



**ALPADIA**  
LANGUAGE SCHOOLS  
by Kaplan International

**FEES**

2025  
**STUDY A  
LANGUAGE  
ABROAD**

**FRENCH • GERMAN**

**BERLIN • FREIBURG • LYON • NICE • MONTREUX**

**For students 16 and up**

**[www.alpadia.com](http://www.alpadia.com)**

# BERLIN

## Group courses prices

	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8-11 weeks (Per week)	12 weeks Total Price	13-23 weeks (Per week)	24 weeks (Total Price)	25-35 weeks (Per week)	36 weeks (Total Price)	37+ weeks (Per week)
Lessons per week										
Standard - 20 Ipw	200	195	190	185	2,040	170	3,600	150	4,860	135
Intensive - 25 Ipw	250	245	225	220	2,520	210	4,680	195	6,840	190
Premium - 30 Ipw	340	315	305	295	3,420	285	6,600	275	9,540	265
COMBI 5 20+5 Ipw	550	545	540	530	6,180	515	12,000	500	17,280	480
COMBI 10 20+10 Ipw	895	890	885	880	10,380	865	20,400	850	30,060	835
Career Pathways - 20 Ipw	200	195	190	185	2,040	170	3,600	150	4,860	135
Career Pathways - 25 Ipw	250	245	225	220	2,520	210	4,680	195	6,840	190

## Pathway program prices

	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Advanced Intermediate	C1 Advanced	(EUR €)
Language Level	50 weeks	42 weeks	34 weeks	26 weeks	16 weeks	
U25	10,120	8,600	7,230	6,000	3,900	
U20	7,590	6,510	5,880	5,120	3,420	

## Pathway program fees

Program Item	Fee	(EUR €)
Pre-evaluation Process	-	
University Pathway application process Package	865	
University Placement	525	
Career Pathway Job application package	950	
Career Pathway application process Package	750	

## Exam prep courses

Program Item	Fee	(EUR €)
GOETHE B2 & C1 & TELC B1, B2 & C1, TestDaF: 4 weeks (30 lesson per week)	1380	

Course	Length of course	Start date
Exam preparation course	4 weeks	06-Jan-25, 03-Feb-25, 03-Mar-25, 31-Mar-25, 28-Apr-25, 02-Jun-25, 30-Jun-25, 04-Aug-25, 01-Sep-25, 29-Sep-25, 27-Oct-25, 24-Nov-25
Start dates for absolute beginners	Min 2 weeks	06.01./03.02./03.03./31.03./05.05./02.06./30.06./14.07./04.08./01.09./06.10./03.11./01.12.2025

## Studienkolleg preparation

Program Item	Fee	(EUR €)
Introductory module - 4 weeks	1005	
Top up module - 4 weeks	1005	

## Accommodation

Accommodation	Type	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8+ weeks (Per week)	(EUR €)
Homestay 2	B&B Single	295	280	260	250	
	HB Single	355	345	330	315	
	B&B Double	235	230	225	220	
	HB Double	305	300	280	270	
Homestay no meals	Single	235	215	210	200	
	Double 1	185	180	175	170	
CREON Co-living APT	Single	475	385	365	325	
David Friedlander Haus RES	Single	490	395	370	340	
Pankstrasse Apartment	Double	350	310	295	250	
	Single	450	360	350	310	
Schulapartment APT	Double	350	310	295	250	
	Single	470	380	360	320	
Silberstein APT	Double	360	315	300	255	
	Single	460	370	360	315	
Staytoo RES	Single	500	400	380	350	

Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

High season supplement applicable to all fees / Note: the minimum age for homestay half-board is 16, homestay no meals or bed & breakfast is 18. For residence and student apartment it is 18. Homestay double room: only available for 2 students travelling/booking together

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate;

1. Only available for 2 participants booking this option together, fee per participant

2. Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

## Transfer service fees

Destination	1 Person	2 Persons	3 Persons	(EUR €)
Berlin Hbf	115	75	70	
Brandenburg Airport	145	95	80	

## General fees

	(EUR €)
Application Fee	90
Courier Fee	95
Weekly accident/health insurance fee	15
Student apartment cleaning fee	70
Residence Cleaning fee	70
Residence deposit	150
Student apartment deposit	150
Homestay deposit	50
Documents notarisation (per copy)	35
Home address registration	65
Late registration	40
Booking with Confidence Plus	69
Key handover fee for early/late arrivals	30
Residence Room Move Fee	100

## Private courses & online lessons

	(EUR €)
1-4 lessons (45 mins per lesson)	70
5-9 lessons (45 mins per lesson)	70
10+ lessons (45 mins per lesson)	70

## Study language + work experience/internship

Price Course (as listed above) + EUR 630 placement fee

## Study language + volunteering

Requirements Level B1 / From 18 years old / Duration: from 1 week to 6

Price Course (as listed above) + EUR 90 placement fee

## Additional information

**High season supplement:** + EUR 35 per week on course fees from Sunday 15th June until Saturday 16th August 2025 (Valid on all courses except University Pathway)

**Included in the price:** Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes

**Cleaning Fee:** is invoiced at the time of booking per person; the cleaning fee is non-refundable.

**Homestay Deposit Fee:** ALPADIA doesn't require a deposit fee for Homestay accommodation, however on occasion some families may ask for it directly to the student.

**Apartments / Residences / Studio Deposit Fee:** deposit will be due in cash per person on arrival at the school on DAY 1; the deposit payment is fully refundable (assuming no damages were caused) within 21 business-days after the student's departure; refundable by bank wire transfer.

**Key Handover Fee:** A Key Handover fee will be applied if you arrive outside of the accommodation's standard check-in/out schedule.

**AM Guaranteed Classes (Max charge 12 weeks):** COMBI, Standard, Intensive, Premium, University 20 or University 25 courses upgrade to Morning Guaranteed Classes €120 per week

# FREIBURG

## Group courses prices

Lessons per week	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8-11 weeks (Per week)	12 weeks Total Price 1	13-23 weeks (Per week)	24 weeks Total Price 1	25-35 weeks (Per week)	36 weeks (Total Price 1	37+ weeks (Per week)
Standard - 20 lpw	200	195	190	185	2,040	170	3,600	150	4,860	135
Intensive - 25 lpw	250	245	225	220	2,520	210	4,680	195	6,840	190
Premium - 30 lpw	340	315	305	295	3,420	285	6,600	275	9,540	265
COMBI 5 20+5 lpw	550	545	540	530	6,180	515	12,000	500	17,280	480
COMBI 10 20+10 lpw	895	890	885	880	10,380	865	20,400	850	30,060	835
Career Pathways - 20 lpw	200	195	190	185	2,040	170	1,800	150	1,620	135
Career Pathways - 25 lpw	250	245	225	220	2,520	210	2,340	195	2,280	190

## Pathway program prices

Language Level	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Advanced Intermediate	C1 Advanced
U25	50 weeks	42 weeks	34 weeks	26 weeks	16 weeks
U20	10,120	8,600	7,230	6,000	3,900
	7,590	6,510	5,880	5,120	3,420

## Pathway program fees

Program Item	Fee
Pre-evaluation Process	-
University Pathway application process Package	865
University Placement	525
Career Pathway Job application package	950
Career Pathway application process Package	750

## Exam prep courses

Program Item	Fee
TELC B1, B2 & C1: 4 weeks (30 lesson per week)	1380

## Accommodation

Accommodation	Type	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8+ weeks (Per week)
Homestay 1	B&B Single	300	280	260	250
	HB Single	360	345	330	315
	B&B Double	240	235	225	220
	HB Double	310	300	295	280
Homestay no meals	Single	235	215	210	200
	Double	185	180	175	170
Erwinstrasse Apartment	Double	370	330	315	290
	Single	480	385	355	325
Kronenstrasse Apartment	Double	370	330	315	290
	Single	480	385	355	325
Laimacker Apartment	Double	380	340	325	295
	Single	490	395	365	335
Wirthstrasse Residence	Single	500	405	375	345

Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate;

High season supplement applicable to all fees / Note: the minimum age for homestay half-board is 16, homestay no meals or bed & breakfast is 18. For residence and student apartment it is 18.

1. Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

## Transfer service fees

Destination	1 Person	2 Persons	3 Persons
EuroAirport Basel-Mulhouse-Freiburg	205	165	145
Frankfurt Airport	615	490	430
Freiburg HbF	40	20	15
Zürich Airport	405	325	285

## General fees

	(EUR €)
Application Fee	90
Courier Fee	95
Weekly accident/health insurance fee	15
Student apartment cleaning fee	70
Residence cleaning fee	70
Student apartment deposit	150
Residence deposit	150
Homestay deposit	50
Documents notarisation (per copy)	35
Home address registration	65
Late registration	40
Booking with Confidence Plus	69
Key handover fee for early/late arrivals	30
Residence Room Move Fee	100

## Private courses & online lessons

	(EUR €)
1-4 lessons (45 mins per lesson)	70
5-9 lessons (45 mins per lesson)	70
10+ lessons (45 mins per lesson)	70

## Study language + work experience/internship

Price Course (as listed above) + EUR 630 placement fee

## Study language + volunteering

Requirements Level B1 / From 18 years old / Duration: from 1 week to 6

Price Course (as listed above) + EUR 90 placement fee

## Additional information

**High season supplement:** + EUR 35 per week on course fees from Sunday 15th June until Saturday 16th August 2025 (Valid on all courses except University Pathway)

**Included in the price:** Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes

**Cleaning Fee:** is invoiced at the time of booking per person; the cleaning fee is non-refundable.

**Homestay Deposit Fee:** ALPADIA doesn't require a deposit fee for Homestay accommodation, however on occasion some families may ask for it directly to the student.

**Apartments / Residences / Studio Deposit Fee:** deposit will be due in cash per person on arrival at the school on DAY 1; the deposit payment is fully refundable (assuming no damages were caused) within 21 business-days after the student's departure; refundable by bank wire transfer.

**Key Handover Fee:** A Key Handover fee will be applied if you arrive outside of the accommodation's standard check-in/out schedule.

**AM Guaranteed Classes (Max charge 12weeks):** COMBI, Standard, Intensive, Premium, University 20 or University 25 courses upgrade to Morning Guaranteed Classes € 20 per week

Group courses prices (EUR €)										
Lessons per week	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8-11 weeks (Per week)	12 weeks (Total Price 1)	13-23 weeks (Per week)	24 weeks (Total Price 1)	25-35 weeks (Per week)	36 weeks (Total Price 1)	37+ weeks (Per week)
Standard - 20 Ipw	240	240	230	210	2,400	200	4,680	195	6,840	190
Intensive - 25 Ipw	310	310	295	275	3,120	260	6,120	255	8,820	245
Premium - 30 Ipw	370	370	360	340	3,960	330	7,800	325	11,520	320
COMBI 5 20+5 Ipw	690	665	655	635	7,500	625	14,880	620	22,140	615
COMBI 10 20+10 Ipw	1,085	1,085	1,075	1,055	12,540	1,045	24,960	1,040	37,260	1,035

Pathway program prices (EUR €)					
Language Level	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Advanced Intermediate	C1 Advanced
U25	50 weeks	42 weeks	34 weeks	26 weeks	16 weeks
U20	13,325	11,195	9,410	7,862	4,840
	10,505	8,825	7,665	7,330	4,510

Pathway program fees (EUR €)	
Program Item	Fee
Pre-evaluation Process	-
Application Process	865
University Placement	525

Exam prep courses (EUR €)	
Program Item	Fee
DELF B1 & B2, DALF C1: 4 weeks (30 lesson per week)	1230

Course	Length of course	Start date
Exam preparation course	4 weeks	20-Jan-25, 17-Feb-25, 28-Apr-25, 26-May-25, 30-Jun-25, 28-Jul-25, 15-Sep-25, 13-Oct-25, 10-Nov-25
Start dates for absolute beginners	Min 2 weeks	06.01/03.02/03.03/07.04/05.05/02.06/30.06/04.08/01.09/06.10/03.11/01.12.2025

Accommodation (EUR €)					
Accommodation	Type	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8+ weeks (Per week)
Homestay 1	B&B Single	235	225	215	205
	HB Single	295	285	270	255
	B&B Double	205	195	185	175
	HB Double	250	240	230	220
Residence	Single	340	285	265	245
	Double	340	285	265	245
Student Apartment	Single	320	275	255	235
	Studio	230	205	175	165
Student Apartment (Private Bath)	Single	340	295	275	255
	Studio	240	215	185	175
Hotel Residence (no meals) *** 1	Single	640	640	640	640
Hotel Residence (no meals) ** 1	Single	380	380	380	380

Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

Note: the minimum age for homestay is 16. For residence and student apartment it is 18.

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate;

1. Not including local tourist tax to be paid directly at the hotel-residence

2. Specific diet weekly supplement: B&B: EUR 20 | HB: EUR 35

Transfer service fees (EUR €)			
Destination	1 Person	2 Persons	3 Persons
Lyon Train Station	80	35	25
Lyon-Saint Exupéry Airport	160	120	100

General fees (EUR €)	
Application Fee	90
Courier Fee	95
Weekly accident/health insurance fee	15
Student apartment cleaning fee	60
Residence cleaning fee	95
Residence deposit	450
Student apartment deposit	150
Documents notarisation (per copy)	35
Late registration	40
Booking with Confidence Plus	69
Key handover fee for early/late arrivals	30
Residence Room Move Fee	100

Private courses & online lessons (EUR €)	
1-4 lessons (45 mins per lesson)	95
5-9 lessons (45 mins per lesson)	90
10+ lessons (45 mins per lesson)	85

#### Study language + work experience/internship

Requirements Level B2 / From 18 years old / Minimum duration: 2 months (200 teaching hours)

Price Course (as listed above) + EUR 630 placement fee

#### Study language + volunteering

Requirements Level B1 / From 18 years old / Duration: from 1 week to 6

Price Course (as listed above) + EUR 90 placement fee

#### Additional information

**High season supplement:** + EUR 35 per week on course fees from Sunday 15th June until Saturday 16th August 2025 (Valid on all courses except University Pathway)

**Included in the price:** Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes

**Cleaning Fee:** is invoiced at the time of booking per person; the cleaning fee is non-refundable.

**Homestay Deposit Fee:** ALPADIA doesn't require a deposit fee for Homestay accommodation, however on occasion some families may ask for it directly to the student.

**Apartments / Residences / Studio Deposit Fee:** deposit will be due in cash per person on arrival at the school on DAY 1; the deposit payment is fully refundable (assuming no damages were caused) within 21 business-

**Key Handover Fee:** A Key Handover fee will be applied if you arrive outside of the accommodation's standard check-in/out schedule.

