
Student Terms and Policies

FrenchWise Academy

1. About FrenchWise Academy

FrenchWise Academy provides live online French classes with a focus on TEF Canada and TCF Canada preparation for Canadian PR goals. We do not provide immigration legal advice or guarantee exam or immigration outcomes.

For enrollment, policy questions and refunds: info@frenchwiseacademy.com.

2. Eligibility and enrollment

Enrollment is for adults only. You must be of legal age to enter into the enrollment agreement where you live. FWA does not offer enrollment to minors.

Contact FWA before payment. We confirm your plan, monthly period, class dates, time zone and first scheduled paid class, then issue an invoice. Review that invoice and these terms before sending payment. Payment constitutes acceptance of the terms supplied for that enrollment period.

3. Class allocations and schedules

Each class lasts one hour. Monthly allocations are fixed at 20 group classes, 12 Individual classes or 20 Individual Fast-Track classes. Holidays and five-week months do not change these allocations. FWA confirms the class dates, time zone and paid period with you before issuing an invoice.

Group Session: CAD 249 per month for 20 classes, with a maximum of four students. Individual: CAD 299 per month for 12 private classes, normally three days per week on the agreed schedule. Individual Fast-Track: CAD 449 per month for 20 private classes, normally five days per week on the agreed schedule.

The agreed monthly dates determine how the allocation fits around holidays and longer calendar months. Group classes follow the agreed batch schedule.

4. Fees, payment and renewal

CAD 249, CAD 299 and CAD 449 are the final regular monthly academy fees; no additional tax is added to the invoice. Any fee charged independently by your bank or transfer provider is separate from the academy fee.

Payment is accepted by Interac e-Transfer or bank transfer using the instructions in your FWA invoice. Use the invoice reference when paying. Confirm any unclear payment instructions with FWA before transferring money.

Enrollment is month to month. FWA sends the next invoice at least one week before payment is due. Pay by the due date to continue; unpaid classes may be placed on hold. The website does not automatically debit your account.

A fee change does not alter an already paid monthly period. Any change proposed for a future enrollment or renewal will be communicated before payment is due.

5. Welcome and referral discounts

New students receive 10% off the first month: Group CAD 224.10; Individual CAD 269.10; Individual Fast-Track CAD 404.10. Later months use the regular monthly fee before any eligible referral discount.

Each successful referral earns the referring student a 10% discount credit after the referred student enrolls and completes payment. Credits apply from the next billing cycle. Up to two credits can be used on one bill, for a maximum referral discount of 20%. Additional credits carry forward to later billing periods. Discounts are not redeemable for cash.

The welcome discount cannot be combined with other promotional offers unless FWA expressly confirms otherwise.

6. Cancellation and refunds

For each paid monthly period, including renewals, you may cancel and request a full refund before the first scheduled paid class of that period begins. Once that class starts, the fees for that period are non-refundable. Exceptional requests may be considered at the academy's discretion.

Email your cancellation or refund request to info@frenchwiseacademy.com. Personal, professional or travel-related discontinuation after the period starts does not itself create a refund entitlement. Nothing in these terms limits rights that applicable law does not allow to be waived.

7. Rescheduling, lateness and absence

Request rescheduling at least 24 hours before class. Where possible, a replacement class will take place within the same paid monthly period, subject to trainer and batch availability. Requests made with less than 24 hours' notice are considered case by case; rescheduling is not guaranteed. An individual request cannot override the agreed group schedule.

Missing a scheduled class without informing the trainer counts as a completed class and will not normally be rescheduled or refunded. Arriving late does not extend the scheduled end time. Tell FWA or your trainer about illness, travel or an extended absence as early as possible. Where applicable, an extension of up to one week after monthly completion may be arranged to finish remaining classes, subject to communication and availability; this is not an automatic credit or refund.

8. Recordings and course materials

Where applicable, recordings are shared through Google Drive on the same day, subject to successful recording and technical availability. Access lasts for 30 days from sharing. Recordings are learning aids, not a substitute for attendance, and must not be redistributed.

Recordings may include participants' voices, images, displayed names and class contributions. Read the [Privacy Policy](#) and raise any recording or privacy concerns with FWA before your class.

Course materials and recordings are supplied for personal educational use. Do not redistribute, sell or share them without permission. Ownership remains with FWA or the relevant author or licensor. Respect the privacy and personal information of other participants.

9. Learning environment and technical problems

Provide a stable internet connection, a suitable device, a working microphone and a suitable learning environment. Use a camera where possible. Tell your trainer promptly about technical problems.

Student-side technical problems generally do not qualify for an extra class or refund. If a problem is on the academy's side, FWA will arrange a reasonable remedy or alternative.

10. Conduct and trainer availability

Treat instructors and other students respectfully. Serious or repeated misconduct may lead to suspension or discontinuation of classes. Do not disclose another student's personal information.

If the trainer is unavailable, FWA will make reasonable arrangements to reschedule the affected class. Communicate schedule changes, absences and concerns to the academy or trainer as early as possible.

11. Learning and exam expectations

Learning timelines are estimates based on your starting level, target, attendance, independent practice and progress. No course guarantees a completion date or a particular exam score. Mock exams are included without a fixed guaranteed number.

FWA provides language education, not immigration representation or legal advice. A course or language result does not guarantee an invitation, visa or permanent residence. Consult official authorities or an appropriately authorized professional for immigration decisions.

12. Policy updates

FWA will communicate changes that apply to future enrollments or renewal periods. Changes do not retrospectively replace the terms of an already paid period. The invoice and agreed schedule identify the course allocation and period you are purchasing.