

Terms & conditions of sale

1. Identification of the parties

PYRENEES CONNEXIONS, association with registered office at 22 rue du Maréchal Foch – 65200 Bagnères-de-Bigorre, registered under SIRET number 999 851 785 00017, represented by Guillaume Blanchet, email: pyrenees.connexions@gmail.com, phone: +33.602.252.769, hereinafter “PYRENEES CONNEXIONS”; and

FRENCH IMMERSION, operational and pedagogical provider, with registered office at 22 rue du Maréchal Foch – 65200 Bagnères-de-Bigorre, represented by Prisca Reeman, email: contact@frenchimmersions.com, phone: +33.624.972.655, hereinafter “FRENCH IMMERSION”.

Together the “Parties” and individually a “Party”.

2. Roles of the Parties

PYRENEES CONNEXIONS acts as the contractual, commercial and financial operator for the language stays. PYRENEES CONNEXIONS receives registrations and payments, issues quotes, confirmations and invoices, maintains the financial guarantee required by applicable tourism law, and holds professional civil liability insurance covering its organizing activity.

FRENCH IMMERSION is the operational and pedagogical service provider. FRENCH IMMERSION is responsible for participant interviews and pre-arrival exchanges, level assessment and class placement, design and adaptation of the educational program, selection and coordination of host families and local suppliers, organization and supervision of activities and excursions, daily on-site management and pedagogical follow-up, and issuance of the end-of-stay certificate.

The participant acknowledges that practical organization, educational content and on-site delivery are provided by FRENCH IMMERSION, while PYRENEES CONNEXIONS remains the contracting party vis-à-vis the participant for booking, payment and the contractual commitments in these Terms and Conditions. This allocation of roles does not reduce or eliminate the legal rights of participants under applicable law.

3. Company guarantees and insurance

PYRENEES CONNEXIONS declares that it holds the financial guarantee required by the French Code of Tourism, provided by GROUPAMA, which secures reimbursement of sums paid by participants and, where applicable, repatriation in case of operator insolvency. PYRENEES CONNEXIONS also holds professional civil liability insurance with GROUPAMA, policy number 4000719123 0.

4. Age and level requirements

- Minimum age: 18 years. If the participant is not yet of legal age at registration, the contract must be signed by a parent or legal guardian.
- Minimum linguistic level: A2 CEFR for stays including French courses and teacher-accompanied excursions.
- FRENCH IMMERSION's teaching team assesses the participant's level before arrival and places the participant in the most appropriate class.

5. Accessibility

The premises used by FRENCH IMMERSION are located in an historic house with narrow doorways (pre-1900). Due to disproportionate cost of adaptation, the premises are not accessible to persons with reduced mobility.

6. Registration and confirmation

To register, send an email specifying the desired dates and program. PYRENEES CONNEXIONS will confirm availability and, where applicable, send a quote. Registration is confirmed after acceptance of the quote and payment of the deposit.

7. Payment terms

Deposit: 40% of the total quote must be paid to PYRENEES CONNEXIONS within 7 days of quote acceptance. Failure to pay the deposit within this period releases PYRENEES CONNEXIONS from guaranteeing availability. The contract is concluded upon receipt of the deposit.

Balance: The remaining balance must be paid by Wise, bank transfer, or PayPal (+5.3% fees), no later than one week before the course start date, or in cash on the first day of the course. The participant bears any bank charges.

8. Cancellation and refunds

8.1 Cancellation by the participant

Cancellation must be notified in writing (email or letter). Unless the trip sheet specifies otherwise:

- >30 days before start: refund 80% of the total amount;
- 15–30 days before start: refund 50% of the total amount;
- <15 days before start: no refund.

Participants are strongly recommended to take out travel/cancellation insurance covering medical, family or professional reasons preventing departure.

8.2 Cancellation or modification by the organizer

PYRENEES CONNEXIONS may cancel the stay if:

- the minimum number of participants is not reached (as specified in the trip sheet);
- safety, public health or force majeure reasons occur; or
- essential services cannot be provided under reasonable conditions.

In such a case, the participant will be offered either rescheduling to another stay/date (subject to participant agreement) or a full refund of amounts paid, without further compensation. Minor changes (order of activities, replacement of instructors, small program adjustments) may be made without altering the nature or substance of the stay.

Visa refusal: After deposit payment PYRENEES CONNEXIONS will provide the pre-registration certificate required for visa applications. In the event of a visa refusal, the participant must notify PYRENEES CONNEXIONS in writing and provide documentary proof. Refunds, if any, will be processed according to the cancellation terms above and any specific terms indicated in the trip sheet. Note: the deposit may be considered an administrative fee if specified in the trip sheet; ensure trip sheet language is consistent with these T&Cs.

