

General Terms and Conditions

French Institute of Kosovo

Article 1 – Purpose

These general terms and conditions of sale govern the contractual relations between the French Institute of Kosovo (hereinafter "IFK") and its clients (hereinafter "the Client") concerning the purchase of language courses, cultural workshops, events, subscriptions to the library, and language certifications.

Article 2 – Acceptance of the conditions

Any order (course, subscription, cultural activity) placed with the French Institute of Kosovo implies full and unconditional acceptance of these General terms and conditions. When registering, the Client acknowledges having read these conditions and accepts them fully by signing this document.

Article 3 – Registration and payment

3.1 Registration

Registrations for courses is done by email to the French Institute of Kosovo : any registration is only considered effective upon full and complete receipt of the full payment of course fees.

Courses at the French Institute of Kosovo are accessible from the age of 6. Adult courses are accessible from the age of 16, subject to the signing of an authorization by legal representatives for individuals aged 16 to 18.

The levels of courses offered at the French Institute of Kosovo are established according to the Common European Framework of References for Languages.

3.2 Payment

Payment can be made by bank transfer to the French Institute of Kosovo. All bank fees related to the payment are the responsibility of the Client.

The amount for registrations must be paid in advance. Upon registration, the Client may opt for an option that provides access to the textbook and workbook, as well as a one-year subscription to the Library of the IFK.

When courses are started, the IFK does not refund any amounts paid.

Article 4 – Prices

The prices of courses, workshops, and subscriptions are indicated in euros (EUR) and include all applicable taxes. The French Institute of Kosovo reserves the right to modify its prices at any time, but the applicable prices are those in effect at the time of registration.

Article 5 – Cancellation and refund

5.1 Cancellation by the Institute

The opening of a course is subject to a sufficient number of participants. The French Institute of Kosovo reserves the right to cancel an unstarted course if a sufficient number of participants is not reached or for any other imperative reason.

In case of cancellation of a course or workshop by the French Institute of Kosovo, a replacement solution or a full refund will be offered.

5.2 Cancellation by the Client

The Client may cancel their registration up to 5 days before the start date of the course and will receive a credit note for the corresponding amount. After this period, the course is not refundable.

5.3 Individual courses

Individual courses can take place at the premises of the French Institute of Kosovo or at specific locations of the Client's choice (office or home). The price depends on the teaching location and is communicated to the Client before registration.

In case of unforeseen circumstances for the Client, they must inform the IFK no later than 24 hours before the course. A cancellation declared within 24 hours prior to the course will be charged but will not be considered as a voluntary drop-out.

However, the following situations will be charged and considered as voluntary drop-out :

- The Client does not show up for the course for personal reasons without notifying the French Institute of Kosovo.
- The Client is late by more than 15 minutes without notifying the French Institute of Kosovo.

Article 6 – Internal regulations

Any discriminatory, uncivil, violent, or threatening behavior will be dealt with the utmost severity. The IFK is particularly vigilant regarding situations of moral and sexual harassment and reserves the right to take legal action in cases of inappropriate or deviant behavior.

If the Client's behavior is likely to disrupt the running of language courses and activities organized by the IFK or to harm its reputation, the French Institute of Kosovo may exclude the Client without notice or refund.

Article 7 – Right to image

The French Institute of Kosovo may take photos or videos of the Client and use them for its digital communication, as well as in its informational and communication documents.

If the Client refuses to appear in these communication materials, they must indicate this preference by writing and submit their request to the Director of the French Institute of Kosovo.

Article 8 – Intellectual property

All content, course materials, documents, and other materials provided by the French Institute of Kosovo are protected by intellectual property rights. Any unauthorized reproduction, distribution, or use is strictly prohibited.

Article 9 – Protection of personal data

The French Institute of Kosovo is committed to protecting the personal data of the Client in accordance with applicable legislation. The data collected is used solely in connection with the services provided by the IFK and is not disclosed to third parties without the Client's consent.

Article 10 – Disputes

In case of a dispute, an amicable solution will be sought before any legal action. In the absence of an amicable agreement, the courts of Prishtina will have exclusive jurisdiction.

Article 11 – Modification of general terms and conditions of sale

The French Institute of Kosovo reserves the right to modify these General Terms and Conditions of sale at any time. The new conditions will apply upon their publication on the IFK website.

Article 12 – Applicable law

These General Terms and Conditions of sale are subject to Kosovar law.