**AM Guaranteed Classes (Max charge 12weeks):** COMBI, Standard, Intensive, Premium, University 20 or University 25 courses upgrade to Morning Guaranteed Classes €f20 per week

# MONTREUX

## Group courses prices

Lessons per week	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8-11 weeks (Per week)	12 weeks (Total Price 1)	13-23 weeks (Per week)	24 weeks (Total Price 1)	25-35 weeks (Per week)	36 weeks (Total Price 1)	37+ weeks (Per week)	(CHF)
Standard - 20 Ipw	345	330	310	290	3,240	270	6,240	260	8,820	245	
Intensive - 25 Ipw	435	420	400	380	4,320	360	8,400	350	12,240	340	
Premium - 30 Ipw	600	585	565	540	6,180	515	12,120	505	17,820	495	
COMBI 5 20+5 Ipw	1,025	935	915	885	10,380	865	20,520	855	30,420	845	
COMBI 10 20+10 Ipw	1,545	1,530	1,510	1,490	17,640	1,470	35,040	1,460	52,200	1,450	

## Pathway program prices

Language Level	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Advanced Intermediate	C1 Advanced	(CHF)
U25	50 weeks	42 weeks	34 weeks	26 weeks	16 weeks	
U20	18,000	15,120	12,585	10,546	6,490	
	13,945	11,710	10,000	9,755	6,005	

## Pathway program fees

Program Item	(CHF)	Fee
Pre-evaluation Process	-	
Application Process	865	
University Placement	510	
Visa Assistance Process Package	340	

## Exam prep courses

Program Item	(CHF)	Fee
DELF B1 & B2, DALF C1: 4 weeks (30 lesson per week)	2100	

Course	Length of course	Start date
Exam preparation course	4 weeks	24.02/22.-04/26.05/25.08/20.10.25
Start dates for absolute beginners	Min 2 weeks	6.01/03.02/03.03/07.04/05.05/02.06/07.07/04.08/01.09/29.09/27.10/01.12.2025

## Accommodation

Accommodation	Type	1 week (Per week)	2-3 weeks (Per week)	4-7 weeks (Per week)	8+ weeks (Per week)	(CHF)
Homestay 1	B&B Single	310	300	290	260	
	HB Single	355	345	335	310	
	B&B Double	260	240	230	220	
	HB Double	310	290	280	265	
Aigle Residence	Double	400	390	370	360	
	Single	530	520	490	480	
Les Alpes Apartment	Double	250	240	230	210	
	Single	340	310	300	290	
Riviera Apartment	Double	250	240	230	210	
	Single	340	310	300	290	
Studio du Lac	Double	380	350	330	320	
	Single	480	440	420	400	
Vevey	Double	400	390	370	360	
	Single	530	520	490	480	

Specific diet weekly supplement: B&B: CHF 25 | HB: CHF 50

For stays from 90 days, please contact us for more information

One extra night is available on arrival and/or on departure at 25% of the weekly accommodation rate;

High season supplement applicable to all fees /Note: the minimum age for homestay half-board is 16, homestay no meals or bed & breakfast is 18. For residence it is 16 and for student apartment it is 18

1. Specific diet weekly supplement: B&B: CHF 25 | HB: CHF 50

2. Only available for 2 participants booking this option together, fee per participant\_ DOUBLE BED

3. Only available for 2 participants booking this option together, fee per participant\_ TWIN BEDS

## Transfer service fees

Destination	1 Person	2 Persons	3 Persons	(CHF)
Geneva Airport	280	195	175	
Zürich HB Main Station	940	650	465	
Zürich Airport	940	650	465	
Geneva Train Station	280	195	175	

## General fees

Application Fee	(CHF)
Courier Fee	125
Weekly accident/health insurance fee	15
Residence/Apartment/Studio cleaning fee	70
Residence deposit	200
Student apartment deposit	200
Studio deposit	200
Late registration	45
Booking with Confidence Plus	79
Residence Room Move Fee	100

## Private courses & online lessons

1-4 lessons (45 mins per lesson)	(CHF)
5-9 lessons (45 mins per lesson)	160
10+ lessons (45 mins per lesson)	135

10+ lessons (45 mins per lesson)	(CHF)
	120

## Study language + work experience/internship

Price Course (as listed above) + CHF 625 placement fee

## Study language + volunteering

Requirements Level B1 / From 18 years old / Duration: from 1 week to 6

Price Course (as listed above) + CHF 115 placement fee

## Additional information

**High season supplement:** + EUR 35 per week on course fees from Sunday 15th June until Saturday 16th August 2025 (Valid on all courses except University Pathway)

**Included in the price:** Tuition, learning material, online assessment test, Alpadia certificate, activity programme, student card, accommodation placement and taxes

**Cleaning Fee:** is invoiced at the time of booking per person; the cleaning fee is non-refundable.

**Homestay Deposit Fee:** ALPADIA doesn't require a deposit fee for Homestay accommodation, however on occasion some families may ask for it directly to the student.

**Apartments / Residences / Studio Deposit Fee:** deposit will be due in cash per person on arrival at the school on DAY 1; the deposit payment is fully refundable (assuming no damages were caused) within 21 business-days after the student's departure; refundable by bank wire transfer.

**Key Handover Fee:** A Key Handover fee will be applied if you arrive outside of the accommodation's standard check-in/out schedule.

**AM Guaranteed Classes (Max charge 12 weeks):** COMBI, Standard, Intensive, Premium, University 20 or University 25 courses upgrade to Morning Guaranteed Classes € 20 per week

Group courses prices											(EUR €)
Lessons per week	1 week (Per week )	2-3 weeks (Per week )	4-7 weeks (Per week )	8-11 weeks (Per week )	12 weeks (Total Price 1)	13-23 weeks (Per week )	24 weeks (Total Price 1)	25-35 weeks (Per week )	36 weeks (Total Price 1)	37+ weeks (Per week )	
Standard - 20 lpw	325	305	275	225	2,400	225	4,800	225	7,200	225	
Intensive - 25 lpw	355	335	305	255	3,060	255	6,120	255	9,180	255	
Premium - 30 lpw	395	375	345	305	3,660	305	7,320	305	10,980	305	
COMBI 5 20+5 lpw (max 4wks)	545	545	545	-	-	-	-	-	-	-	
COMBI 10 20+10 lpw (max 4wks)	790	790	790	-	-	-	-	-	-	-	
Club 50+ (Max 2wks)	550	550	-	-	-	-	-	-	-	-	

Exam prep courses		(EUR €)
Program Item	Fee	
DELF B1 & B2, DALF C1: 4 weeks (30 lesson per week)	1,530	

Accommodation						(EUR €)
Accommodation	Type	1 week (Per week )	2-3 weeks (Per week )	4-7 weeks (Per week )	8+ weeks (Per week )	
Homestay 1	B&B Single	270	270	270	270	
	HB Single	310	310	310	310	
	B&B Double	230	230	230	230	
	HB Double	265	265	265	265	
Homestay no meals	Single	225	225	225	225	
	Double 1	195	195	195	195	
Homestay (Private Bath)	B&B Single	300	300	300	300	
	HB Single	360	360	360	360	
Homestay no meals (Private Bath)	Single	275	275	275	275	
Residence-Campus Central	Single	325	325	305	-	
	Double	250	250	240	-	
Summer Residence	Studio	525	525	525	525	
	Studio Double	395	395	395	395	

Specific diet weekly supplement: EUR 130

Transfer service fees				(EUR €)
Destination	1 Person	2 Persons	3 Persons	
Collective Transfer Nice Airport	55	-	-	
Collective Transfer Nice Train Station	55	-	-	

General fees	(EUR €)
Application Fee	90
Courier Fee	95
Weekly accident/health insurance fee	15
Residence cleaning fee	99
Late registration	40
Collective Transfer Out Of Hours	75
Exam Fee	160

Private courses & online lessons	(EUR €)
1-4 lessons (45 mins per lesson)	95
5-9 lessons (45 mins per lesson)	90
10+ lessons (45 mins per lesson)	85

# BANK HOLIDAYS

## FRANCE

Holiday	Date
New Year's Day	1/1/2025
Easter Monday	4/21/2025
Labour Day	5/1/2025
Victory in Europe Day	5/8/2025
Ascension Day	5/29/2025
Whit Monday	6/9/2025
National Day	7/14/2025
Assumption Day	8/15/2025
All Saints' Day	11/1/2025
Armistice Day	11/11/2025
Christmas Day	12/25/2025

## GERMANY

Holiday	Date
New Year's Day	1/1/2025
Good Friday	4/18/2025
Easter Monday	4/21/2025
Labor Day	5/1/2025
Ascension Day	5/29/2025
Whit Monday	6/9/2025
Corpus Christi	6/19/2025
Day of German Unity	10/3/2025
Christmas Day	12/25/2025
2nd Day of Christmas	12/26/2025

