

I. Legal notice

HELP IN FRANCE is a French registered company. Siret number : 499 539 344 00014

HELP IN FRANCE can be contacted :

Via its Website (www.help-in-france.co.uk),

By email (infos@help-in-france.co.uk or help.in.france@orange.fr),

By post (Help in France, 4 Impasse de la Sarriette, 31170 Tournefeuille)

or by phone (+33 (0)5 61 49 15 05).

II. Terms of use of Help in France Assistance Services

HELP IN FRANCE has been created to assist British and/or English-speaking people with the problems they face when moving to or living in France.

Our services are described on the Help in France website :

<http://www.help-in-france.co.uk/services.html>

HELP IN FRANCE aims to solve its customers' individual problems in individual ways and answers demands by phone, email, post or in person.

When communicating with clients by email, these agree that all agreements, notices, disclosures and other communication that HELP IN FRANCE provides to them electronically satisfy any legal requirement that such communications be in writing.

All information provided by HELP IN FRANCE is believed to be correct at the moment and is provided in good faith but it is based on information obtained from third parties. Therefore, HELP IN FRANCE may not be held liable for any errors or omissions, or for any results that may be obtained by using this information. This information does not constitute professional or legal advice.

Although HELP IN FRANCE has made every effort to ensure the reliability of the services providers and specialists it refers its customers to, HELP IN FRANCE may not be held liable for the quality of their products or services, or the information they provide its customers with. HELP IN FRANCE decline all responsibility for loss or damage caused by them.

CHARGES

We do not charge for initial e-mails or phone calls or for quick answers to your questions.

We charge a minimum of **€ 25 (twenty-five euros)** (VAT exempt)* to put you in touch with a third party if not listed on our site or in our database.

If the information you require takes us time to research, if we need to make phone calls, send letters, translate, investigate or negotiate for you, we will charge an hourly rate of **€ 50 (fifty euros)** (VAT exempt, French Tax General Code, article 293 B).

We are completely transparent with cost and show you our prices online. We treat each client as an individual with individual needs. Our aim is to provide an efficient and friendly service.

We will require a deposit of 50 Euros before commencing work on you behalf.

Time accounting

We keep an account of time spent and attach it to your invoice. All time spent on your behalf is counted, whether it is for phone calls or e-mails to you or others, analyzing, interpreting documents, giving you advice or researching information, services, products, etc.. for you. We will not count time spent for elaborating quotations and explaining our services or time spent for invoicing and other internal administration.

Communication costs

We do not charge for minor costs like postage or phone calls.

Travel

Should you need us to travel to accompany you and help you in person, then travelling time will be charged: 0.30 euro per km plus road tolls and parking fees at cost plus 15 euros per hour for travelling time.

Help Line

Charges for subscription to our 'Help line' are 75 euros per month.

Subscribers can call HELP IN FRANCE Monday to Friday, from 8:30 am to 6:00 pm and 24 hours a day, 7 days a week in case of emergency.

This service is for quick translation and quick answers only.

Translation/Correction of commercial documents and websites

Conception of website from 299 euros

Website translation : 40 euros/hour

Translation of commercial documents : 0,12 €/word (i.e 30 € for a 250 words page)

Minimum fees : 30 €

Corrections : 0,05 €/word

PAYMENT OF CHARGES

All payments are made in Euros :

Payment by cheque made out to Nadege Pages and sent to :

HELP IN FRANCE

4,Impasse de la Sarriette

31170 Tournefeuille

Or by credit card through PayPal.

Please go to : <http://www.help-in-france.co.uk/fees.html>

Click on the PayPal button and follow the instructions.

All invoices must be settled within 30 days, If not, an interest charge will accrue on the unpaid amount at the rate of one and a half legal interest after a recorded delivery letter has been sent (law n° 92-1442 du 31.12.92)

We may change the rates and prices at any time without notice. Any such change will take effect at the time of publishing unless otherwise indicated. Before We undertake a commission from You, we will ask you to confirm that you accept the rates and the Terms and Conditions.

III. Terms of use of Help in France Host Family Services

HELP IN FRANCE provides an introduction service to British (and English speaking) HOSTS and Teachers of English who wish to host French students with a view to help them improve their command of the English language.

2.1.1. Définitions

- "STUDENT" refers to a client (or group of clients or parents in the case of a child under 18) who have asked HELP IN FRANCE to find a Host Family or Teacher (or both) in order to improve their command of the English language.

