



Your Franceformation Policies & Client Agreement

Your Franceformation is a unique blend of different areas of support from the Franceformation team. We offer different levels of service to clients with different needs and various budgets, from target materials that aim to provide the most information and impact for you to navigate your own Franceformation with our support, through customized services that support you from your initial visa application through getting established in your new life in France. We are excited to work with you as partners and guides throughout your Franceformation journey.

Our services can include the following elements at different points in your relocation process:

- ★ **Business coaching:** If you are starting a business in France, we work with you to ensure your business idea is financially viable, you're able to run that business in France, and that the business is described in a way that enables you to get the right visa.
- ★ **Visa application preparation:** we offer a variety of different options for assisting with the visa process, based on the visa type and the level of support you'd like to have, from reviewing applications you've done yourself to ensure they're done properly, to full-service visa application creation packages.
- ★ **French administrative support:** helping you to complete essential French administrative tasks by guiding you in what you need to do, assisting with making appointments and filing important documents, and informing you about your rights and obligations while dealing with French administrations.
- ★ **Community support:** Developing resources that will be useful throughout your time in France, hosting group events like Q&As that can introduce you to others going through the same process, and pointing you to resources in the Americans in France / English speakers in France communities that may be able to support you further.
- ★ **Francesplaining:** explaining how things in France work differently from what you may be used to, so you feel confident navigating different administrative processes, without worrying about missing something, not understanding something, or doing something "wrong."



Our goal is to educate you on the different aspects of moving to France through providing informative resources, assembling your visa application, introducing you to other professionals who can assist with various aspects of your relocation which go beyond our areas of expertise (tax consultants, international estate planning experts), and generally facilitating your relocation to France. All information contained in our materials is accurate to the best of our knowledge at the time of publication, however, best practices and policies can vary across the French consulates in different countries & prefectures within France, and can shift rapidly.

If any issues arise as a result of inaccurate information provided by Your Franceformation, we will, in the first instance, look to rectify the situation as quickly as possible, however, Your Franceformation cannot be held legally responsible for any unforeseen changes, delays in processing, or changes in requirements that affect your application or relocation.

Track Record & Guarantee

Our testimonials and case studies are 100% genuine and we have a long track record of successfully assisting clients with relocation, which dates back to 2014.

However, hundreds of thousands of visa applications are submitted for each of the French visa types each year, at consulates around the world. A small percentage of those are accepted and result in a relocation to France. Similarly, thousands of people start out with a dream of moving to France, and some don't follow through with the process.

While we are intimately familiar with the visa requirements and our track record for successfully getting visas for our clients is excellent, we cannot guarantee you will get the visa type you request or get a visa at all.

Since Allison Lounes has begun assisting clients with visa applications (in 2014), her clients have only been rejected in just a handful of cases: one who used the Complete French Business Incubator but did not have sufficient cash in the bank to cover her relocation expenses (which is why we're super up-front about the financial



requirement in all of our documentation), one who did not have sufficient proof of contracts and connections in France (which is why that's one of the first things we work on during our time together), and one artist during COVID-19 restrictions who did not have a sufficient "imperative motive" to travel to France during the lockdown. We work with you starting with the free Clarity Call before you engage our services, to ensure you are a good candidate for a visa and have selected the right visa type for your situation, to prevent easily avoidable rejections.

We offer a free initial consultation partly to ensure we feel equipped to help you execute your relocation to France successfully. We aim to take on projects which we feel have a high chance of success, with clients who have a high level of commitment to making their move to France a reality, and with whom we feel we can collaborate well together.

Once we have decided to begin working together on your relocation, our work will be governed by the policies and guidelines in this document, as well as the services we agree to in your Client Proposal.

Services Summary & Personalized Franceformation Timeline

During our introductory Franceformation Orientation call, we will outline a rough timeline together for your visa application and departure date based on when you would like to arrive in France. Following the initial call, you will receive a Client Calendar with an outline of the services we will be providing as well as approximate dates for each step and the documents and information we will need from you to complete each step.

The reference date in this document will be the approximate Visa Application Date, which will designate the week we anticipate you being able to go for your appointment to submit your French visa application at your local VFS Global / TLS Contact center or French consulate.

