REGISTRATION FORM FLE 2026/2027

15 rue de l'Arsenal, 75004 Paris | +33 (0)1 45 31 16 67 | info@edamparis.com

Photo ID

Receptionist: _____ *Student number:* _____ *Date:* _____

CIVIL STATUS

Title: ☐ Mrs ☐ Mr

LAST NAME (in capitals): _____ *First name:* _____

Address: _____

ZIP code: _____ *Town:* _____

E-mail: _____ *Phone number:* _____

Date of birth: _____ *City of birth:* _____

Nationality: _____

Highest qualification obtained: ☐ Baccalauréat ☐ Bachelor's degree ☐ Master's degree

French social security: ☐ YES ☐ NO

VISA type: ☐ Student ☐ Tourism ☐ Student VISA application ☐ Other

How did you hear about EDAM?

☐ Google ☐ ChatGPT/Gemini/Claude/Other AI ☐ Social networks

☐ Word of mouth ☐ Brochure ☐ Other

YOUR PROGRAMME

☐ Extensive course 10h/week: General French

☐ Extensive course 10h/week: 5 Workshops (without General French)

☐ Intensive course 16h/week: General French + 3 Workshops *Chosen workshops:* ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri

☐ Intensif Plus course 20h/week: General French + 5 Workshops

☐ A1 – Complete beginners (Intensif Plus): 80h / 4 weeks

☐ Evening class

☐ Saturday class

☐ À la carte _____ *(number of lessons)*

☐ Private lessons _____ *(hours of lessons)*

☐ Other: _____

SUMMARY — Reserved for the administration

Documents required	Level	Duration	Course code	Price
☐ An identity photo ☐ An ID card or passport		From _____ to _____ Week(s) / Month(s) / Session(s)		

IMAGE RIGHTS

EDAM may use your image (photos/videos) on its institutional communication media (website, social networks, brochures). This choice is optional and does not affect access to classes. Please tick one box:

☐ I authorise — free of charge, for 3 years after the end of the course, revocable at any time in writing to info@edamparis.com

☐ I decline the use of my image for communication purposes

DATE AND SIGNATURE

Acceptance of the GTC and request for early performance. By signing this form, I unconditionally accept the FLE General Terms and Conditions 2026/2027 (version 2.6) attached on pages 2 to 4, which I have read. I expressly request that the classes and administrative services begin on the date indicated in this form, where applicable before the end of the fourteen-day withdrawal period, and I acknowledge that I will lose my right of withdrawal once the contract has been fully performed (articles 6.4 and 6.5 of the GTC). Should I withdraw after this request, I will pay pro rata for the classes and services already provided.

Signed at: _____ *on:* _____

Signature preceded by "Read and approved"

Form V2.1 | Terms V2.6

École de Design d'Art et de Management (EDAM), a non-profit association governed by the French Act of 1 July 1901. SIRET: 834 045 676 00022. Address: 15 rue de l'Arsenal, 75004 Paris, France. Contact: info@edamparis.com | +33 (0)1 45 31 16 67 | www.edamparis.com. These General Terms and Conditions govern enrolment in and delivery of EDAM courses. Together with the registration documents, quotation, special terms and appendices accepted by the parties, they form the contract. The version accepted on enrolment remains applicable to that contract; a later version does not amend it retrospectively. In the event of a conflict, specific commitments agreed in writing and mandatory legal provisions take precedence. Vocational training is also governed by section 16.

1 ADMISSION AND FORMATION OF THE CONTRACT

1.1 Group courses are open to adults and, with parental consent, students aged 16 or 17. The minor's legal representative signs the contract and provides their contact details and an emergency contact. Private lessons are available from the age of six . For children under sixteen, EDAM's prior written acceptance is required and a parent or legal representative must be present throughout every lesson.

1.2 The main course features and prices are set out in the course descriptions, registration documents or quotations provided before the contract is concluded. The selected package is recorded in the registration documents or quotation. The teaching team assigns the student to a group suited to their placement assessment. EDAM sets and adjusts the timetable under section 7. Once the registration documents have been received, the contractual documents accepted and the sums due paid, EDAM confirms enrolment in writing, specifies the date on which the contract was concluded and provides a copy of the contractual documents.

