Refund & Postponement Policy

At Alliance Française de Dar es Salaam, we strive to provide high-quality language learning experiences. To ensure the smooth operation of our courses and effective planning for our students and teachers, we have a strict no-refund policy once payment has been made.

No Refunds

Once a student has paid for a course, refunds will not be issued under any circumstances, including but not limited to unforeseen personal or professional reasons, scheduling conflicts, or other changes in availability.

Course Transfers & Postponement

While refunds are not available, students may exceptionally request to postpone their enrollment to a future session, subject to availability and approval.

Any postponement request must:

- be submitted **by email**;
- be made **within 15 days of the start of the session**

Once a student has attended a class, postponement to a future session will no longer be possible.

Postponement requests are considered on an exceptional basis and are not automatically granted. Any approved postponement is subject to the availability of an appropriate future session.

Requests to transfer to an alternative class time within the same session may also be considered, subject to availability and approval.

Policy Transparency

This policy applies to all courses and is in place to maintain the integrity of our scheduling and resources, as well as to ensure fair and consistent treatment of all students. We encourage students to carefully review their availability before enrolling.

For any further inquiries, please contact our team at info@afdar.com or visit our office.

Thank you for your understanding and cooperation.