

## GENERAL CONDITIONS OF SALE

### I. - Legal information

The website [www.study-russian-in-russia.com](http://www.study-russian-in-russia.com) is a website providing the promotion and the sale of courses and language study holidays offered by CREF-R of Moscow, Nizhny-Novgorod, and Kiev.

CREF-R Ltd. (ООО «КРЭФ-Р») is an organization under Russian jurisdiction based in Moscow (Russia).

The legal address is: 119061 Moscow, Bolshoy Afanasesvski Pereulok, 41.

The Moscow location's address is : 101000 Moscow, Ulitsa Malaya Lubyanka 16.

Telephone: +7 495 545 4745 (from 10:00 a.m. to 7 p.m., Monday to Friday, Moscow time, UTC+4)

Email: [russe@cref.ru](mailto:russe@cref.ru)

The Chief Executive Officer of the company is Mr. Boris Borisyuk. The Chief Operations Officer is Mr. Fabrice Disdier.

The company is registered under the Fiscal (ИИИ) registration number 7838367433 and under the OGRN (ОГРН) registration number 5067847533133.

**The following General Conditions of Sale are contractually binding. Registration in training programs or courses at CREF assumes the acceptance of the client.**

*Terminology used designates the following:*

- *CREF-R or CREF designates CREF-R Ltd.*
- *'The agent' designates the commercial agents outside of Russia selling CREF's services.*
- *'The client' or 'the student' is designated as all persons who physically or in good faith contact CREF to enquire about or reserve a linguistic study period.*
- *'Linguistic study period': designates the set of services provided by CREF and its partners including invoices from CREF to the client (comprising of courses, living arrangements, and other additional services).*
- *'Group courses': designated as a cycle of lessons held in groups from 2 to 6 students.*
- *'Individual courses': designated as a cycle of one-on-one lessons.*
- *'An hour': designated as an academic hour of 45 minutes.*

- *'Accommodations'* : designated as the service of arranging accommodations and invoiced by CREF, or sub-contracted by a designated commercial partner.
- *'Transfer'*: designated as a transfer by automobile to or from an airport or train station, with a maximum of three people, not including the designated driver. Should the client or student be delayed, waiting time is included in the cost of the transfer, with a maximum of a 60-minute wait-time.
- *'Invitation'*: the necessary document arranged and issued by CREF in order to obtain a visa for official entry into Russia. Depending on the type of visa required, the invitation may be a scanned copy on a letter with CREF's letterhead, or an official invitation issued only through Russian migration services.
- *'Visa'* designates the document allowing official entry into Russia. Depending on the length of stay, it is possible to apply for a tourist visa, a student visa for a short stay, or a student visa for a stay of longer duration. Visas are processed as single-entry visas.
- *'Visa support'*: designates the service provided to the client in order to obtain a visa from the Russian Consulate without the client personally undertaking the application process: the costs of such a service will be billed to the client.
- *'Prices/rates'* : designates CREF's prices/rates for services provided as shown on CREF's website for the period of a course or a linguistic holiday stay.

## **II- Enrollment for linguistic training**

A client may reserve language courses for a group or individually, with or without accommodation, with or without transfers, with or without an accompanying visa. All enrollments include administrative costs, which will vary depending on the duration of the client's enrollment (cf. prices/rates).

Each service is calculated according to current rates and is available on our website (cf. prices/rates).

To estimate the cost of your stay, use our on-line system to calculate the quote which will include chosen options. Or, contact us to provide a quote for you. Or, contact one of our agents (we will provide you with a complete list of our available agents, upon request) who will provide a quote.

To register for a Russian training course with CREF, several options are available:

- To reserve and pay directly on the website [www.study-russian-in-russia.com](http://www.study-russian-in-russia.com) via the reservation and payment system in place.

*If you choose to reserve and pay directly on the website, you may pay for your stay completely at the time of the reservation. The payment may be made via the secure system of payment <<Pay on line>>.*

- Reserve by email or telephone, or in our offices and pay in cash or with a bank transfer (in rubles at the current exchange rate set by the Central Bank of Russia) at CREF's accounting office during operating hours.

*To book your stay, you may contact us by email (russe@cref.ru) or by telephone (+7 495 545 4745). We will prepare a quote for you, and upon its acceptance, issue a bill. To confirm your reservation, you must pay a portion of the fees of no less than 30% of the total sum due. Any bank fees accrued are the responsibility of the client. The balance must be paid upon your arrival at CREF, and only in rubles.*

- Reserve via one of our agents.

*If you would like to find an agent near you, contact us for an up-to-date list of our agents. Commercial conditions may vary between our agents. We encourage our agents to charge the same prices/rates as CREF, but CREF cannot guarantee this practice. The commercial guidelines of our agents may differ. CREF is not responsible for any commercial litigation resulting through the fault of any agent.*

### **III-Cancellation Policy**

In the case of the impossibility of organizing courses on the dates required by the student, CREF is committed to propose an alternate date or an alternative course. Should this alternative solution be inconvenient, CREF is committed to reimburse the fees in its entirety paid by the student. No other compensation other than these fees (indemnity) may be requested.

- In case of the student's cancelation of the language study holiday no later than 30 business days (not including week-ends and Russian national holidays) before the beginning date of the course or study period, CREF will reimburse only the down-payment made toward the holiday minus the costs of registration.
- If the cancelation is made between 29 and 15 business days (not including week-ends and Russian national holidays) before the beginning date of the course or study period, CREF will reimburse only 50% of the down-payment made toward the holiday minus the costs of registration.
- If the cancelation is made less than 15 business days (not including week-ends and Russian national holidays) before the beginning date of the course or study period, or in the case of the student not appearing, CREF will not reimburse any of the down-payments made toward the holiday.

If the cancelation is made for medical reasons or family emergencies (death, sickness, an accident involving the student, a spouse, parent, or child, verified by an official document), CREF will reimburse the fees paid to date, minus administrative costs and a sum equivalent to the fees of one week of the course.

In the case of a student leaving the course before the course's completion, the student's visa will be canceled and the cancelation costs deducted from the amount to be reimbursed. The sums paid by the student for the course(s) to that date will not be reimbursed.

After the beginning of the course(s), any class not attended by the students will not be reimbursed. In case of a justifiable absence, individual classes may be eventually rescheduled during the course of study, depending upon the availability of the teacher and CREF's classrooms: CREF must be alerted to the absence of a student no later than 18:00h the business day before the class.

If a client has been refused entrance into Russia and the invitation has been issued by CREF, the trainee must send a copy of the letter of refusal no later than a week before the first day of the course and the school will reimburse the deposit paid toward the costs of the course and the registration fees. If the refusal is a result of the fault of the client (whether by the submission of false, incomplete, or erroneous information, or incomplete documents), CREF will reimburse the sums according to the usual scale. If the invitation was not issued by CREF, the sums to be reimbursed will be according to the usual scale.

The requests for reimbursement must be made in writing (by letter, fax, or email) only by the client who has ordered the course(s). Upon receiving the request for reimbursement, CREF will send the sums due within 10 business days after receiving the request for reimbursement. The repayment will be transferred in the same method of payment as made by the student or client at the time of registration.

#### **IV-Formalities of entry into Russia, registration and insurance**

After course registration and a deposit of no less than 30% of the total sum due, CREF guarantees the delivery of an invitation permitting the application, processing, and delivery of a Russian visa (a student visa for a short stay or a student visa for a long stay). This invitation may be sent by email in under 5 business days (for holidays less than 30 days) or by express courier within 10 business days after the delivery of the invitation by federal Russian authorities (for visas of longer duration than 30 days).

The waiting time for the delivery of an invitation begins from the time a student has sent CREF the complete, necessary information to begin a file for the application for a visa. The list of documents that must be provided is provided at the student's request upon the confirmation of enrollment.

Note that the normal waiting time for delivery of an invitation varies from 3 business days for a short stay to 20 business days for a longer holiday. In any case, CREF is not responsible for any delays in delivery of the invitation after the receipt of the complete set of required documents: in the same manner, CREF is not responsible in the case of an eventual refusal of the offer of an invitation by the Russian authorities.

Upon receipt of the invitation, the student is solely responsible for the process of obtaining their visa. This may be done by the student contacting the Russian Consulate directly in their place of residence, or by using an agency specializing in this type of service. In France, CREF has signed a partnership with the agency TV-Service, and may include the costs of this service in

the total bill of the student (cf.prices/rates). Other than this agency, in France and in other countries, CREF can recommend reliable partner agencies, although cannot be held responsible for any problem connected to those agencies.

CREF does not assume responsibility for non-delivery or late delivery of an entry visa into Russia. The student must carefully check the list of legal documents to be provided for each type of visa and take great care to present the documents on time to the Russian consular authorities. Certain times of the year are particularly busy, and the student should avoid the delay of the delivery of visas by avoiding the delays announced by the Consulates: CREF cannot be considered responsible in the case of an foreseen delay in the delivery of the visa.

Upon arrival in Russia, the students must present themselves to CREF within 24 hours so that CREF can insure their registration in accordance of the authorities of the city of residence (this procedure is obligatory). CREF will perform this procedure free of cost for all students having received a visa after an invitation has been sent by CREF and having reserved lodging via CREF. In all other cases, registration will be the responsibility of the student, the organization that invited the student, or the organization that the student resides with. In the case of serious or repeated infractions of the laws governing foreigners in Russia and CREF issued the invitation to the student, CREF reserves the right to terminate the holiday of a student, without any demand of compensation allowed or accepted.

The student is personally responsible for the purchase of sufficient travel insurance to cover medical costs or repatriation in the case of sickness or accidents. The student must give CREF all necessary information of such purchased insurance to cover the costs of the student's care, hospitalization, or eventual repatriation. Without this information, and in the case of emergency, CREF will call for the services and establishments of Russian public health.

### **V-Studies**

Courses are given based on the programs established by CREF's pedagogical team and their counterparts at the Russian Ministry of Education. The pedagogical material is chosen by the CREF's pedagogical team according to the level and the specific objectives of the students: the cost of the pedagogical material, except for particular requests, is included in the cost of registration.

The courses are given in CREF's locations in Moscow, Nizhny-Novgorod, or Kiev, by professors with diplomas in RKI (Teaching Russian as a Foreign Language). For each student or group of students, one or more professors are allocated by CREF.

If the course given by the professor is not completely satisfactory to the student, the student should contact CREF's administration and present their complaints and demands. Depending on the case, CREF's administration will demand that the professor revise his courses, or will propose another professor to the student while taking the student's requests into account.

In the case of a professor's absence, CREF is committed to replace a course, or compensate for a course with a different time slot outside the limits of the student's linguistic holiday. If CREF is unable to propose and provide a replacement course, the cost of the unused hours will be reimbursed.

The course timetable will be communicated to the students a week before the start of classes. It may be modified if one of the professors is absent, but in such cases, the students are always notified no less than 12 hours in advance. If a course date falls on a national holiday, the course will be moved to another date within the duration of the holiday.

Outside of the courses, the students may use CREF's facilities for research or to access the Internet via the Wi-Fi network, or use the free-of-charge computers.

When within CREF's premises, the students must respect CREF's rules and regulations, notably in abstaining from smoking, the use of alcohol, disturbing other students and clients by their behavior, or by misusing course time. In the case of repeated infractions of these rules, the student may be temporarily or definitely suspended from the course, without any recourse to reimbursement for the missed hours of course time.

### **VI-Accommodation with a host family**

The students having requested the school to reserve their accommodations with a host family will receive the directions to their hosts' residence (along with an access map) no fewer than 5 days before the beginning of the students' courses, except in the case of late registration. The students must advise their host family of their time of arrival no later than 3 days before the student's arrival. It is advised to also provide a contact telephone number so that their host or the school may contact the student in case of an emergency.

The host families are chosen in partnership with the <<Tsar Voyages>> agency according to a list of requirements (proximity to the Metro, the comfort of the rooms, accessibility to communal sections of the accommodations, etc.). In a case where the host accommodation lacks certain amenities, CREF will propose an alternative of lodging with another host family. In the case of the impossibility of finding a reasonable solution, CREF is committed to reimburse the student for the costs of lodging of the remainder of the student's stay, without legal recourse to any other form of compensation.

During the complete length of their stay, the students must respect the rules and regulations of the host's home, abstain from smoking or from being in a state of inebriation, disturbing the other occupants of their dwelling or their neighbors, etc. Any serious or repetitive infractions of these rules will result in the student's expulsion: CREF will not provide reimbursement for any lost days of accommodation, and will not be responsible for finding an alternative accommodation for the student.

### **Other forms of accommodations**

Other than accommodation with host families, CREF may help the students to find other means of lodging (youth hostels, apartments, or hotels).

The price of youth hostels is indicated on the CREF website. For other accommodations, CREF is able to provide a quote.

These accommodations would be operated directly via CREF but only with a 100% payment upon reservation. The methods of reimbursement are different according to individual establishments; do not hesitate to contact us for more information.

## **Transfers**

CREF can offer a pick-up and transfer service from the airports and trains stations within Moscow. This service is payable according to the prices/rates schedule published on the CREF website; the published price is for a one-way trip, with a maximum of 3 people per car, not including the designated driver.

**This brochure, issued by the school, contains the only conditions that can be referred to in the case of differences between the student and the school. These general conditions are regulated by Russian law and do not affect the rights of the customer according to Russian law.**