

Withdrawal from Course

If you wish to withdraw and apply for a refund or credit, please follow the process outlined below.

Note - Fees owing are not reversed automatically and you should review the Alliance Française refund criteria outlined below.

Complete a [Student Withdrawal and/Refund or Credit Application Form](#) and email the form to adelaide@af.org.au, along with any supporting documentation.

Types of supporting documentation:

- Medical certificate
- Written verification of change of employment commitment from your employer
- Details of exceptional circumstances

Refund Policy

There are limited criteria under which a refund may be granted. A credit may be granted to be used within 12 months, for any purchase from Alliance Française d'Adelaïde Inc, this includes events, membership, workshops, private lessons, and future courses.

Student initiated refunds

Refunds will not be granted automatically. You are expected to be aware of your work and personal commitments before you enroll, and will need to demonstrate that the cause of withdrawal could not be reasonably anticipated before you enrolled.

A full refund will be given if you:

- withdraw before the date of commencement of the relevant course
A 50% refund will be given if you withdraw for reasons of personal circumstances beyond your control, after the relevant class has started, but before 20% of the classes scheduled duration.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other valid reason at the discretion of the delegate (exceptional circumstances)

Alliance Française d'Adelaïde Inc. initiated refunds

Where a refund results from a situation caused by Alliance Française d'Adelaïde Inc, e.g. cancelled class, a full refund of the fees will be given.