## SWITZERLAND

Holiday	Date
New Year's Day	1/1/2025
Berchtold's Day	1/2/2025
Good Friday	4/18/2025
Easter Monday	4/21/2025
Ascension Day	5/29/2025
Whit Monday	6/9/2025
National Day	8/1/2025
Fasting Day	9/22/2025
Christmas Day	12/25/2025

# ALPADIA Terms & Conditions

## Please read our terms and conditions carefully

### Language camps 8-17

#### 1. Registration and confirmation

All bookings received by Alpadia S.A. ("Alpadia") by post, e-mail or telephone and online registrations will be deemed to be valid. By signing and returning the online application form the participant is agreeing to enter into a binding contract with Alpadia. Confirmation of the booking will be made within a maximum of 5 working days following receipt of a valid booking (if the course booked is available). Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the participant and Alpadia subject to the participant meeting all applicable immigration requirements. Where the registered person is an adult, that person will become a contract partner of Alpadia. Where the registered person is not an adult, their parent/guardian will become the contract partner of Alpadia. In that event, the parent/guardian must sign the contract and give their correct address and contact details. The person who is contractually registered to a language course will become a "participant", designated as such below. The person who signs the contract (either the participant themselves or, where the person is a minor, their parent/guardian) will be identified as a "contract partner", designated as such below

#### Your attention is particularly drawn to the following clause 2:

#### 2. Image rights of the participant

The participant (or their parent or guardian where applicable):

- grants Alpadia S.A. permission to take photographs, video and audio recordings of their image, voice and any work (for example, artwork) (the "Material") they do during their language course with Alpadia S.A.
- agrees to the Material being copied, published and otherwise used for Alpadia S.A.'s (or a third party agent of Alpadia S.A.'s) worldwide promotional purposes (the "Permitted Purpose"). This shall include in its printed and online marketing materials and on any social media network.
- agrees that Alpadia S.A. may store and/or transfer across international borders, copies of the Material.
- agrees that Alpadia S.A. will store the Material and any copies for as long as necessary to fulfil the Permitted Purpose.
- can request that where they or their child are used in published Material, any identifiable features are removed (for example, this may include them or their child being blurred in any images or videos or their voice being distorted in audio recordings) at any time by contacting Alpadia S.A. using any of the following methods:
  - Telephone number: +41 21 621 88 88
  - Email address: info@alpadia.com; or Postal address: Grand-Rue 42, 1820 Montreux, Switzerland
- can withdraw their consent for use of the Material at any time by contacting Alpadia S.A. using the methods above.:

Where the Material is already included in published physical material including but not limited to pamphlets, flyers and prospectuses the participant (or their parent or guardian) understands that it will not be possible to remove the Material.

Where the Material is included in published nonphysical material including but not limited to websites, training material and intranet sites Alpadia S.A. will remove the Material as soon as is reasonably practical to do so.

For data protection purposes, Alpadia S.A. is the controller of (and responsible for) the personal data comprising the Material and any related personal data. Alpadia S.A. will ensure that it complies with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of the Material and any related personal data; and process the Material and any related personal data in accordance with Alpadia S.A.'s [privacy notice](#).

#### 3. Information provided at the time of registration

The contract partner expressly declares that the information provided at the time of registration for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if a "beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "beginners"). In that event, the costs of the course will not be refundable, either in whole or in part. Participants will take a placement test shortly after arrival at their destination school and will be placed into the following levels: Beginner-Elementary, Intermediate, or Advanced.

#### 4. Application Fees

Alpadia will charge the following Application Fee for each booking:

- CHF 125 (for bookings in Switzerland);
- € 90 (for bookings in France and Germany);
- GBP 60 (for bookings in England);

This fee is non-refundable. In the event of late registration (being two weeks or less before the commencement date of the relevant language course), participants will be charged an extra fee for express processing of their booking of:

- CHF 45 (for bookings in Switzerland);
- € 40 (for bookings in France and Germany);
- GBP 40 (for bookings in England);

#### 5. Changes to course

Any change to school location, course downgrade, change in weeks booked or removal of additional service will be charged at CHF 95 (for bookings in Switzerland), € 80 (for bookings in France and Germany) or GBP 50 (for bookings in England) per change. No charge for upgrades. For postponement related changes, please refer to postponement policy. Alpadia is not obliged to fulfil any change request. If changing to a location (or changing course) where fees are lower prior to the course start date, the difference in fees will not be refunded. If the change occurs after the course commencement date, there will be no refund of the difference. If changing to a more expensive location or course, the difference in fees will be charged. All changes are subject to Alpadia's discretion and require approval of the Camp Manager. Participants will not be charged a change fee if they extend their course, but late homestay extensions may require a re-placement fee.

#### 6. Postponement Policy

- Postponements will only be made on receipt of a valid written student request.
- Bookings may be postponed a maximum of two times within one year of the original booking date.
- Bookings may only be postponed by up to 6 months at a time and up to one year in exceptional circumstances.
- Your booking will be postponed honoring the original fees you have paid.
- Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.
- Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.
- In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.
- Postponements made less than 7 days before the arrival date on the Booking Confirmation Form, including failure to show up, will incur a fee of one week's accommodation and one week's tuition fee.

#### 7. Conditions of payment

Fees will become payable immediately on receipt by the participant/contract partner of their confirmation of booking as follows:

- deposit payment of 10% of the total invoice or a minimum fee of € 250/ CHF 200/E 200 (whichever is more);
- payment of the premium for the health insurance (where such policies have been taken out by the participant).

The balance of the total fees for the course, accommodation and any extra activities must be paid at least four weeks prior to the commencement date of the language course. Neither the course nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details provided by Alpadia upon confirmation of registration.

In the event of a booking made within 4 weeks of the commencement date of the language course, the contract partner acknowledges that the full amount is due at registration.

Payment of fees can be made online by credit card through Flywire or by bank transfer. Details of how to pay will be provided at the time of booking.

#### **8. Payment period**

In the event that the payment periods specified by Alpadia in the confirmation are not complied with, the contract partner will be held liable. In such circumstances, Alpadia reserves the right to refuse the participant entry to the course. No claims will be accepted by Alpadia that arise from the contract partner's failure to comply with the payment periods communicated to the contract partner.

#### **9. Proof of payment**

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the accommodation will be refused. In the case of late registration, Alpadia will ask for proof before sending the pre-arrival documentation

#### **10. Cancellation - standard policy**

This Standard Cancellation Policy shall apply:

Written cancellation notice provided 22 days or more before the arrival date listed on the booking confirmation form

#### **Charges & Refunds**

You shall be refunded: 100% of the package fee. The following items shall not be refundable:

- (a) Application Fee: CHF 125 (for bookings in Switzerland), € 90 (for bookings in France and Germany), GBP 60 (for bookings in England).
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany), GBP 105 (for bookings in England).
- (d) Courier Fee: CHF 120 (for bookings in Switzerland); € 90 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (e) Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England);
- (f) Transfer Fees
- (g) All fees paid for PREMIUM+

Written cancellation notice provided less than 21 days before the arrival date listed on the booking confirmation form, including failure to show up

No refund will be given for tuition, meals, activities and accommodation fees. The following items shall not be refundable:

- (a) Application Fee: CHF 125 (for bookings in Switzerland); € 90 (for bookings in France and Germany), GBP 60 (for bookings in England).
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany); GBP 105 (for bookings in England).
- (d) Courier Fee: CHF 120 (for bookings in Switzerland); € 90 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (e) Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England).
- (f) Transfer Fees
- (g) All fees paid for PREMIUM+

On written notification of a visa rejection and receipt of supporting documentation

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/French/British Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less:

- (a) the Administration Fee: CHF 170 (for bookings in Switzerland); € 125 (for bookings in France and Germany); GBP 105 (for bookings in England).
- (b) the Bank Charges: CHF 45 (for bookings in Switzerland); € 40 (for bookings in France and Germany); GBP 40 (for bookings in England); If no proof of refusal is provided, Alpadia will not refund.