1.3 These terms apply to EDAM's French as a Foreign Language (FLE) courses, including language courses legally classified as vocational training. In the latter case, section 16 takes precedence in the event of a conflict. The applicable rules depend on the nature and purpose of the course, how the contract is concluded and how the course is funded, rather than solely on the course title, the student's employment status or the payment method. CPF-funded courses are also subject to the platform's rules.

2 PRICES AND FEES

2.1 The total price in euros and the services included are stated before enrolment in the quotation or special terms. The agreed price remains unchanged throughout the purchased period. Public holidays, closures and any extensions are covered by section 9 and shown in the calendar provided to the student.

2.2 Administrative fee of €400 for visa or residence documents

a) Scope. This fee applies to students applying for a student visa from abroad who request the corresponding documents from EDAM, and to enrolments of at least six months in Intensif Plus that include a request for residence permit or renewal documents. It is charged only once per registration file.

b) Services. The EUR 400 fee consists of EUR 200 for administrative processing of enrolment and EUR 200 for handling visa or residence documents: compiling and checking the file, preparing and sending the school documents. It does not include consular or prefecture fees and does not guarantee that a visa or permit will be granted.

c) Price. The EUR 400 fee is included in the total enrolment price and is not an additional charge. Where applicable, it is shown in the registration documents or quotation.

d) Retention of the fee. Once the file has been processed and the requested visa or residence documents prepared and sent, EDAM retains the EUR 400 fee. In the event of cancellation, visa refusal, withdrawal from the course or disciplinary expulsion, the amounts payable and refundable are calculated under sections 4 and 5, counting this fee only once.

e) Special rules. The statutory right to withdraw is governed by section 6, cancellation of the entire course by EDAM by section 5.6, and vocational training by section 16.

2.3 A change or postponement requested by the student and accepted by EDAM may incur an administrative charge of €50, disclosed before the student agrees. This charge does not apply to an adjustment decided by EDAM, correction of an error made by the school, or exercise of a statutory right. No charge is made for a request that is refused.

2.4 The student must pay the full agreed price in euros and bear the transfer and currency conversion charges payable by them to their sending bank and intermediary banks. For an international transfer, the student selects the option under which the sender pays the charges (OUR), where available. Any shortfall caused by these charges or currency conversion must be settled before the course starts. Where several transfers are made, each payment is reconciled against the amount due. On a refund, any actual charges or payment shortfalls still payable by the student are offset against the amount to be returned. A deduction already reflected in the amount actually received is counted only once.

2.5 Materials fees, included resources and books to be purchased separately are specified in the price list, course description or quotation for the course concerned. Materials fees already paid are not charged again when re-enrolling at the same level. Progression to another level using different books may entail the materials fees or purchases specified for that level. New prices apply to new enrolments, without retrospectively changing agreed amounts.

3 PAYMENT AND REFUNDS

3.1 Payments are made in euros. Available methods are specified on enrolment: bank transfer quoting the student's name, bank card, cash up to €1,000 and subject to the applicable legal limits, or another method expressly accepted by EDAM. A supporting document is issued for payments and refunds.

3.2 Ordinary FLE courses must be paid in full before they start, unless EDAM has accepted a payment schedule in writing. Students applying for a student visa from abroad and requesting the corresponding school documents must first pay the full enrolment price; EDAM issues those documents once receipt of payment has been confirmed. Payment arrangements for vocational training are governed by section 16 and the relevant training contract or agreement.

3.3 Requests for cancellation and refunds must be sent to direction@edamparis.com or by post to EDAM, 15 rue de l'Arsenal, 75004 Paris, France, with the relevant supporting documents and original payment references. After checking the request, EDAM calculates the amounts due under these terms and refunds the original payer using the payment method used for the original transaction. Refund arrangements and deadlines following exercise of the statutory right to withdraw are governed by section 6; any other statutory refund deadlines remain applicable.

4 VISAS AND RESIDENCE PERMITS

4.1 The student is personally responsible for visa and residence procedures and for checking entry and study requirements. EDAM does not guarantee that a permit will be granted or renewed. Evening and Saturday courses are not offered as student visa programmes. Certificates for visa or residence purposes are issued after the applicable withdrawal period has expired, unless early performance has been expressly requested under section 6.4.