For regular (not rushed) visa application services, this Visa Application Appointment Date should be approximately:



- 12 weeks after our Orientation Session for Business Visa types
- 4 weeks after our Orientation Session for Visitor
- 4 weeks after our Orientation Session for Family visa types (if you have a livret de famille)
- 12 weeks after our Orientation Session for family visa types if you do not yet have a livret de famille

If you would like to apply for your visa sooner than that, rush fees will apply. The dates provided in this document are

The done-for-you Franceformation service packages are divided into three phases:

Phase 1 : Information Gathering & Planning

In this phase, you provide information about yourself, and your business and meet with Franceformation team members to discuss your goals and plans. In this phase, the timeline for your visa application and move are developed more thoroughly, and we meet regularly in accordance with the structure of your package, outlined in your Client Calendar, to ensure we have all of the information we need from you. If your vision is strong, your business is relatively well thought-out and developed and your planned move is imminent, this phase can be relatively short, depending on our availability for virtual meetings / calls on Zoom.

Your Client Timeline will outline the meetings you should schedule with the Franceformation Team and which topics you should be prepared to discuss during each call.

If your business idea is more complex or it takes a bit longer to develop a viable plan with supporting documents, we may extend this phase a bit. Generally, this phase should take between 6-8 weeks, up to a maximum of 12 weeks.

Phase 2A : Visa Application Creation & Delivery

In our Business Visa Concierge packages: Once we have gathered the necessary information for your visa application (and business / project plan, if applicable to



your package), we will begin working on the visa application and work towards the deadline established in your Client Timeline. This stage should take approximately 4 weeks for business visa applications and 2 weeks for other visa types.

We will aim to provide your final visa package no later than 7 calendar days before your visa appointment, to ensure you can review the materials, make any final changes, and have a final pre-appointment meeting with the Franceformation Team before your visa application submission appointment. Your review call with us should be at least 2 business days before your appointment so we have time to make any last minute corrections or changes before the appointment.

You will have to have access to a printer or printing service to ensure all final documents are printed out prior to your appointment.

Please review the relevant policy for scheduling your visa appointment to ensure we have enough time to prepare the documents and leave a review buffer prior to your appointment. If you schedule your visa appointment earlier than agreed, you may not have enough time to review your final documents and have a review appointment prior to your visa appointment.

In our DIY and Guided Journey packages: You will use the information and notes from our coaching process to assemble your own visa applications, business or project plan(s) and the other relevant documents. When you have completed all the relevant documents you will submit them to us and schedule your review calls. Please submit all documents to us via one email.

You can share documents as a .zip, doc, or pdf files via email, or as a Dropbox or Google Drive folder to the welcometo@yourfranceformation.com email address. Please send all of your documents at one time at least 72 hours prior to your review appointment, or by 5 PM CEST on the Thursday prior if your final review appointment with Your Franceformation is on a Monday. Note that if you do not send your documents with enough time for us to review them prior to your scheduled call, we may have to cancel or reschedule your call to a later date based on our availability.



Scheduling VFS or Visa Application Appointments

Visa application appointments are handled by VFS Global in the United States and Canada (and in many other countries around the world), and by TLS Services in the UK. Applications are handled directly by French consulates in some other countries. You will have to go in-person, accompanied by each family member applying for a visa, to the visa center most convenient to you, to submit your applications.

You are not required to go to the visa application center for your consular jurisdiction, but you are required to submit your visa application in a country for which you have a residency permit or citizenship. You are also required to go to the visa application center to which we have electronically submitted your initial long stay visa application form. Each person in your group will need an appointment, including minors. If you have a larger group, you may have to book some applicants separately, but you can all enter at the beginning of the first appointment time.

Each visa application center has its own appointment schedule and releases available appointments on their own timetable. Many centers follow a schedule of releasing appointments on the 1st of the month for the 15th-31st of the month, and releasing a second set of appointments around the 15th of the month for the 1st-15th of the following month. However, this schedule and the center's opening hours can change frequently based on staffing and appointment volume. Certain times of the year (especially the summer!) are very busy, and you should anticipate difficulty finding an open appointment time for your party and potentially struggling to get the appointment date you prefer.

While Your Franceformation team members regularly check the visa appointment schedule and can advise you of likely availability of new appointments and appointment release dates, we are not responsible for individual visa centers' availability, and we cannot be responsible for ensuring you can schedule an appointment on your preferred date or at your preferred location.