The amounts to be paid by the contract partner on cancellation must be received no later than 10 days following receipt of the cancellation invoice.

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person. Refunds will be made within 45 days of Alpadia's written notification of cancellation

#### **11. Cancellation - Distance Selling Regulations**

'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended from time to time)

In the event of a Distance Contract, participants who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the participant/contract partner gives notice of cancellation to Alpadia **within the fourteen (14) calendar day** period beginning on the day on which the booking confirmation was issued by Alpadia.

- If a participant exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the participant less any fees charged for services already performed by Alpadia.
- If the participant has already commenced studying with Alpadia during the fourteen (14) day period, they must pay a reasonable charge calculated by Alpadia for the period of study undertaken.
- To exercise the right to cancel under the EU distance contract terms, the participant must inform Alpadia of the participant's decision to cancel this agreement by email to: [bookings@alpadia.com](mailto:bookings@alpadia.com)

#### **12. Cancellation insurance**

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers. Under no circumstances will a cancellation insurance policy render Alpadia liable for non-reimbursement of a course. Alpadia offers cancellation insurance on request for citizens of the EU and EEA.

#### **13. Termination**

Participant's must give at least 24 hours' notice of their intention to leave the camp before the end of their scheduled stay. No refunds of the package fees will be paid for any early termination of the camp by a participant or their parent/ guardian.

#### **Groups**

- A minimum of 20% non-refundable deposit is payable within five (5) business days following confirmation and agreement of Alpadia services.
- All Group bookings must be fully paid at least six (6) weeks prior to the Program Start Date or in accordance with any additional contracted payment terms agreed between Alpadia and the Group Leader (if applicable). Alpadia reserves the right to withhold services or cancel the Group booking, if payment is not received six (6) weeks prior to the Program Start Date.
- Individual cancellations within the group are treated as per standard Terms and Conditions.
- If the Group booking must be cancelled or postponed for any reason, Alpadia must be notified immediately in writing. The Group Organiser may be liable for any costs incurred by Alpadia for any pre-booked social activities, accommodation or transportation costs that are later cancelled. The total fees payable shall be confirmed by Alpadia upon receipt of the cancellation or postponement request and shall be calculated in accordance with the Cancellation Policy in Alpadia's standard terms and conditions.
- Where a student is refused a visa the deposit (and any non-refundable fees) will be retained by Alpadia. All other fees will be returned upon receipt of the student's visa refusal documentation.
- For any Group or individual member of a Group, who does not arrive, and Alpadia has not received any prior confirmation of cancellation or postponement, Alpadia shall retain all fees paid for by the Group and/or individual member of a Group (as applicable).

#### **14. Passports and visas**

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in Switzerland/Germany/France/UK (as applicable). Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France/UK given to a participant. Information relating to the regulations governing security, health and obtaining a visa can be obtained from the Swiss/German/ French/British Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in Switzerland/Germany/ France/UK as a result of their own fault or conduct. Alpadia will provide a letter of invitation to the participant to assist with the visa application following receipt of all the costs of the language course from the participant/ contract partner. Participants are responsible and need to make sure they have a passport on time in their possession before the start of their course.

#### **15. Accident/health insurance**

Every participant will be solely responsible for obtaining accident and health insurance cover valid for the country in which they intend to stay for the whole duration of their stay. This insurance is mandatory during a participant's study at Alpadia and can be purchased through Alpadia or other insurance providers. In the event that any participant does not have such cover at the time of registration, an appropriate insurance policy covering these risks can be purchased from Alpadia if requested.

#### **16. Damage caused by participants / civil liability**

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, the participant and/or contract partner shall remain liable for any losses, expenses and claims suffered or incurred by Alpadia, its commercial partners and any other third party caused by the conduct of the participant unless such losses, expenses or claims are attributable to any act or omission of Alpadia.

#### **17. Obligations of participants**

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's behaviour will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behaviour in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred caused by a participant's expulsion.

#### **18. Accommodation: Arrivals and departures**

All accommodation is booked from the Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in time for most accommodation is from 14:00 to 16:30 and check-out time is from 09:00 to 11:30 unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in the accommodation fact file. Students arriving between 22:30 – 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation. Students wishing to book an extra night on arrival (for Saturday arrivals) and/or on departure (for Sunday departures) can do so at a rate provided on request depending on availability by Alpadia.

#### **19. Duration of lessons**

All language lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Alpadia cannot guarantee a specific timetable.

#### **20. Substitution policy**

If, after the placement test taken on arrival at the summer camp a participant is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the participant in an appropriate level class, which may have fewer lessons and a different curriculum. Participants who do not have the ability to follow any course on offer may be required to terminate their studies with Alpadia. We also reserve the right to cancel courses at short notice due to insufficient demand.

#### **21. Course changes:**

Alpadia has the right to change accommodation options, course dates, course curricula, instructors, locations and courses at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

#### **22. Prices**

Alpadia may change prices due to tax increases, governmental actions or any other event or circumstance beyond Alpadia's reasonable control or circumstances that may affect the operations of the business. Prices are valid for courses starting in 2024.

#### **23. Learning materials**

All learning materials will be made available to participants during their course and are included in the tuition fee

#### **24. Late arrival**

In order to avoid disturbing the class, any participant who arrives more than 15 minutes late should wait for the break before joining the class.

#### **25. Meals and classes missed**

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

#### **26. Inconsistent attendance**

Any participant who does not attend all of the classes which make up the language course will not be entitled to any reimbursement for missed classes. Participants will not be entitled to receive their certificate for completing the course unless they attend at least 80% of the classes.

#### **27. Complaints**

We work hard to ensure that you receive the level of service that you require. However, there may be times when you are not completely happy with the level of service that you receive. All of the staff at Alpadia are available for you to talk to if you have any concerns and we promise to respond to your questions within 2 working days. If you are unhappy or dissatisfied with the service we provide, please follow the steps listed below in order to seek a solution to the problem.

## **Step One**

Teaching: If you have concerns or worries about your class or learning please talk to your teacher first. After talking to your teacher, if you are still unhappy, please speak to the Camp Manager.

Accommodation: If you have concerns regarding the accommodation service we provide then please talk to the Camp Manager.

Administration: If you are unhappy with the way your course has been administered e.g. payments, dates, then please speak to the Customer Care Manager.

## **Step Two**

If you are not happy with the answer provided by these staff members, then please raise your concerns with the Centre Manager.

## **Final Step**

If you are still not satisfied with our responses, then you may wish to raise your complaint with the professional organisation that accredits the school. The contact details are below: Eauquals 29/30 Fitzroy Square, London, W1T 6LQ,

### **28. Changes affecting prices, dates or services**

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet, brochure or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant, Alpadia may change its programme of services, provided that the changes are minor, unavoidable and do not in any way adversely impact the teaching services to be provided to the participant. In the event that the "key" services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights set out in this clause.

### **29. Minimum number of participants**

In the event that it is not possible to achieve the minimum number of participants required for a language course (4 persons for a group course), Alpadia will notify the participant and contract partner at least one week prior to the commencement date of the course. If Alpadia is unable to provide an alternative course, Alpadia will undertake to reimburse all fees paid to date by the participant/contract partner. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition and adapt the number of lessons accordingly. The number of hours of private tuition will depend on the amount paid by the participant and the number of participants.

### **30. Activities**

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation, Alpadia reserves the right to cancel one or more of the scheduled activities available at each school. In that event, Alpadia undertakes to substitute the cancelled activities with a suitable alternative activity.

### **31. Force majeure:**

Alpadia shall not be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to: fire; natural disaster; acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Alpadia (each a "Force Majeure Event").