4.2 If the visa has not been issued, the procedure is delayed or another impediment prevents arrival as planned, the student must inform EDAM in writing before the original course start date and request a postponement. This requires the school's written agreement, subject to intake dates and availability. If EDAM is not informed before the course starts and no postponement has been approved, the original enrolment continues and scheduled classes not attended remain payable.

4.3 Students applying for a student visa from abroad pay the full price under section 3.2. Following a first visa refusal, the student must send the official refusal decision, file references and original payment references to direction@edamparis.com. After verification, EDAM retains the EUR 400 administrative fee and refunds the remaining payments, after offsetting outstanding amounts under section 2.4. The advance notification requirement in section 4.2 still applies; classes that have become payable because that requirement was not met are also deducted. EDAM may verify the authenticity of visa refusal documents.

4.4 If a final administrative decision prevents the student from continuing to reside lawfully in France, the student must provide official supporting evidence. EDAM deducts the price of classes already delivered and the applicable EUR 400 administrative fee, then refunds payments for classes not yet delivered. Amounts under section 2.4 are also settled.

4.5 A recommendation to change visa category does not, in itself, constitute a visa refusal. EDAM updates the documents it has issued free of charge and arranges a postponement subject to course openings and availability. If the student chooses to cancel, section 5 applies; section 6 remains applicable during the statutory withdrawal period.

5 CANCELLATION AND TERMINATION

5.1 The student must send any cancellation or termination notice in writing to direction@edamparis.com or the school's postal address, stating their identity, the course and the requested end date. This section governs ordinary cancellations; visa refusal is governed by section 4, statutory withdrawal by section 6, and vocational training primarily by section 16.

5.2 Cancellation before the course starts

The notice period is calculated in calendar days between EDAM's receipt of written notice and the contractual course start date. The refund of the tuition component is 50% when notice is received more than 30 days before the start, 40% between 8 and 30 days inclusive, 20% between 4 and 7 days inclusive, and 0% less than 4 days before the start. The tuition component is calculated using the price actually agreed, including any discounts. Where the administrative services in section 2.2 apply and have been performed, the EUR 400 fee is separated from the total price; the refund percentage applies to the remaining tuition component. The administrative fee is retained only once. If the administrative services in section 2.2 have not been performed, any such fee already collected is refunded. Where only part of the price has been paid, amounts retained by the school under the above rules are deducted before any remaining balance is refunded; contractual debts that have fallen due remain payable. Outstanding amounts under section 2.4 are taken into account. Books and materials purchased separately are accounted for separately.

5.3 Once classes have started, voluntary withdrawal from the course for personal convenience does not entitle the student to a refund of tuition fees already paid for any part of the full contractual period, including the remaining period. A payment schedule does not convert the contract into a subscription cancellable by the month or lesson. Sections 5.4 to 5.6, the statutory right to withdraw and the special rules for vocational training remain applicable.

5.4 A student genuinely unable to continue classes because of force majeure within the meaning of Article 1218 of the French Civil Code, or a duly substantiated legitimate and compelling reason, must promptly submit a written request with supporting evidence. Where the reason is established, EDAM accounts for classes delivered and fees lawfully due and refunds payments for classes not delivered. A mere change of plans or personal preference does not fall within this provision.

5.5 In the event of a temporary inability to attend due to illness or accident, the student must promptly provide a medical certificate stating the period during which attendance is impossible. Remaining classes may be postponed, with studies resuming within twelve months of the actual interruption. EDAM confirms the return date and group according to the student's health, level and availability. This postponement also applies where the period of temporary medical rest covers the original booking period. To request termination on health grounds rather than a postponement, the certificate must establish that the student is unable to continue the course, including after a reasonable postponement. The request is considered under section 5.4.

5.6 Where EDAM cancels classes without offering an equivalent solution accepted by the student, payments for the cancelled part are refunded. If EDAM cancels the entire course, any EUR 400 administrative fee collected is also refunded. Teaching adjustments and temporary changes to online delivery under section 7 do not constitute cancellation.