Within France, you are required to go to a specific prefecture for your region based on your location and primary residence. Each individual prefecture has its own booking system: some will assign you an appointment, while others will allow you to



log into their system to take the first available appointment that suits you. We have no control over when appointments will become available in each location.

Expedited Applications

It is not possible to pay additional fees to VFS/TLS, the French consulate, or the prefecture for expedited processing of your application or for earlier appointment dates.

Unfortunately, it is also not possible to track your application. You will get notified by email if there is any additional information required, and you will receive a notification when your application has been processed and your passport is being returned to you. You will not know the result until you have received your passport back.

Phase 2B : Additional Document Submissions, Revision and Resubmission

We provide complete visa applications and review the list of required documents with you prior to the appointment to maximize the chances of your visa application being processed promptly and without additional communication or documentation needed. The majority of our clients have their visa applications approved upon the first submission and with no additional document requests.

Additional Information Requests

Sometimes the consulate requests additional documentation while processing your visa application. These requests will be sent to the email address associated with your France-Visas account and listed on your visa application. Typically, they will be sent within 7 calendar days of receiving your application, and you will have 7 days to provide the additional information in a formal response. You should send all of the documents as attachments in a reply to the email address which initially sent the request.

It is your responsibility to review the email account associated with your visa application, including spam, regularly after submission of your visa application, and to forward any requests for additional information to us as quickly as possible, so we



can assist you in responding. If you have a gmail account forwarding to us, we will also monitor incoming emails and notify you promptly of any information requests.

Biometrics Issues

In some cases, certain VFS Global Centers have had issues with accurately recording biometric information, and visa applicants have had to return to the VFS Global office to resubmit their fingerprints. In this case, we must complete a new France-Visas Application online, submit it to the appropriate visa center, and you must return to the same center to have your fingerprints redone at no charge to you. Unfortunately you may incur additional travel expenses in this case.

Phase 3 : Arrival in France

Phase 3 of Your Franceformation typically begins 30 days after your visa appointment and includes all of the services from your proposal that will be completed with you upon arrival in France. These services necessarily require you to obtain your visa or carte de sejour, and if you do not, Your Franceformation cannot complete these services for you. Therefore, if we cannot complete these services due to your application being rejected, we may refund the part of our fees which correspond to Phase 3 in accordance with our Refund Policy, outlined later in this document.

Guarantee & Refunds

Once you engage Your Franceformation's services, payment is due in full for the package you select, including all elements which normally take place after your arrival in France (Phase 3). If you have chosen a payment plan, payment is due on the established timeline. We do not offer refunds for full packages or visa application services under any circumstances.

While we do our best to ensure you meet the requirements for your visa application type and submit all appropriate documentation to successfully receive your visa, the reality is that the result is beyond our control, and we cannot guarantee your application will be accepted by the French consulate or that you will receive the visa for which you apply. If your application is rejected, we will revise and resubmit the



application one time at no additional charge to you within 6 months of your initial visa application.

If you refuse our offer to revise and resubmit a visa application within 1 year for the same or a similar visa type, we do not provide refunds. We do, however, remain engaged to provide the remaining services (including any services like health insurance registration or driver's license exchange scheduled to occur after your arrival in France) within 1 calendar year of your client start date, if you arrive in France with another visa.

Because you gain access to our online programs, courses, Q&As, and scheduling immediately upon payment, we are not required under French law to offer you a 14 day "delai de retraction" which applies to some online purchases.

Payment Methods

Your Franceformation is a French company and issues invoices in Euros.

Payments are accepted by credit/debit card through Stripe, by bank (SEPA) transfer, or through a bank service such as Wise (formerly TransferWise) or Currencies Direct. If you are paying via a non-EU bank's wire transfer system, please ensure the amount set to arrive in the destination account is the full amount of the invoice. If the full amount is not received, an additional invoice for the outstanding amount will be issued and must be paid in full before final documents are provided.

We provide our full business registration details and bank information on our invoices in compliance with French law.

Payment Plans

For services priced under €2,000 Hors Taxes (before taxes), all payments are to be made in full and receive no discount. Visa application review calls will not be provided until payment has been made in full.

For services priced at or above €2,000 HT, the following terms apply: Payment plans include a small percentage administrative fee.