Where any course is cancelled by Alpadia as a result of a Force Majeure Event, it is acknowledged that:

- Alpadia has the right to retain a pro-rated amount of any fees paid where services have been partially provided.
- Any fees retained will be proportionate to the services provided;
- Alpadia shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees or similar;
- Alpadia shall have the right to provide a substitute course to the cancelled course, including online and virtual alternatives; and
- Any third party services procured by Alpadia on behalf of the participant, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Alpadia shall not be liable for such third party services or any act or omission of such third party.

### **32. Liability**

To the extent permitted by law, the liability of Alpadia, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Alpadia for the particular language course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia. Furthermore, Alpadia will not be responsible for the loss of any valuables, personal items, money, or other possessions unless such losses arise from the gross negligence of Alpadia.

### **33. Safety and security**

Alpadia is authorised to take all reasonable action as required to ensure the well-being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant, or their parent/guardian if they are a minor. A written release/authorisation signed by a participant's parent or guardian will be required for minors.

### **34. Protection of personal data**

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data.

This can be found at: <https://www.alpadia.com/en/privacy>

### **35. Applicable law and jurisdiction**

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant and/or contract partner. Jurisdiction will lie with the courts of Montreux, Switzerland.

### **36. General**

As a member of the Kaplan group of companies, Alpadia is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, Switzerland and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted.

## **Language courses 16+ and Pathway programmes**

### **1. Registration and confirmation**

All bookings received by Alpadia S.A. ("Alpadia") by post, e-mail or telephone and online registrations will be deemed to be valid. By signing and returning the online application form the participant is agreeing to enter into a binding contract with Alpadia. Confirmation of the booking will be made within a maximum of 5 working days following receipt of a valid booking (if the course booked is available). Once this booking confirmation has been issued, a legally binding contract based on these terms and conditions will be formed between the participant and Alpadia subject to the participant meeting all applicable immigration requirements. Where the registered person is an adult, that person will become a contract partner of Alpadia. Where the registered person is not an adult, their parent/guardian will become the contract partner of Alpadia. In that event, the parent/guardian must sign the contract and give their correct address and contact details. The person who is contractually registered to a language course will become a "participant", designated as such below. The person who signs the contract (either the participant themselves or, where the person is a minor, their parent/ guardian) will be identified as a "contract partner", designated as such below.

## **2. Information provided at the time of registration**

The contract partner expressly declares that the information provided at the time of registration for a language course is true and accurate. Any inaccurate information or omission may lead to immediate expulsion from the course (for example, if an "absolute beginner" overestimates their level of linguistic ability in order to be able to start a course on a date other than the official commencement date for "absolute beginners"). In that event, the costs of the course will not be refundable, either in whole or in part. At the time of enrolment, participants are required to take a compulsory language test online after confirming their booking. Alpadia reserves the right to refuse the booking if the participant fails to take the compulsory language test. Alpadia cannot guarantee that a participant will be placed in a class at their appropriate aptitude level if the participant does not take the online placement test.

## **3. Application Fees**

Alpadia will charge the following Application Fee for each booking: CHF 125 (for bookings in Switzerland) or € 90 (for bookings in France and Germany). This fee is non-refundable. In the event of late registration (being two weeks or less before the commencement date of the relevant language course), participants will be charged an extra fee of CHF 45 (for bookings in Switzerland) or € 40 (for bookings in France and Germany) for express processing of their booking.

## **4. Changes to course**

Any change to school location, course downgrade, change in weeks booked or removal of additional service will be charged at CHF 95 (for bookings in Switzerland), € 80 (for bookings in France and Germany) or GBP 50 (for bookings in England) per change. No charge for upgrades. For postponement related changes, please refer to postponement policy . Alpadia is not obliged to fulfil any change request. If changing to a location (or changing course) where fees are lower prior to the course start date, the difference in fees will not be refunded. If the change occurs after the course commencement date, there will be no refund of the difference. If changing to a more expensive location or course, the difference in fees will be charged. All changes are subject to Alpadia's discretion and require approval of the Customer Care team. Participants will not be charged a change fee if they extend their course, but late homestay extensions may require a replacement fee.

## **5. Postponement Policy**

- Postponements will only be made on receipt of a valid written student request. This excludes passport not received on time, mild illnesses etc.
- Bookings may be postponed a maximum of two times within one year of the original booking date.
- Bookings may only be postponed by up to 6 months at a time and up to one year in exceptional circumstances.
- Your booking will be postponed honoring the original fees you have paid.
- Only one tuition promotion may be used at any time; any previously expired promotions will no longer be valid at the time of postponement; a current promotion, valid at the time of postponement, may be applied.
- Any additional incurred actual costs for accommodation postponements, regardless of notice provided, will also be charged.
- In all cases where a visa or visa support documentation has been issued, the relevant immigration authorities will be informed.
- Postponements made less than 7 days before the arrival date on the Booking Confirmation Form, including failure to show up, will incur a fee of two week's accommodation and one week's tuition fee.

## **6. Conditions of payment**

Fees will become payable immediately on receipt by the participant/contract partner of their confirmation of booking as follows:

- Deposit payment of 10% of the total invoice or a minimum fee of € 250/CHF 200 (whichever is more); and
- Payment of the premium for the health insurance (where such policies have been taken out by the participant).

The balance of the total fees for the course, accommodation and any extra activities must be paid at least four weeks prior to the commencement date of the language course. Neither the course nor the accommodation will be deemed to have been paid for unless the relevant amount has been received into the account details provided by Alpadia upon confirmation of registration.

In the event of a booking made within 2 weeks of the commencement date of the language course, the contract partner acknowledges that the full amount is due at registration.

Payment of fees can be made online by credit card through Flywire or by bank transfer. Details of how to pay will be provided at the time of booking.

## **7. Payment period**

In the event that the payment periods specified by Alpadia in the confirmation are not complied with, the contract partner will be held liable. In such circumstances, Alpadia reserves the right to refuse the participant entry to the course. No claims will be accepted by Alpadia that arise from the contract partner's failure to comply with the payment periods communicated to the contract partner.

## **8. Proof of payment**

Participants may be asked to provide documentary proof of payment of the full fee for their course and accommodation either before or on commencement of the language course. Failure to do so may mean that entry to both the course and the accommodation will be refused. In the case of late registration, Alpadia will ask for proof before sending the pre-arrival documentation.

## **9. Cancellation – standard policy**

This Standard Cancellation Policy shall apply except where varied by the specific provisions in clause 9 below.

### **Cancellation Notice**

Written cancellation notice provided 22 days or more before the arrival date listed on the booking confirmation form

#### **For Language Schools:**

You shall be refunded: 100% of the tuition and accommodation fee less the amounts set out below:

- (a) Application Fee (CHF 125 (for bookings in Switzerland) or € 90 (for bookings in France and Germany))
- (b) Any non-refundable Insurance Fee
- (c) Administration Fee (CHF 170 or € 40)
- (d) Courier Fee (CHF 120 or € 90)
- (e) Bank Charges (CHF 45 or € 40)
- (f) Transfer Fees

#### **For University Pathway Programs (UPP):**

You shall be refunded: 100% of the tuition and accommodation fee less the amounts set out below:

- (a) Application Fee (CHF/ € 865)

(b) University Placement Fee (CHF 510 / € 525 for France / € 525 for Germany)

(c) Any non-refundable Insurance Fee

(d) Administration Fee (CHF 170 or € 125)

(e) Courier Fee (CHF 120 or € 90)

(f) Bank Charges (CHF 45 or € 40)

(g) Transfer Fees

Written cancellation notice provided less than 21 days before the arrival date listed on the booking confirmation form, including failure to show up

#### **For Language Schools:**

You shall be refunded: Tuition and accommodation fees **less** the amounts set out below:

(a) 1 week's tuition fees

(b) 2 week's accommodation fee

(c) Application Fee (CHF 125 or € 90)

(d) Any non-refundable Insurance Fees

(e) Administration Fee (CHF 170 or € 125)

(f) Courier Fee (CHF 120 or € 90)

(g) Bank Charges (CHF/€ 45 or € 40)

(h) Transfer Fees

#### **For University Pathway Programs (UPP):**

You shall be refunded: 100% of the tuition and accommodation fee

The following items shall not be refundable:

(a) Application Fee (CHF/€ 865)

(b) University Placement Fee (CHF 510 / € 525 for France / € 525 for Germany)

(c) Any non-refundable Insurance Fee

(d) Administration Fee (CHF 170 or € 125)

(e) Courier Fee (CHF 120 or € 90)

(f) Bank Charges (CHF 45 or € 40)

(g) Transfer Fees

#### **Cancellation notice**

No refund will be issued by Alpadia without proof of visa refusal.