5.7 EDAM may terminate the contract for persistent non-payment, fraud or another established legitimate reason. Except in urgent cases, the school informs the student of the reason, allows them to respond or remedy the breach under the applicable procedure, and notifies them of the termination date in writing. Disciplinary matters are governed by section 10.

5.8 Permanent expulsion for serious or repeated misconduct under section 10.2 does not entitle the student to a refund of tuition fees already paid for any part of the full contractual period, including the remaining period, nor to replacement classes or compensation. The EUR 400 already included is not added again. EDAM retains the right to claim compensation for separate loss. For vocational training, amounts due are calculated under section 16.6. Where the school terminates for another legitimate reason, the calculation takes account of services performed and amounts lawfully due.

5.9 Enrolment and access to learning resources are personal. A transfer to another person or a change of package requires EDAM's written agreement; it cannot be inferred from a mere informal exchange.

6 STATUTORY WITHDRAWAL AND EARLY PERFORMANCE

6.1 Where a consumer enrols under a distance contract, including by internet, email, telephone or post, without the parties being physically present together up to the conclusion of the contract, the withdrawal period is fourteen calendar days. It starts on the day after the contract is concluded and ends at the close of the fourteenth day. Saturdays, Sundays and public holidays are included in this calculation; only a deadline falling on a Saturday, Sunday, public holiday or non- working day is extended to the next working day. The contract date is shown in the written enrolment confirmation. This right also applies to contracts legally classified as off-premises contracts. It depends on how the contract is concluded, rather than on whether classes are attended in person or online.

6.2 Notice of withdrawal must be sent before the deadline to direction@edamparis.com or by post to EDAM, 15 rue de l'Arsenal, 75004 Paris, France. The student may use the attached form or any other unequivocal statement, with information identifying their enrolment: name, course and contract references. The student must retain proof of sending the notice. Mere absence or a request for information does not constitute withdrawal.

6.3 EDAM refunds the balance to be returned, after accounting for services payable under section 6.4, without undue delay and no later than fourteen days after notice of withdrawal. The refund is made to the original payer using the same payment method as the original transaction.

Early performance and payment for services provided

6.4 Where classes or administrative services are to start before the withdrawal period ends, the student expressly requests this in the statement above the signature in the registration documents. By signing that statement as part of the registration documents, the student authorises performance to start on the stated date and acknowledges and accepts that the right to withdraw will be lost once the contract has been fully performed. EDAM retains the signed and dated document and provides the student with a copy. Selffunded vocational training is governed by section 16.4. Following this request for early performance, a student who exercises the right to withdraw must pay, in proportion to the agreed price, for classes and administrative services actually provided before notice of withdrawal.

Loss of the right to withdraw after full performance

6.5 Where early performance takes place under section 6.4, the right to withdraw ends as soon as the contract has been fully performed, even before the fourteen-day period expires. Self-funded vocational training remains subject to section 16.4.

Enrolment at the school's premises

6.6 Ordinary FLE enrolment concluded at the school's premises does not give rise to the general fourteenday withdrawal period, except where the contract is legally classified as an off-premises contract. Subsequent online payment does not turn a contract already concluded on site into a distance contract. Self-funded vocational training is governed by section 16.4.

7 THE SCHOOL'S AUTHORITY TO ORGANISE COURSES

7.1 EDAM is responsible for the teaching and administrative organisation of courses. The school determines class days and times, groups, levels, rooms and teaching assignments according to the package purchased, placement assessment, teaching progression and available teaching resources. Enrolment does not confer a right to choose or demand a particular teacher, room, group or time slot.

7.2 Class times are not guaranteed to remain the same throughout enrolment. EDAM may change them before or during the course, particularly when the student changes level or group. Daytime classes may take place in the morning or afternoon according to the school's arrangements. Attendance in a particular time slot does not create a right to retain it for subsequent classes.

7.3 EDAM may reorganise classes for reasons relating to teaching, student numbers, teacher availability or replacement, room capacity or availability, safety, transport, practical constraints or continuity of teaching. The school decides on the necessary adjustments within the purchased package and the agreed essential features, maintaining the course objectives and contractual teaching hours without increasing the price.

7.4 Class times and changes are communicated by email or through the school's communication tools, supplemented where necessary by notices or direct messages. EDAM informs students before a change takes effect where circumstances allow and, in an emergency or unforeseen situation, as soon as possible. No fixed notice period is guaranteed for these adjustments. Students must regularly check information sent by the school.

7.5 Adjustments made in accordance with this section, including changes to class times, groups, rooms or teachers, do not in themselves give rise to a right to cancellation without charge, a refund, postponement or compensation.

7.6 The student must organise personal and work commitments around the school's timetable. Personal preferences or constraints do not entitle the student to retain a particular time slot. Any special arrangement must be expressly accepted by EDAM and recorded in the file or a written confirmation. No amendment fee is charged for adjustments decided by the school.

7.7 If student numbers are insufficient, EDAM may combine classes at compatible levels, change group allocation or propose another suitable teaching arrangement. Any reduction in purchased hours or change to the course's essential features requires agreement. If no classes or accepted equivalent solution can be provided, the cancelled services are dealt with under section 5.6.

7.8 Progression to another level depends on assessment by the teaching team, rather than solely on the length of enrolment or payment. Regular workshops supplement General French and do not replace the corresponding hours required for progression. Where the full 80-hour A1 programme is purchased, both daily sessions form part of core A1 teaching and are not optional workshops.

7.9 To protect students and staff and maintain continuity of teaching, EDAM reserves the right to temporarily replace some or all in-person classes with live online classes. This may occur in particular during demonstrations, strikes, transport disruption or closures, including metro station closures, difficulty accessing the premises, incidents, health risks, decisions by the authorities or other events affecting safety or the school's normal operation. EDAM assesses the need for this measure using the information available and may implement it immediately if required, without obtaining renewed individual consent for each class. The course objectives and teaching hours are maintained without any additional charge; inperson teaching resumes as soon as conditions permit. Practical arrangements and connection details are communicated under section 7.4. Classes actually delivered online in these circumstances remain payable, with no refund, compensation or postponement solely because of this temporary change. Students must arrange suitable equipment and an internet connection and promptly report any objective difficulty; doing so does not suspend enrolment. Hours that EDAM is actually unable to provide are governed by section 5.6.

8 LESSONS ABSENCES AND LEAVE

8.1 To reschedule or cancel a private lesson, the student must write to info@edamparis.com by 5 pm on the preceding business day. For a Monday lesson, the deadline is Friday at 5 pm, subject to public holidays. Cancellation within this period entitles the student to an agreed rescheduling without charge. After the deadline, the reserved lesson remains payable, except where official evidence entitles the student to postponement, a more favourable agreement applies, or the law provides otherwise.

8.2 Classes are delivered in person, subject to the temporary measures in section 7.9. Students may request occasional online attendance, normally within the same notice period as in section 8.1. EDAM decides according to teaching and technical feasibility; a substantiated emergency is considered as soon as possible. Online attendance at the student's request is limited to 20% of the teaching hours purchased for the period, unless otherwise agreed in writing. Online classes organised by EDAM under section 7.9 do not count towards this limit. Approval applies to the identified classes only and does not convert the programme into an online course. Attendance is recorded on the basis of actual participation, rather than merely connecting.

8.3 Students must promptly report any absence or difficulty attending. Group classes delivered normally by the school but not attended are not refunded, replaced or postponed. Circumstances covered, in particular, by sections 5.4 and 5.5 are dealt with under those provisions.

8.4 Students arriving more than ten minutes late may enter at the next break or at the time indicated by the teacher, to avoid disrupting the group. Lateness and absences are recorded. Workshop days selected on enrolment are fixed and cannot be changed at the student's request. Adjustments decided by EDAM are governed by section 7. Students may not freely accumulate additional classes outside their purchased package.

8.5 For long-term Extensif, Intensif and Intensif Plus programmes, four weeks of leave are available for six- or eight- month enrolments, and eight weeks for ten-month enrolments. For weekly enrolments, one week of leave is available for each period of twelve consecutive weeks. Requests must be made at least ten business days in advance and approved in writing, subject to learning progression and availability. Personal leave approved in advance by EDAM pauses the counting of purchased teaching time. The course end date is extended by the length of the approved leave. EDAM confirms the leave dates and revised end date in writing. Leave does not entitle the student to a cash refund; it does not apply to evening, Saturday, à la carte or private courses, and the two calculation methods cannot be combined. No voluntary leave is provided during the full A1 module; circumstances protected by law remain unaffected.

