prescription from a licensed professional and must be in the original container with your child's name and all labels intact.

Please contact an administrator at the AF office at least two (2) weeks before the student starts classes so that the school may prepare appropriately. Parents/guardians are always welcome to remain on site and may visit their child at any time to administer necessary medications. The Alliance Française of Houston also encourages you to consult with your child's physician to adjust medication dosages appropriately to accommodate the class schedule.

For students with food allergies, please note that the Alliance Française of Houston and staff do not monitor what other children bring on campus for snacks and cannot guarantee a "nut-free environment."

12. Weather Events

In the event of weather-related closures or emergencies, students will be notified.



Makeup classes for weather closures are at the discretion of the instructor, who may choose to reschedule in person or online.

- Refunds are not issued for weather-related cancellations.

13. Use of Facilities

The school facilities are for use only by registered students.

Outside visitors, including former students, are not permitted to use any facilities or equipment without permission.

Visitors are not permitted in classrooms.

14. Media Release

By enrolling in the program, students and their guardians acknowledge and agree that any photos, videos, pictorial images, voice recordings, or quotations including those of students taken or created by the Alliance Française de Houston may be used for promotional purposes. All such materials are the sole property of the AF.

15. Waiver and Release of Liability

Although the Alliance Française of Houston hopes that no student is ever injured or hurt, injuries are a possibility of participation in our program. The risk of injuries is a risk that the students and/or their legal guardian voluntarily agree to assume in exchange for the privilege of participating in our classes, workshops or camps.

The students and/or their legal guardian understand and agree that this risk is not a risk that the Alliance Française of Houston assumes and that the Alliance Française of Houston is not responsible for any injuries to the students. Accordingly, the student and their legal guardian voluntarily release, discharge, and waive the right to sue the Alliance Française of Houston and its directors, employees, volunteers, agents and all persons acting by, through, under, or in concert with the Alliance Française for any and all losses, demands, claims, suits, causes of action, liability, costs, expenses, and judgments whether arising in equity, at common law, or by statute, under the law of contracts, torts, or property, for personal injury (including without limitation emotional distress), arising in favor of the guardian, the student, or anyone claiming through us based upon, in connection with, relating to or arising out of, directly or indirectly, the student's participation in the Junior School
EVEN IF ANY SUCH CLAIMS ARE DUE TO THE RELEASED PARTIES' OWN NEGLIGENCE, STRICT LIABILITY WITHOUT



REGARD TO FAULT, VIOLATION OF STATUTE, OR OTHER FAULT, INCLUDING ANY NEGLIGENT ACT, OMISSION, OR INTENTIONAL ACT INTENDED TO PROMOTE MY CHILD'S SAFETY OR WELL-BEING. The student and/or legal guardian hereby grants permission to the Alliance Française of Houston to obtain emergency medical treatment for the student if the Alliance Française of Houston deems in its discretion that such emergency medical treatment is necessary.

16. Events

All event fees are **nonrefundable** and non-transferable. This applies regardless of attendance, cancellation, scheduling conflicts, late arrival, or failure to participate, unless otherwise stated in writing by the Alliance Française.

Event registration is required and subject to availability. Admission to an event cannot be guaranteed without prior registration and payment. Some events may have limited capacity.

Late arrival may result in denied entry or limited participation, depending on the nature of the event. No refunds or credits will be issued due to late arrival.

Food, beverages, or special accommodations are provided only when explicitly indicated in the event description. Requests must be made in advance and cannot be guaranteed. All participants are expected to behave respectfully toward staff, presenters, and other attendees. Harassment, unwanted advances, inappropriate behavior, or excessive intoxication will not be tolerated. The Alliance Française reserves the right to refuse service, deny entry, or remove any participant whose behavior is disruptive, inappropriate, or disrespectful, without refund.

For privacy and safety reasons, the Alliance Française does not share or disclose personal contact information of event participants. Any requests for personal details of other attendees will be declined.

The Alliance Française is not responsible for cancellations, changes, or disruptions due to circumstances beyond its control, including but not limited to weather conditions, public emergencies, or technical issues.

17. Snacks (Children's Classes)

- Food and snacks are not permitted during regular classes.
- For workshops and summer camps, food and snacks are permitted, but all items must be completely nut-free **due to allergy and safety concerns**.



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18. Parking

- Do not park on Lovett Street between Whitney and Taft (towing enforced).
- Do not leave valuables in your vehicle.
- The AF is not responsible for loss or theft.

19. Weapons Policy

Weapons of any kind are strictly prohibited on school property.

20. Non-Discrimination Policy

The AF is committed to providing a safe and equitable environment for all.

Discrimination based on any legally protected characteristic is not tolerated.

Reports may be made to the Executive Director, Program Coordinator, Operations Manager, or HR.

Retaliation is strictly prohibited.

21. Sexual Harassment Policy

Sexual harassment- verbal, physical, or visual- is not tolerated.

Reports will be handled confidentially and investigated thoroughly.

Consequences may include warnings, suspension, dismissal, or legal action.

22. Supervision of Minors

Children may not be left unattended at any time. This includes:

- Children not enrolled in a class
- Children waiting before or after their scheduled class
- Children outside their designated classroom space



- Parents/guardians must always ensure appropriate supervision
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23. Solicitation Policy

Students may not solicit instructors for tutoring or private teaching services outside the institution. All educational interactions must take place within official AF programs.

24. Policy Updates

The Alliance Française de Houston reserves the right to update this policy at any time without prior notice.

25. Food Consumption & Cooking Workshop Liability

The Alliance Française de Houston is not responsible for any food-related illnesses, allergic reactions, or adverse effects resulting from the consumption of food on our premises. This includes snacks provided during programs such as Summer Camp, as well as any food prepared or consumed during our **Children's and Adults' Cooking Workshops**. While we encourage families and participants to communicate any allergies or dietary restrictions, the Alliance Française de Houston cannot guarantee an allergen-free environment. Participation in our programs implies acceptance of this policy and a release of liability regarding all food-related matters.

Alliance Française de Houston reserves the right to update this policy at any time without prior notice. Last update made on Thursday, September 11th, 2026.

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