

Reasons accepted for DEFLE reimbursement requests

The following are possible reasons for refund requests:

For daytime FLE courses:

- Visa refusal
- Serious health problem (medical justification implying inability to attend classes)
- Family reasons requiring a change of residence (proof of relocation outside the Bordeaux metropolitan area)
- Acceptance into another university or non-university program (excluding FLE, with proof)
- Death (refund to the family proportional to the number of weeks of instruction not attended)

For FLE evening classes:

- Schedule conflict (for ERASMUS exchange students)
- Serious health issue (medical justification proving inability to attend classes)
- Family reasons requiring a change of residence (proof of relocation outside the Bordeaux metropolitan area)
- Acceptance into another university or non-university program (excluding FLE with proof)
- Death (refund to the family proportional to the number of weeks of instruction not attended)
- Determination of illiteracy after the placement test (for asylum seekers and refugees)

These conditions are only acceptable if the student has not started classes (except in the case of death); no refund will be given if administrative registration has been completed.

Beyond 15 days after the start of classes, refund requests will no longer be accepted, except in exceptional cases subject to review by an ad hoc committee composed of the CLEFF management, the management of the two CLEFF departments, and the CLEFF administrative and financial manager.