9 PUBLIC HOLIDAYS AND CLOSURES

9.1 Statutory public holidays and annual closures are communicated in the calendar before enrolment. The Christmas closure covers the last two weeks of December on the announced calendar dates; other French school holidays do not, in themselves, entail closure. For long-term Extensif, Intensif and Intensif Plus programmes overlapping the Christmas closure, the two closed weeks do not count towards purchased teaching time and the end date is extended by two weeks. If the course period overlaps only part of this closure, the extension is limited to that part. This closure is separate from personal leave under section 8.5; the same period is counted towards an extension only once. The calendar provided to the student shows the adjusted end date.

9.2 For regular daytime classes booked for no more than one month, where a public holiday affects a scheduled class, EDAM arranges a replacement day and adjusts the end date. For enrolments exceeding one month, public holidays already included in the calendar and contractual hours do not give rise to additional replacement classes. Modules sold for a fixed total number of hours are governed by section 9.3.

9.3 Modules booked for a fixed total number of hours are organised to deliver those hours: full A1 at 80 hours, A1.1 or A1.2 at 40 hours, evening courses at 40 hours and Saturday courses at 36 hours, excluding breaks. EDAM adjusts the actual dates to take public holidays into account. Unexpected closures are governed by sections 5 and 7.

10 ATTENDANCE AND DISCIPLINE

10.1 Students enrolled in Extensif, Intensif and Intensif Plus must maintain attendance of at least 70%. Evening, Saturday, à la carte and private courses follow the rules specific to their package. Certificates reflect attendance and assessments actually recorded; enrolment or attendance does not guarantee achievement of a level, certification or visa.

10.2 A breach of the school rules may result in a warning, suspension or permanent expulsion. Serious or repeated misconduct, including violence, threats, harassment, discrimination, fraud, endangering others or serious disruption of classes, may justify permanent expulsion. Before issuing a reasoned decision, EDAM informs the student of the allegations and allows them to respond under the applicable procedure. Where there is danger or an immediate need, the school may temporarily prohibit access to classes and premises without notice, pending the final decision. Permanent expulsion imposed through the applicable procedure is governed by section 5.8; amounts due for vocational training are calculated under section 16.6. Mandatory legal provisions remain applicable.

11 INSURANCE AND LIABILITY

Each student must check that they have suitable cover for illness, accidents and third-party liability. For minors, supporting documents and the legal representative's contact details must be provided before classes start. The school does not undertake to safeguard personal belongings. This statement does not limit its liability where it is legally responsible, including for a breach of its obligations.

12 IMAGES AND TEACHING MATERIALS

Use of identifiable photographs or videos for communications purposes requires separate, optional consent specifying the media and duration. Refusal does not affect access to classes. For minors, the required consent of their legal representatives is obtained. Consent may be withdrawn by writing to info@edamparis.com, without retrospective effect on previous lawful uses; EDAM stops new uses and processes the request on media under its control. Teaching documents and resource access are for the student's personal use; any distribution or reproduction must comply with the applicable rights. Filming or video recording any part of a class is prohibited, regardless of the device used. This prohibition applies to all courses and workshops, whether group or individual, in person or online, including screen recordings of online classes. General consent to the use of images for communications purposes does not override this prohibition.

13 PERSONAL DATA

EDAM is the controller of data processing required for enrolment, payment, course organisation and learning follow-up. Depending on its purpose, processing is based on pre-contractual steps, the contract, legal obligations or legitimate interests in managing safety and disputes. Marketing communications and use of images require the applicable permissions. Mandatory fields are identified; missing information may prevent enrolment from being processed. A social security number is not routinely requested without an appropriate purpose and legal basis. Access is restricted to authorised staff according to their role and necessary service providers subject to data protection obligations; teaching data is shared with teachers only as needed for learning follow-up. Data is retained during the relationship, after which only the documents needed for statutory retention or the defence of legal rights are archived; accounting records are retained for ten years. Collection forms or their accompanying notice provide information specific to the processing concerned, including data categories, recipients, retention periods or criteria and, where applicable, transfers outside the European Union, safeguards and how to obtain a copy of them. Depending on the circumstances, students may request access, rectification, erasure, restriction or portability of their data, object to processing or withdraw consent. Contact: info@edamparis.com, for the attention of the school management, or the school's postal address. Students may also contact the CNIL at www.cnil.fr. An erasure request does not remove statutory retention obligations.

14 ADMINISTRATIVE COMMUNICATION CHANNELS

Routine course administration requests are sent to info@edamparis.com. Cancellations, course withdrawals, refund requests, statutory withdrawal notices and complaints are sent to direction@edamparis.com or by post to EDAM, 15 rue de l'Arsenal, 75004 Paris, France. Administrative requests are processed Monday to Friday from 9 am to 5 pm, excluding public holidays and announced closures. Deadlines for rescheduling or cancelling lessons are governed by section 8; statutory withdrawal is governed by section 6. Telephone and social media channels are for general information only and cannot be used to complete administrative procedures. Instagram, Facebook, TikTok, YouTube, WhatsApp, WeChat and other networks do not process changes to enrolment, cancellations, postponements, course withdrawals, refunds or complaints. These requests must be sent through the official channels listed above. An informational reply does not constitute administrative processing or approval of a change. Arrangements approved by the school are confirmed through an official written communication.

15 COMPLAINTS MEDIATION AND APPLICABLE LAW

15.1 Complaints must be sent to direction@edamparis.com or by post to EDAM, 15 rue de l'Arsenal, 75004 Paris, France, stating the student's identity, course, facts and supporting evidence. They are handled by the school management.

15.2 Following a prior written complaint that has not led to a satisfactory resolution, a consumer may refer the matter free of charge to the Centre de la Médiation de la Consommation de Conciliateurs de Justice (CM2C), 49 rue de Ponthieu, 75008 Paris, France, by post or at www.cm2c.net. The request must be submitted within one year of the written complaint and meet the admissibility requirements of the French Consumer Code. The parties remain free to accept the proposed solution or take the matter to court.

15.3 The contract is governed by French law, without depriving consumers of the mandatory protections available to them. Disputes fall within the jurisdiction of the competent courts determined under the applicable rules.

16 SPECIAL PROVISIONS FOR VOCATIONAL TRAINING

16.1 Scope and precedence

This section applies to EDAM language courses legally classified as vocational training: individually selffunded training, purchases by businesses or third-party funding. The applicable regime depends on the nature, purpose and funding of the course; this section takes precedence over any conflicting provisions. An ordinary FLE course does not automatically fall under this regime merely because the student works or pays for the course personally. CPF-funded training is governed by section 16.8, and other funding by its mandatory rules.

16.2 Contractual documents and enrolment

Course content, delivery arrangements, price and payment terms are specified in the training contract or agreement and its appendices. For self-funded vocational training, a contract complying with Articles L6353-3 and L6353-4 of the French Labour Code is signed before final enrolment and any payment; the applicable information is provided under Article L6353-8. The course description, quotation, school rules and these terms may be included or referenced as appendices, on paper or in a retainable electronic format. No additional personalised report or document is promised beyond legal obligations or express commitments.

16.3 Delivery and teaching organisation

EDAM organises and adjusts training under section 7 while maintaining the agreed objectives, teaching hours and essential services. Temporary online delivery is governed by section 7.9 and the rules of the funding concerned. EDAM delivers the agreed training without guaranteeing a result, certification, employment, visa or funding.

16.4 Self-funded vocational training

An individual entering into a training contract personally and at their own expense is subject to the specific rules for individual vocational training contracts. They may withdraw within ten days of signing by sending a registered letter with acknowledgement of receipt to EDAM. Where the consumer rules for distance or off-premises contracts apply, the fourteen-calendar-day right to withdraw and the arrangements in section 6 also apply. The total price, payment terms and payment schedule are defined in the signed contract in accordance with the applicable regulations. The trainee pays the amounts under that agreement. A payment schedule does not convert the contract into a subscription freely cancellable by the month or lesson; early termination is governed by section 16.6. The request for early performance under section 6 does not waive the statutory rules governing withdrawal or collection of payments for self-funded vocational training. The full payment before the start required for ordinary FLE courses under section 3.2 does not replace these specific rules.

