

退費辦法 REFUND

課程退費辦理以到場辦理時間為準並憑收據辦理，如收據遺失，學員本人請出示身分證辦理退費。

Conditions of courses refund depend on the day the application of refund is submitted. In all cases, Alliance Française needs to check the student's receipt. If the receipt was lost, the students' National Identification Card is also accepted.

團體課程 GROUP CLASS

- ◎ 所報名之班級若人數未達開課門檻而停開，得辦理全額退費或者轉班。In the event of a cancellation of class by Alliance Française, a full refund will be issued by Alliance Française. Students may also wish to transfer to another class.
- ◎ 報名繳費後至開課前一天辦理退費者，退學費九成。自開課當日算起，開課後堂數未逾全期三分之一者，退學費五成；開課後堂數逾全期授課堂數三分之一，將無法辦理退費。In the event of a cancellation of class by a student before the first day of class, the student is entitled to a 90% refund. If the cancellation intervenes before completion of one third of the course, the student is entitled to a 50% refund. For all cancellation after the first third of the course, no refund will be issued.

個別課程 PRIVATE TUITION

課程一旦開始後便無法接受退費，開課前(不含上課當天)可接受九成退費。

- ◎ In the event of a cancellation of class by a student before the first day of class, the student is entitled to a 90% refund. For all cancellation after the first day of the course, no refund will be issued.

【辦理方式 HOW TO RECEIVE A REFUND】

- ◎ 現金繳費之學員，將以現金辦理退費。If the original payment for classes was paid by cash, the refund will be paid by cash.
- ◎ 臨櫃信用卡繳費之學員，僅可使用刷卡退費辦理。請持卡人本人攜帶原繳費信用卡至櫃檯辦理。If the payment of the course was done by credit card, the refund will be applied to the same credit card used for the original payment.
- ◎ 線上報名課程之學員，將線上辦理刷卡退費，本會接收到您提出的退款請求後，製作退費申請單，申請單將以電子郵件寄發，學員確認申請單內容無誤並回覆，收到學員回覆後，於兩週工作天辦理退費，退款將退回原刷卡之信用卡帳戶，退款作業時間請洽原發卡銀行。If the payment of the course was done by an online payment with credit card, the refund will be applied back to the original credit card used. In this case, Alliance Française will send a refund form to the students. The student will receive the refund form by E-mail. After completing the form, the student must E-mail back this form to Alliance Française. The refund will be effective within 14 business days after receiving the refund form from the student.

為確保學員自身權益，請於報名繳費前，自行確認報名之課程、時段無誤，以避免退費扣除的損失！Please make sure the above policies and courses timetables are suitable before registering for a class.