9. Organization of the stay, schedules and public holidays

Before arrival: FRENCH IMMERSION conducts exchanges to determine needs and level (CEFR), and prepares a tailored program. Choice of workshops and excursions should be consensual where applicable.

During the stay: New sessions start every Monday. Public holidays that fall during a school week are worked except 1 January and 25 December which are non-working and are not made up. Teaching hours may vary by program but the total teaching volume is guaranteed. Activities may be adapted for weather; the teacher may replace an activity if necessary after consulting the participant. Activities run by external providers are the responsibility of those providers; PYRENEES CONNEXIONS and FRENCH IMMERSION are not liable for changes or disputes arising solely from such third parties, subject to the organizer's legal obligations.

At the end of stay: A certificate will be provided detailing level achieved in each skill, immersion duration and training followed, plus advice for continued learning.

10. Passports, visas and insurance

Participants must ensure they hold the necessary travel documents and any required visa and must be legally present in French territory to participate. PYRENEES CONNEXIONS recommends participants take out insurance covering medical expenses, repatriation, civil liability, accident and theft; PYRENEES CONNEXIONS is not liable for losses or damages suffered by participants except for proven fault of the organizer under applicable law. Schengen short-stay visa procedures should start approximately two months prior to the course start date; PYRENEES CONNEXIONS will issue the pre-registration certificate after

deposit receipt. Long-stay student visas are not supported by PYRENEES CONNEXIONS/FRENCH IMMERSION for degree courses over 3 months.

11. Image rights

PYRENEES CONNEXIONS and FRENCH IMMERSION reserve the right to take and use photos or videos of participants for promotional purposes unless the participant objects at registration.

12. Accommodation booking

For host family or independent accommodation included in the price, FRENCH IMMERSION will arrange contact with the host or owner. If the participant chooses different accommodation, PYRENEES CONNEXIONS/FRENCH IMMERSION may propose options but the participant will book/pay the third-party provider directly; the host family portion will be deducted from the immersion price as applicable.

13. Behavior, absence and early departure

Participants must respect internal rules, instructors' instructions and safety rules. In case of serious misconduct, repeated disruption, or behavior endangering others, PYRENEES CONNEXIONS (acting with input from FRENCH IMMERSION) may exclude the participant without refund, subject to mandatory legal provisions. No refund for non-attendance, late arrival, or early departure due to participant choice or fault, except where mandatory law or insurance provides otherwise.

14. Liability

PYRENEES CONNEXIONS remains contractually responsible to the participant for provision of the contractual services, within limits imposed by applicable law. PYRENEES CONNEXIONS may, however, be exonerated in whole or in part if it demonstrates that the breach is attributable to FRENCH IMMERSION or another third-party provider and that PYRENEES CONNEXIONS exercised no fault in choice or supervision of that provider, subject to applicable statutory rules. FRENCH IMMERSION is responsible for operational and pedagogical execution of the services it provides and will inform PYRENEES CONNEXIONS promptly of any event affecting performance.

PYRENEES CONNEXIONS and FRENCH IMMERSION shall not be liable for any breach, fault, or failure attributable solely to independent third-party service providers, to the extent permitted by applicable law.

15. Data protection (GDPR)

Personal data collected by PYRENEES CONNEXIONS are processed for booking management, invoicing, communication and legal compliance. FRENCH IMMERSION receives only the data necessary to perform on-site services and acts as a service provider/subcontractor. Data retention periods are limited to statutory requirements and operational needs. Participants

may exercise rights of access, rectification, erasure, restriction, objection and portability by contacting: pyrenees.connexions@gmail.com. Complaints can be lodged with the CNIL.

16. Consumer mediation and dispute resolution

In the event of a dispute, the participant must first send a written complaint to PYRENEES CONNEXIONS. If no amicable settlement is reached within two months, the participant may refer the matter to the consumer mediator designated by PYRENEES CONNEXIONS, whose contact details will be communicated and published in an updated version of these Terms and Conditions. Mediation is free for the consumer under the mediator's conditions. Failing mediation, French law applies and the competent French courts shall have jurisdiction.

17. Right of withdrawal

Participants are informed that, under French consumer law, the statutory right of withdrawal does not apply to leisure services provided on a specific date or during a specific period (exception to right of withdrawal). Where a right of withdrawal could nonetheless apply, PYRENEES CONNEXIONS will notify the participant as required by law.

18. Force majeure

Events beyond a Party's reasonable control (force majeure) suspend performance obligations; Parties will promptly inform each other and seek an agreed solution (postponement, rebooking, refund). The definition and consequences follow applicable law.

19. Final provisions

These Terms and Conditions do not deprive participants of mandatory statutory rights. Any clause attempting to fully exclude liability where the law imposes liability shall be unenforceable to that extent. These T&Cs are governed by French law.

These Terms and Conditions are provided in both French and English. In case of discrepancy or interpretation issue, the French version shall prevail.

Date:

Signature: