



Alliance Française

Manchester

SALES CONDITIONS FOR THE TEF EXAMS

1. These conditions are in addition to, and should be read in conjunction with, the CCIP general conditions for the TEF exams, published on their website: [Conditions d'inscription et de passation - Le français des affaires](#).
2. Registration is only considered complete when payment has been processed, full information has been submitted by the client, and a place on the session has been confirmed in writing by the exam office. No registrations will be accepted after the registration deadline has passed.
3. Exam sessions have limited capacity and the AF Manchester reserves the right to remove an exam session from sale when the capacity has been reached, which may be before the enrolment deadline.
4. Where a candidate has submitted a partial application for a place on the session, and the session capacity has been reached, we reserve the right to cancel the incomplete application. In this situation, we will offer transfer to another date or a full refund.
5. Once the exam session enrolment deadline has passed, all enrolments on the session are definitive and cannot be refunded or rescheduled unless the transfer or cancellation is authorised by the CCIP.
6. Before the enrolment deadline, refunds are available only within the 14-day period applicable in law. Any refund requests must be sent in writing to reception@afmanchester.org.
7. Personal data communicated to the AF Manchester for the purposes of enrolment is transferred to the CCI Paris-Ile-de-France. Recordings of oral exams are sent to the CCIP and then erased from our systems. Your personal data is handled in line with our Privacy Policy (available on our website).
8. In the unlikely event that the AF Manchester is forced to cancel the session due to a force majeure event or exceptional technical failure, the AF Manchester's liability will be limited to the refund of exam fees only, where this is authorised by the CCIP, and will not include any other costs such as transport and accommodation costs.
9. Exam dates may be subject to alteration or cancellation in all cases of force majeure (e.g. flood, fire, national or local emergency). In this case, candidates will be notified as soon as is reasonably possible.
8. It is the candidate's responsibility to check that their name and details are correct and written as they appear on their passport or identity document. The same details will

appear on the candidates' final certificates. Any discrepancy between a candidate's examination registration details and their passport or ID document should be notified to the exam centre.

9. Candidates wishing to apply for adjustment to the exam conditions should notify the centre as soon as possible and present a medical certificate at the time of enrolment.
10. Candidates should arrive 15 minutes prior to the beginning of each of their examinations. Late arrivals will be refused entry to the exam.
11. The AF Manchester Code of Conduct (available on our website) applies to exam candidates, and the AF de Manchester reserves the right to ask an exam candidate to leave the centre immediately, without refund, in the event of non-respect of this code.