Late Payments

After 30 days, late payments are subject to a late payment fee of €40, and interest will start accumulating at the legal interest rate (taux d'intérêt légal) set by the French government.

Final documents will not be provided while payments are pending. After 90 days of nonpayment, an invoice for the complete outstanding balance will be sent to a European or international collections agency, and their fees will be applied.

Payment Disputes, Chargebacks & Refused Payments

Credit card disputes and chargebacks are subject to a late payment fee of €40, and interest will start accumulating at the legal interest rate (taux d'intérêt légal) set by the French government, beginning on the original date of payment. Amounts unpaid will be forwarded to a collections agency in your country of residence after 90 days.

TVA

As the majority of our clients are located outside of France, all of our prices are quoted Hors Taxes, before tax.

Clients residing outside of the EU do not pay TVA (taxe sur la valeur ajoutée) // VAT (Value Added Tax) of 20% and will pay the quoted prices for all products and services.

Clients residing in France or the EU pay TVA of 20% on Your Franceformation's services. This is applicable for clients whose residence is France and/or whose billing address is located within the EU.

Professional clients using our services in the context of setting up a business may be able to deduct the cost of certain services as a business expense and claim back TVA. You should check with your certified accountant to confirm whether this is a possibility for you.



Your Franceformation Business Hours

Your Franceformation is a France-based company operating in Central European Standard Time (CEST). We are a remote-only team working with clients all over the world and are very understanding of time zone differences.

Our normal business hours are Monday, Tuesday, Thursday, and Friday, 9:00 to 18:00 CEST, with a break for lunch. On Wednesday, we typically take client appointments in the morning from 9:00 - 12:30 CEST (Central European Standard Time).

Our appointment scheduler defaults to showing appointment times in your own timezone. You can check the time difference between you and France on the website <http://time.is>

We usually do not take client appointments on Fridays.

When we offer live Q&A calls or free webinars, they are typically scheduled for a weekday night at 19:00 CEST.

In the summer, we may offer consultations or webinars on US time zone hours.

Your Franceformation Vacations, Reduced Hours, & Closures

Your Franceformation is a France-based company and our team members appreciate the work-life balance France offers. As such, each member of the Franceformation team takes at least a couple weeks of vacation at various points in July and August, and we are completely closed for the last 2 weeks of the year.

We also close to the public for certain French long weekends and holidays (jours ferries). French administrations, including VFS offices & French consulates abroad, are also typically closed on those days.

In the event that your visa or prefecture appointment is going to occur when your file manager is on vacation, we will make arrangements to schedule your



pre-appointment review call prior to your appointment, and to have a team member check in with you on your appointment day to ensure things go smoothly.

If you have pending time-sensitive tasks for us to complete, we'll make sure it's covered before our vacation. If something urgent arises (e.g. the consulate requests an additional document, with a short deadline), our available team members will ensure it gets handled.

Client Vacations

Please let us know when you will be traveling as well, so we know when you may be unavailable or take longer to respond, and so our Project Holds policy doesn't come into play.

Call Scheduling

Calls with Your Franceformation team members are by appointment only and scheduled at least 24 hours in advance, using one of the links provided to you. In exceptional circumstances, we may contact you by email while we are working on your file to try to arrange a quick chat on the same day or the following day to clarify a point.

Communication Platforms

Client Appointments

Consultation calls with clients are hosted on the platform Zoom, and recorded so we can refer to them later. The Franceformation team member you're meeting with will open up the Zoom meeting at the appointed time, and you will have to connect to Zoom in one of the following ways.

Zoom is an app available for free for desktop, tablet, and smartphone. You can download Zoom here: <https://zoom.us/download>

The zoom link for your call is provided in the email confirmation and in the reminder email. For all calls with Allison, you can connect using the link here: <https://us02web.zoom.us/j/8584298858?pwd=KytEVndxcldUMXVtaUtpNWWhSMIE3Zz09>



Or, open up the Zoom application, click "Join Call" and use the following login details:

Meeting ID: **858-429-8858**

Password: **franceform**

We try to schedule in a short buffer between calls to avoid running over.

If you would prefer to call into Zoom via a local number, you can find your number here: <https://us02web.zoom.us/j/8584298858>

You can then dial in at the appropriate time using the following login details:

Meeting ID: 858 429 8858

Passcode: 080824

Email Communication

Communication outside of live sessions & calls should be directed via email only to welcometo@yourfranceformation.com. This enables our entire team to review any requests and to respond promptly. Please do not send messages on other platforms or tag us on social media inquiring if we have received your email.