16.5 Purchases by businesses and third-party funding

A business purchase is paid according to the quotation or agreement; unless otherwise agreed in writing, full payment is due before the course starts. The buyer completes the funding procedures and provides approval of funding before the start. EDAM may withhold confirmation that the course or place is available until funding is confirmed. Unless a written term makes the contract conditional on funding approval, or a failure to obtain funding is attributable to EDAM, refusal, reduction or delay of funding does not release the contractual payer from their obligations. A business's or funder's debt is not transferred to the trainee solely by this provision. Any share borne personally is governed by an individual training contract where required by law. For business customers, late payment incurs penalties from the due date at the most recent applicable European Central Bank refinancing rate plus ten percentage points, together with a fixed recovery charge of EUR 40 per unpaid invoice. Higher recovery costs may be claimed with supporting evidence under the statutory conditions. These business late-payment penalties and charges do not apply to consumers. After formal notice and a reasonable period to remedy the default, EDAM may suspend services or, if a sufficiently serious breach persists, terminate the contract and recover the sums due, in accordance with the rules of the funding concerned.

16.6 Absences cancellation and early termination

Absence does not automatically entitle the trainee to individual replacement classes, postponement or a refund. Private lessons are governed by section 8.1 and ordinary absences by section 8.3. Services not performed are not declared to a funder as training actually delivered. After the withdrawal period, ordinary cancellation before the start gives rise to the contractual cancellation compensation determined under section 5.2, separate from the price of training delivered. Amounts to be returned for undelivered services are settled after offsetting lawful, due and identified compensation, without double charging. After the course starts, withdrawal for personal convenience or permanent expulsion duly imposed for serious or repeated misconduct does not release the trainee from their financial obligations. Services delivered are paid at the contractual price. EDAM may claim contractual cancellation or termination compensation corresponding to the loss suffered, up to the price of the undelivered portion, after deducting costs actually saved and revenue from replacing the student in the same place. There is no double compensation. Such compensation is separate from training fees and is not an expense for training delivered that may be charged to public or pooled funding. Recognised force majeure, legitimate and compelling reasons, illness or accident, and services not performed by EDAM are governed by sections 5.4 to 5.6 and applicable mandatory provisions. Where duly recognised force majeure prevents continuation of self-funded training, only services actually delivered are payable in proportion to the contractual price. A temporary medical impediment may qualify for postponement under section 5.5. Payments collected that are no longer due are returned after taking account of services delivered and lawful compensation. Sections 5.3 and 5.8 on ordinary FLE courses do not deem undelivered vocational training services to have been performed. The administrative fee in section 2.2 is accounted for only within its scope and the limits of this section, without an additional or duplicate charge.

16.7 Trainee participation and training records

The trainee provides accurate information, participates in the agreed training and assessments, certifies actual attendance and cooperates with the procedures required for the training and its funding. Where certification is included, the examination registration and participation rules must be met. EDAM prepares supporting documents from actual records and sends the necessary information to authorised bodies and funders. Enrolment or payment does not guarantee achievement of a level or certification.

16.8 CPF-funded training

Enrolments, payments, statutory withdrawals, cancellations, postponements and financial settlements through Mon Compte Formation follow that platform's applicable rules. These terms concerning teaching organisation, discipline, safety and use of resources apply to the extent that they are compatible. Ordinary FLE cancellation rates, the EUR 400 fee and other charges do not automatically accumulate with the CPF regime and are not invoiced outside the platform's rules.

APPENDIX 1 WITHDRAWAL FORM

Use this form only if you wish to exercise your right to withdraw. For consumer withdrawal under section 6, this form or any other unequivocal statement may be sent. For withdrawal under the French Labour Code as set out in section 16.4, follow the procedure specified in that section. To EDAM, École de Design d'Art et de Management, 15 rue de l'Arsenal, 75004 Paris, France; direction@edamparis.com. I hereby give notice that I withdraw from my contract for the following course:

Course title / contract reference: _____

Date the contract was concluded: _____

Student's first name and surname: _____

Student's address: _____

Email address for the reply: _____

Date: _____

Handwritten or electronic signature: _____