#### **For Language Schools:**

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/ French Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less **less** the amounts set out below:

(a) Administration Fee of CHF 170 (for bookings in Switzerland) or € 125;

(b) Bank Charges of CHF 45 or € 40; and

(c) Courier Fee of CHF 120 or € 90.

#### **For University Pathway Programs (UPP):**

In the event that a participant is refused a visa and a copy of the original refusal document issued by the Swiss/German/ French Embassy (as applicable) is supplied, Alpadia undertakes to reimburse the whole amount paid, less:

(a) Application Fee (CHF/€ 865)

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person. Refunds will be made within 45 days of Alpadia's written notification of cancellation.

#### **10. Cancellation - Distance Selling Regulations**

'Distance Contract' means a distance contract or an off-premises contract as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (as amended from time to time).

In the event of a Distance Contract, participants who are EU citizens shall have the right to cancel the legally binding contract formed in accordance with paragraph 1 of these Terms and Conditions if the participant/contract partner gives notice of cancellation to Alpadia within the **fourteen (14) calendar day** period beginning on the day on which the booking confirmation was issued by Alpadia.

If a participant exercises their right to cancel during this fourteen (14) day period, they will receive a full refund of all amounts already paid by the participant less any fees charged for services already performed by Alpadia.

If the participant has already commenced studying with Alpadia during the fourteen (14) day period, they must pay a reasonable charge calculated by Alpadia for the period of study undertaken.

To exercise the right to cancel under the EU distance contract terms, the participant must inform Alpadia of the participant's decision to cancel this agreement by email to [bookings@alpadia.com](mailto:bookings@alpadia.com).

#### **11. Cancellation insurance**

Alpadia recommends that contract partners take out a cancellation insurance policy. In the event that the participant has taken out cancellation insurance and then cancels their course, they will be responsible for notifying their insurers.

## **12. Termination**

**Termination'** means stopping or leaving all or part of the course or courses booked, or reduction in weekly lessons, including extensions, once the first course has started.

When determining the number of weeks completed, a partial week will be counted as a whole week, provided the student was present at least one day during the scheduled week. Used weeks of discounted tuition and accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.

In all cases additional service charges (e.g. airport transfers, courier fees, application fees, medical insurance, program supplement fee, etc.) are non-refundable and written notification of termination must be given to the Customer Care team. Students who terminate their program may not be eligible to receive an Alpadia certificate and will not be allowed to stay in Alpadia accommodation.

### **Tuition**

Students wishing to terminate must give 4 weeks' written notice to the Student Support Manager so we may refund remaining tuition fees. Tuition fees are non-transferable to other students.

### **Accommodation**

In order to terminate their accommodation contract, students must give at least 4 weeks' notice in writing to the Student Support Service. The student acknowledges that some hostels and apartments require more notice and may charge a higher cancellation fee - where this is the case it will be notified to the student.

A refund will be made of the unused accommodation fee less the applicable notice period of 4 weeks and the applicable change fee. Refunds will be calculated based on the total accommodation weeks booked, including periods of extension. Used weeks of discounted accommodation packages will be charged at the full brochure weekly rate when any refund is calculated.

Some residential options may have additional terms and conditions relating to reservation cancellation, including minimum notice period; these will be included in any refund calculation.

All refunds must be paid to the original payer's bank account or credit card and cannot be made to any other person.

## **13. Passports and visas**

The participant will be responsible for complying with the security regulations, the regulations governing the obtaining of a visa, and the health regulations required to enter and stay in Switzerland/Germany/ France (as applicable). Under no circumstances will Alpadia be held liable for any notice of refusal to enter or stay in Switzerland/Germany/France given to a participant. Information relating to the regulations governing security, health and obtaining a visa can be obtained from the Swiss/ German/French Embassy or Consulate in the participant's home country. No reimbursement will be made, either in full or in part, in the event that a participant is refused permission to enter or stay in Switzerland/ Germany/France as a result of their own fault or conduct. Alpadia will provide a letter of invitation to the participant to assist with the visa application following receipt of all the costs of the language course from the participant/contract partner. Participants are responsible and need to make sure they have a passport on time in their possession before the start of their course.

## **14. Accident/health insurance**

Every participant will be solely responsible for obtaining accident and health insurance cover valid for the country in which they intend to stay for the whole duration of their stay. This insurance is mandatory during a participant's study at Alpadia and can be purchased through Alpadia or other insurance providers. In the event that any participant does not have such cover at the time of registration, an appropriate insurance policy covering these risks can be purchased from Alpadia if requested.

## **15. Damage caused by participants / civil liability**

Prior to arrival at Alpadia, each participant must take out a policy of insurance to cover any loss/damage which they may cause during the course of their stay. In any event, and even if a participant does not feel that it is appropriate for them to take out such insurance, the participant and/or contract partner shall remain liable for any losses, expenses and claims suffered or incurred by Alpadia, its commercial partners and any other third party caused by the conduct of the participant unless such losses, expenses or claims are attributable to any act or omission of Alpadia.

## **16. Obligations of participants**

Participants are required to attend the course and to arrive on time. They are responsible for choosing a course which is appropriate for their level of capability. Failure to attend the course, or irregular attendance, or any disruption to lessons caused by an individual participant's behaviour will entitle Alpadia to expel the participant. The same sanction may apply to inappropriate behaviour in the place of accommodation offered by Alpadia. Alpadia will not refund or pay compensation for any part of the missed course or accommodation or any additional travel costs incurred caused by a participant's expulsion.

## **17. Accommodation: Arrivals and departures**

All accommodation is booked from the Sunday before the course start date until the Saturday morning after the course end date, unless otherwise advised. A partial week may be counted as 1 week's accommodation. Check-in times and check-out times are included on the fact sheet for your chosen accommodation unless special arrangements have been made with the accommodation provider or an alternative check-in/check-out time is noted in your booking confirmation. Students arriving between 22:30 – 06:00 may be asked to book alternative accommodation in a hotel on their first night due to late/early arrival at accommodation, or be charged an extra night of accommodation. Students wishing to book an extra night on arrival (for Saturday arrivals) and/or on departure (for Sunday departures) can do so at a rate that is 25% of the weekly accommodation rate for their chosen accommodation.

## **18. Duration of lessons**

All language lessons are 45 minutes in duration unless otherwise stated. Courses run from Monday to Friday and lessons are scheduled in the morning or the afternoon. Alpadia cannot guarantee a specific timetable.

## **19. Substitution policy**

If, after taking the online placement test, a participant is found to be at a level which is not appropriate for their booked course, the school reserves the right to place the participant in an appropriate level class, which may have fewer lessons and a different curriculum. Participants who do not have the ability to follow any course on offer may be required to terminate their studies with Alpadia. We also reserve the right to cancel courses at short notice due to insufficient demand.

## **20. Course changes**

Alpadia has the right to change accommodation options, course dates, course curricula, instructors, locations and courses at any time at its discretion. However, in cases where the course is rescheduled prior to the start of the first course and the new date is unacceptable to the participant, all fees will be refunded.

## **21. Prices**

Alpadia may change prices due to tax increases, governmental actions or any other event or circumstance beyond Alpadia's reasonable control or circumstances that may affect the operations of the business. Prices are valid for courses starting in 2024.

## **22. Learning materials**

All learning materials will be made available to participants during their course and are included in the tuition fee.

## **23. Late arrival**

In order to avoid disturbing the class, any participant who arrives more than 15 minutes late should wait for the break before joining the class.

## **24. Meals and classes missed**

No refunds or substitutions will be made for meals or classes missed due to public holidays, exams, excursions, internships (if applicable), first day orientation or other obligations that fall outside the normal schedule.

## **25. Inconsistent attendance**

Any participant who does not attend all of the classes which make up the language course will not be entitled to any reimbursement for missed classes. Participants will not be entitled to receive their certificate for completing the course unless they attend at least 80% of the classes.

## **26. Complaints**

We work hard to ensure that you receive the level of service that you require. However, there may be times when you are not completely happy with the level of service that you receive. All of the staff at Alpadia are available for you to talk to if you have any concerns and we promise to respond to your questions within 2 working days. If you are unhappy or dissatisfied with the service we provide, please follow the steps listed below in order to seek a solution to the problem.

### **Step One**

Teaching: If you have concerns or worries about your class or learning please talk to your teacher first. After talking to your teacher, if you are still unhappy, please speak to the Director of Studies.

Accommodation: If you have concerns regarding the accommodation service we provide then please talk to the Student Support Manager.

Administration: If you are unhappy with the way your course has been administered e.g. payments, dates, then please speak to the Customer Care Manager.

### **Step Two**

If you are not happy with the answer provided by these staff members, then please raise your concerns with the Centre Manager.

### **Final Step**

If you are still not satisfied with our responses, then you may wish to raise your complaint with the professional organisation that accredits the school. The contact details are below:

#### **Equals**

29/30 Fitzroy Square,  
W1T 6LQ, London,  
United Kingdom

## **27. Changes affecting prices, dates or services**

Until such time as a participant receives the confirmation of registration, Alpadia may change the dates and prices of language courses published on the internet, brochure or any other communication tools at any time. Following confirmation of registration between Alpadia and the participant, Alpadia may change its programme of services, provided that the changes are minor, unavoidable and do not in any way adversely impact the teaching services to be provided to the participant. In the event that the "key" services provided by Alpadia are affected by major changes, participants may withdraw or apply to join a different course of the same value, if Alpadia is in a position to provide this. Alpadia must notify participants of any changes immediately and participants must notify Alpadia as soon as possible after receipt of such notification of their intention to exercise their rights set out in this clause.

## **28. Minimum number of participants**

In the event that it is not possible to achieve the minimum number of participants required for a language course (4 persons for a group course), Alpadia will notify the participant and contract partner at least one week prior to the commencement date of the course. If Alpadia is unable to provide an alternative course, Alpadia will undertake to reimburse all fees paid to date by the participant/contract partner. Under no circumstances will Alpadia pay compensation for any inconvenience or loss of time. In the event that none of the courses are appropriate for the participant's level of ability, Alpadia reserves the right to substitute the group course for private tuition and adapt the number of lessons accordingly. The number of hours of private tuition will depend on the amount paid by the participant and the number of participants.

## **29. Activities**

Depending on the weather conditions or other circumstances beyond the control of Alpadia and its organisation, Alpadia reserves the right to cancel one or more of the scheduled activities available at each school. In that event, Alpadia undertakes to substitute the cancelled activities with a suitable alternative activity.

## **30. Public holidays**

The contract partner acknowledges that schools are generally closed on local public holidays, and acknowledges that this will not give rise to any claim for compensation against Alpadia for missed lessons or otherwise.

## **31. Force majeure:**

Alpadia shall not be in breach of these terms and conditions nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to: fire; natural disaster; acts of government; failure of suppliers or sub-contractors; labour disputes or civil unrest; criminal, terrorist or threatened terrorist activities of any kind; pandemics and other public health emergencies; any negligent or wilful act or failure to act by any third party; or any other cause beyond the direct control of Alpadia (each a "**Force Majeure Event**").

Where any course is cancelled by Alpadia as a result of a Force Majeure Event, it is acknowledged that:

- Alpadia has the right to retain a pro-rated amount of any fees paid where services have been partially provided. Any fees retained will be proportionate to the services provided;
- Alpadia shall be entitled to deduct any irrecoverable fees it suffers from the amount of any refund, for example cancellation fees or similar;
- Alpadia shall have the right to provide a substitute course to the cancelled course, including online and virtual alternatives; and
- Any third party services procured by Alpadia on behalf of the participant, including but not limited to accommodation, transfers or insurance shall remain subject to the terms of the respective provider's terms and Alpadia shall not be liable for such third party services or any act or omission of such third party.

### **32. Liability**

To the extent permitted by law, the liability of Alpadia, its group companies, their directors, officers, employees, affiliates, agents and partners with respect to losses arising from negligence, breach of contract or otherwise will be limited in all circumstances to the full amount paid to Alpadia for the particular language course. Such companies and persons will in no circumstances have any liability for indirect or consequential losses or damages. Under no circumstances can Alpadia be held liable for any loss resulting from illness, accident or inconvenience caused by poor service provided by any agent appointed by Alpadia. Furthermore, Alpadia will not be responsible for the loss of any valuables, personal items, money, or other possessions unless such losses arise from the gross negligence of Alpadia.

### **33. Safety and security**

Alpadia is authorised to take all reasonable action as required to ensure the well-being, safety and good health of the participants. Alpadia is also entitled to take all necessary measures to provide a participant with any appropriate medical care in the event of necessity. Any costs arising from such medical attention will be borne by the participant, or their parent/guardian if they are a minor. A written release/authorisation signed by a participant's parent or guardian will be required for minors.

### **34. Protection of personal data**

Your privacy is important to us. It is important that you read our privacy policy which informs you about how we process your personal data. This can be found at:  
<https://www.alpadia.com/en/privacy.htm>.

### **35. Promotional material**

The participant (or where applicable, their parents or guardian) agrees that the participant's photographs, videos, artwork or other works as well as recorded or written testimonials and details of the participant's accomplishments may be used worldwide by Alpadia S.A., or by a third party agent of Alpadia S.A., for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notifications. Participants may be photographed and/or filmed during their language course with Alpadia S.A. and they agree to this material being used for Alpadia S.A. worldwide promotional purposes, both printed and online. The participant, or their parent or guardian, also agrees to give consent to Alpadia S.A. to store or transfer across international borders, copies of the participant's images, videos and testimonials solely for the promotional purposes outlined above. These terms and conditions will be deemed non-applicable only if the participant or their parent or guardian specifically withdraws their consent, in writing, at any time after registration.

### **36. Applicable law and jurisdiction**

Swiss law will apply exclusively to the contractual relationship between Alpadia and the participant and/or contract partner. Jurisdiction will lie with the courts of Montreux, Switzerland.

### **37. General**

As a member of the Kaplan group of companies, Alpadia is subject to laws imposed by various jurisdictions on conducting business with sanctioned parties and countries. It is our policy to fully comply with applicable sanction restrictions, including those imposed by the United States, United Kingdom, Switzerland and the European Union. While we are not prohibited from transacting with individuals with a connection to a sanctioned country, we need to ensure that no part of the transaction will be in contravention of US sanctions laws under a series of prescribed compliance checks, including verification as to source of funding and persons providing such funding, before any monies or services can be transacted.

### **Safeguarding Policy**

Alpadia Language Schools and Kaplan International Languages each have a Safeguarding Policy, available for all staff, hosts and parents that comprehensively details how we are committed to safeguarding students.

- [Alpadia safeguarding policy](#).
- [Kaplan safeguarding policy](#)