- "HOST" or « HOST FAMILY » refers to British (or English speaking) families who have agreed to host students to help them improve their English. The Host Family is defined as one or two persons with or without children.

- "TEACHER" refers to qualified and/or experienced Teachers of English. The Teacher can be an individual or an institution (i.e. « school ») providing English lessons.

2.1.2. Use of HELP IN FRANCE Services

The HOSTS guarantee that the information communicated by them is accurate and truthful. They agree to inform HELP IN FRANCE immediately of any modification to the information provided at the time of registration (or when sending their host family form).

2.1.3. Obligations of HELP IN FRANCE & HOSTS

2.1.3.1. Obligations of HELP IN FRANCE

HELP IN FRANCE provides an introduction service to British (and English speaking) HOSTS and Teachers of English who wish to host French students with or without providing English lessons.

HELP IN FRANCE cannot be held responsible for students' travel or for what happens during their stay. The service offered by HELP IN FRANCE is strictly limited to introducing Host Families and Teachers to students.

HELP IN FRANCE cannot be held responsible if the Student or the Host are not happy with the ongoing progress of the stay. We recommend that the student writes, phones or otherwise communicates with their host as much as possible prior to their stay. We do our utmost to ensure that our host families meet the HELP IN FRANCE criteria.

All the British HOSTS registered with HELP IN FRANCE have been recommended by friends and/or interviewed by us.

2.1.3.2. Obligations of HOSTS

The Host is obliged to conform to the clauses of these general terms and conditions. He confirms that he has read the document « Being a host family » and agrees on its terms.

The Host's fundamental obligations are :

- *To provide and communicate only exact and truthful information*

- *To supply accurate information, photos and diplomas. The host takes sole responsibility for the consequences of divulging information about himself, which is communicated at his own initiative.*

- To inform *HELP IN FRANCE* immediately of any change in the information provided.
- Not to organise any stay with persons referred by the Student or his family. Any demand for a stay should be obligatorily transmitted to *HELP IN FRANCE*.

2.1.4. Fees, Payment terms, refunds & penalties

HELP IN FRANCE charges the student an introduction fee but does not charge a commission to the *HOST* to refer French students.

The Host charges a fee to the student in exchange for food, lodging and general conversation in English. Additional fees are charged by Teachers of English for the lessons they provide. Both charges will be paid by the Student prior to his stay or as agreed with the Host.

If the Host cancels the stay for any reason not founded, *HELP IN FRANCE* will find a replacement family. The introduction fees will be fully reimbursed to the student if *HELP IN FRANCE* cannot find another family. The Host will have to pay the contribution to expenses for finding another family, fixed at 150 euros.

2.1.5. Responsibility and Guarantee

HELP IN FRANCE cannot be held responsible for anything that happens during the student's travel or during the stay as the *HELP IN FRANCE* service is restricted to introducing English Families (and Teachers) to STUDENTS. *HELP IN FRANCE* is committed to finding serious and trustworthy families. *HELP IN FRANCE* does its utmost to verify the information provided by the British (or English speaking) Family.

HELP IN FRANCE recommends that each student takes out travel insurance at their own expense, is covered by a responsabilité civile and an extra-scholar activities insurances and is in possession of a carte européenne de sécurité sociale if going abroad.

2.1.6. Agreement between the *HOST* and *HELP IN FRANCE*

These general terms and conditions as well as the page of the *HELP IN FRANCE* website to which they refer constitute a binding contract between the Host families/Teachers and *HELP IN FRANCE*.

III. Terms and conditions of access and use of website www.help-in-france.co.uk

*This website is a property of HELP IN FRANCE. 4 Impasse de la Sarriette, 31170 Tournefeuille, Registration number. 499 539 344 00014
Website hosting by Streamline.*

By entering and using this web site, you implicitly agree to these Terms and conditions:

Disclaimer

Our goal is to keep all information on this website as complete, accurate and up to date as possible. However, HELP IN FRANCE may not be held liable for any errors or omissions, or for any results that may be obtained by using these information.

The information published on this website is of a general nature only and has not been designed to meet any individual needs. It therefore does not constitute professional or legal advice.

HELP IN FRANCE cannot guarantee that information from external sources contained on this site is reliable or up to date. Although we have made every effort to ensure the reliability of the services providers and specialists listed on this website, we may not be held liable for the quality of their products or services, or the information about fees presented by them. We decline all responsibility for loss or damage caused by them.

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IV. JURISDICTION AND APPLICABLE LAW

Any dispute arising from the use of this website shall be brought before the respective court in France and shall be governed by and analysed according to French legislation.