Our "clients@yourfranceformation.com" email is dedicated to receiving emails forwarded from our clients' dedicated Franceformation emails as well as quotes from places like insurance companies and official communications from prefectures and consulates on behalf of our clients. ***Please do not send emails to this address.***

While every email request and question is important to us, we get a LOT of email. We triage and prioritize our most important client-related emails in the following ways:

- Clients going to a visa/prefecture appointment and/or doing some important administrative task *that day*
- Responses to official requests for documentation from the consulates and prefectures.
- Clients with imminent visa or prefecture appointments
- Questions about current tasks pre-scheduled on our calendar from our clients' Personal Franceformation Timelines.



- Our requests to our clients for additional information or documentation
- Other less-urgent status updates, requests for advice or information, and other topics.

Our team reads and responds to email daily based on the projects we work on that day and their urgency. Be assured that we are reading your emails, even if we don't respond on the same day. For less urgent requests and questions that the team can't answer immediately or needs to research, any emails received after 3 PM on Friday will be answered by close of business the following Friday.

We cannot enter into lengthy written explanations of different procedures or how things work in France, and for this reason, none of our packages include unlimited email support. For French admin questions, please first see if we have any videos on them in our Client Orientation or in Fast Track to France. If not, we'll happily respond to them at the next Client Q&A or during your next call.

Social Media

While we love engaging with you on social media, many of our posts are automated, and it is not a channel of official communication. The comments and messages are not necessarily read by Allison. Please do not send us messages on social media about the status of your file, or any requests for appointments or for work on your file, because they will likely get read outside of business hours and then not translated to our to-do list during work hours. Instead, please send your requests and questions by email and we will reply during business hours.

In Person

Our team is 100% remote, and unless you have hired us to accompany you to the prefecture for a visa renewal or change of status, we do not do in-person meetings.

Mailing & Postal Address

We cannot accept mail or packages on behalf of our clients, nor can we provide a temporary address. Please send your documents to us by email or a legitimate online document sharing service only.



If we specifically require you to send us an original document, we will provide an address to send it to. In this case, we recommend you send it 'lettre suivi' or registered mail, so you can track its arrival.

Similarly, unless otherwise specified, all documents will be delivered to you via email, and you will be responsible for reviewing, printing, and photocopying them. All visa applications and prefecture appointments require hard copy submissions.

For certain tasks, we may request you sign and scan a document digitally, and we will submit a hard copy by mail to the appropriate administration on your behalf.

Rescheduling, Cancellations and No-Shows

Calls with the Franceformation team must be scheduled or rescheduled at least 24 hours in advance.

To ensure completion of your visa application and France-related admin on time, it's important to schedule your calls in advance, to arrive promptly, and to check all tech before joining zoom. Please double-check the time zone when scheduling your calls to ensure we show up at the same time.

Cancellations with less than 24 hours notice will be counted as used, and if you need additional calls, you will have to repurchase consultations at the current client rate in accordance with the pricing below, and schedule them based on availability.

Email Newsletter and Communication

Your Franceformation regularly communicates important information by email newsletter, including individual information and information pertaining to all of our clients. We occasionally host all-client meetings via Zoom in addition to our regular Q&A sessions to inform you of important changes or updates to French administration policies or visa applications.

Please add our email addresses to your email provider's white list to ensure you receive all relevant communications. You are responsible for ensuring you receive and become familiar with the information in our email communications.



Additional Support Calls

Each service package comes with a specific number of calls (1 hour, 30 minutes, and 15 minutes) which are outlined in the Client Timeline provided to you at the start of our work together. It is your responsibility to schedule your calls with the Franceformation team in accordance with the calendar provided to you.

The calls are designed to cover specific topics in the natural progression of developing your visa application, business/project plan, and French administrative setup. However, we are happy to answer questions outside the scope of the specific services provided, on topics related to French administration and our areas of expertise, within the confines of your calls. For example, if you want to use the last 5 minutes of a business plan call to ask about exchanging your driver's license, that's completely fine and up to you.

If you need additional support beyond what is provided in your service package, you can purchase additional calls with the Franceformation team to get additional coaching, further develop your business/project plan, get support on topics like invoicing or running your business in France, or discuss certain topics in more detail.

Additional calls can be booked, depending on availability. When you purchase a package of multiple additional calls, you will receive a set of single-use booking links which you can use to schedule your calls with the Franceformation team.

- Package of 5 calls, which must be used within 6 months from the date of purchase: €1,000 Hors Taxes (HT: without TVA) (33% current client discount, full price €297 per call). Request from the Franceformation team @ welcometo@yourfranceformation.com
- 1 additional 1-hour call: €247 HT (€50 current client discount; full price €297 per call), <https://yourfranceformation.mykajabi.com/offers/gqHH4RbT>

Application Rewrites Following Rejection



If your business visa application is rejected, we provide 2 additional 1-hour consultation sessions to determine your project's weaknesses and will revise and rewrite parts of your business plan for a substantially similar (70%+) business at no additional cost to you, along with developing up to 3 additional letters of support for your project.

We will then assist you with making a new appointment and resubmitting the application. If your application is rejected a second time, we will assist with another visa type that could enable you to relocate to France, such as a long-stay visitor visa, but will not refund fees related to development of your visa application or business plan.

Application & Business Plan Rewrites (not following rejection)

Sometimes, during the course of developing your business visa application, you may change tracks completely, and want to substantially change your business, even before submitting your visa application and experiencing an application rejection. Depending on where you are in the process and how advanced your business plan is, there will be fees associated with a rewrite of your business or project plan.

- If we are in the Phase 1 Information Gathering stage and have completed less than 1500 words of the business plan, you will need to purchase a package of 5 additional calls to go back and discuss the development of the new business idea.
- If we have begun the process of writing your business plan and we need to substantially change more than 3 sections of your business plan, we will assess a rewrite fee equivalent to 25% of your business visa application cost.

Business Plan Viability

To create your visa application and business plan, we work with you to understand your skills, develop offers, and package your services. We also do some independent research into your market in France to help with determining appropriate pricing for your services and market, and developing sales and financial projections. However, you are ultimately responsible for implementing the marketing strategies we



develop, finding the clients, and selling your product or service. You may also opt to pivot your business at any point to increase your chances of success.

Your Franceformation does not assume any responsibility for the success of your business or for any particular results in your business based on the plan or any particular strategies we develop.

Call & VIP Day Expiration

Consultation calls, such as those included with self-guided courses like the Complete French Business Incubator, must be used within 6 months of purchasing your program or package. This includes individually purchased 1-hour consultation calls that are rescheduled, visa application review calls, and VIP days. You will receive links to schedule those Zoom calls via Calendly with a Franceformation team member when you receive access to the program, and will have to schedule the calls at your convenience. If you lose the scheduling link, please email us and we will send it to you.

Program Life

When you purchase a program from Your Franceformation, you purchase a license for personal use which can be used for the lifetime of the program (not your lifetime or the lifetime of the Franceformation team) and which includes access to a set number of live calls to be used in the period directly following your registration in the program.

French bureaucracy is a living thing, and information can sometimes become outdated quickly. For this reason, we review all content about administrative procedures regularly and update our programs on a regular schedule. As the program is updated, old videos will be replaced with new ones, so you will automatically gain access to the new content and be notified about changes.

If you have questions about changes to procedures we describe or have a suggestion to keep a particular section up-to-date, please feel free to email us at welcometo@yourfranceformation.com and we will review the video in question.



If we decide to discontinue a program, we will provide you with at least 30 calendar days' notice so you may access and download materials you want to retain access to. Even after the program expires, you may not share those materials with anyone.

Group Q&A Calls

Your Franceformation hosts regular live Q&A sessions for the public, and drop-in Q&A sessions for our clients. You are welcome to attend both. For Q&A sessions open to the public, priority will be given to those who are not yet Franceformation clients.

If you would like to ensure you are available to attend all Client Q&A calls, please add the calendar to your own google or outlook calendar. You will also receive email notifications for each Q&A session.

Franceformation Client Q&A Calls Calendar:

<https://calendar.google.com/calendar/u/2?cid=Y190cmJ2bGFoYXAzNmg1MWhra3ZhZDk1Ym9xOEBncm9lcC5jYWxlbnRhci5nb29nbGUuY29t>

For public Q&A calls, links to register for live calls as well as a schedule for the calls will be provided to you after registration. It is your responsibility to register for calls you would like to attend, to ensure your tech is working properly, and to attend. You may submit questions for us to respond to during the live calls if you are not able to log on at the appropriate time, and the first part of the call will be spent answering questions submitted in advance using the google form provided.

If you attend live, you can ask questions in the chat. To preserve anonymity and to keep the questions succinct, we ask that all questions be submitted in writing and we'll read them on the call.

Note that live calls will be recorded and the recordings will be made and shared with all program participants, past, present, and future. If you do not consent to being recorded, please submit your questions in advance or via the chat (and your name will not be published). You can keep your microphone and video off if you prefer.



Project Holds & Delays

When you purchase a program from Your Franceformation, you commit to payment in full (whether on an established payment plan or in full according to the terms set out in this document) and to beginning your Orientation, establishing your Franceformation Timeline, and beginning the first steps of your relocation to France within 30 days of accepting our proposal.

During our first orientation call, we will establish your unique Franceformation Timeline and schedule your project and deliverables on our calendar. You also commit to scheduling calls in a timely manner so we can make regular progress on the elements of your move we can begin.

Sometimes, for example, clients will begin putting together their project or business plan more than 6 months before their planned move, so they can make business contacts and network based on a concrete idea, or because they have a baby arriving before they move, or for various other reasons. That's completely fine, and we can plan for a gap between working on your project plan and actually finalizing your visa and move during our Clarity & Orientation calls.

In limited circumstances, after your service package is paid in full, we may agree to pause, offer a one-time extension, and reschedule the remaining elements of your service package, up to 6 calendar months after the provisional Visa Application Date scheduled in your Franceformation Timeline. This may be useful, for example, if extenuating circumstances cause you to push back your move date by more than 3 months, or if you opt to wait after a visa application rejection before re-submitting an application.

However, dragging out and/or postponing your project does impact our project planning and schedule, so the following terms apply to project delays and holds:

A project hold or extension and its length is negotiated between the client and the Your Franceformation team. If you have not had a conversation with a Franceformation team member and received an email confirmation, then we may assume you have abandoned the project.



If you stop replying to our emails within 7 calendar days, or fail to provide requested information by 7 days after the deadline, we will attempt to contact you by email 3 times at 7 day intervals. After 45 days with no response from you, we will consider the project to be abandoned and will remove you from our current client roster, and stop ongoing work on your project. To resume your project, Restart Fees will be assessed.

If we have negotiated an extension due to your change of plans or extenuating circumstances, we will email you a confirmation with your planned restart date and again at the end of the extension with a link to schedule a call to restart your project.

(For business visas) If we have done a substantial amount of the prep work and writing of your business plan prior to negotiating the extension, we will attempt to finish the sections we have begun with the information we have already gathered. Note that significant changes to your proposed business project during the hiatus may result in having to purchase an additional call package or being subject to rewrite fees, even if your extension was negotiated without penalty or due to exceptional circumstances like Covid or border closures.

Restart Fees

- For projects delayed no more than 6 calendar months from the initial provisional Visa Application Date outlined in the Client Calendar, no fees will be assessed.
- **For projects delayed between 6 and 12 calendar months from the provisional Visa Application Date:**
 - **If you paid in full:** 10% of the total project amount.
 - **If you have an outstanding balance:** Payment in full to our current rates, or 110% of the total project amount, whichever is higher.
- **For Abandoned Projects and projects delayed more than 12 months:** your previous payment(s) will be applied towards the new fee. The new fee will either be our current rates (available on our website or in our brochure) or



125% of the previous rate you were quoted, whichever is higher. Remaining payment is due in full to restart. Scheduling will be based on availability.

Pandemics & Border Closures

If, for any reason, the borders are closed and/or French visas stop being issued, work on your visa application will continue as planned and all payments are due on schedule. To avoid duplication of effort, the VFS/TLS account and France-Visas applications will be drafted, not finalized, until your visa appointment can be made.

If all payments have been made in full:

Once your visa application supporting documents are complete, we will place your application with us on hold, at no charge to you, until visa applications open again. During this time, you may continue to access monthly Q&A sessions for clients and will be invited to ongoing virtual client meetings about the situation. When visa applications open up again, current clients will receive priority treatment for scheduling a review and update of your application with us prior to submission. Our clients will be added into our calendar based on when they had initially planned to submit their visa application and when they became clients, and will be invited to schedule a complimentary catch-up and review appointment as soon as their visa application becomes possible again.

If payments are outstanding:

Final visa documents will not be delivered until final payment has been received. Our regular late payment and Project Holds & Delays policies apply. You will continue to receive ongoing email updates about the evolving situation, but will not be able to attend ongoing Q&A sessions for current clients until payments are up to date. Once payment has been made in full, you will be added into our list of pending client applications in order.

Rush Fees

If you would like to develop your visa application more quickly than the standard timeline outlined at the beginning of this document, we can accelerate your visa application timeline for an additional fee. This “rushed” process refers to the Your



Franceformation Team accelerating the process of working on your visa application, and does not imply that the French consulate will process your application more quickly than usual following your visa application appointment.

For business visa applications: we need to speak with you to ensure that your application will be straightforward enough to complete on a reduced timeline, but we can sometimes complete business visa applications in 4 weeks. If your business is suitable, your schedule enables you to schedule back-to-back calls or a VIP day, and Your Franceformation has room in our calendar to rush your project, we can complete your application in 4 weeks from receipt of your completed Client Questionnaire. A 30% rush fee will apply, and services must be paid in full.

For family and visitor visa applications: We can complete your application within 10 calendar days from receipt of your completed Client Questionnaire. A rush fee of 20% will apply, and services must be paid in full. This is not available if you do not yet have a livret de famille.

Payment Credits & Upgrades

Sometimes our clients may select a low- or middle-tier consulting package, and after beginning their Franceformation process, wish to upgrade to packages that include more support.

Schedule your upgrade call here:

<https://calendly.com/yourfranceformation/franceformation-upgrade>

Paid Consultation Credit

If you have purchased a Full Consultation with the Franceformation team in preparation for your move to France, you may apply the consultation fee towards the cost of a service package you purchase, within 6 months of purchasing your call. The consultation price is applied as a discount to the full purchase price of your service package. The credit does not apply to self-guided courses priced under €1,000.

Upgrades from Course Purchases



If you have purchased a self-guided course or program or a mid-level service package, you can upgrade to a higher-level package within 6 months and apply the amount you've paid as a credit.

Note that to receive the credit:

- 1) The program you've purchased must be included in the higher-level service package you're upgrading to.
- 2) If you have used part or all of the services or coaching / consultation hours in your current package, you will receive the difference between the current package and the new package.

Downgrades

We do not offer downgrades from higher service packages to lower-tiered ones. Please see the refund policy for additional information.

Program & Course Licenses

All of our programs and materials are licensed for personal use by the individual purchasing them. They are not meant to be distributed or shared with third parties or used for anyone else's French visa or administrative needs. Sharing program materials with others will result in your access to our programs being terminated without a refund.

Terminating Client Relationships

On rare occasions, client relationships deteriorate beyond our ability to repair them. Behaving inappropriately or rudely with Your Franceformation team members or repeatedly disregarding Your Franceformation's policies can result in termination.

If the client relationship is terminated, we will provide you with a final document outlining the outstanding elements which have not been completed and hand over any work product we have completed for you. You will not receive a refund.



Conflict & Litigation

In case of conflict between the client and Your Franceformation, there will first be an attempt to find an amicable solution through a Zoom call. If a solution is not reached, the client has the possibility of contacting the Médiateur de la Consommation (Public Customer Mediation service) chosen by Your Franceformation, which is the Association des Médiateurs Européens (AME CONSO), up to one year after submitting a written request to Your Franceformation.

Contacting the Mediator must take place:

- by completing the contact form through the website for l'AME CONSO : www.mediationconso-ame.com ;
- by writing a letter to l'AME CONSO, 197 Boulevard Saint-Germain - 75007 PARIS.

AME Conso has English-speaking mediators available, and the cost of mediation is paid for by Your Franceformation.

Additional Family Members

Additional family members moving to France simultaneously are invoiced at a reduced rate, because Your Franceformation can take care of multiple administrative formalities at one time. Doubling the number of children, for example, may double the amount of paper forms, but does not double the meeting or administrative time we spend answering questions about the process and making appointments with you and on your behalf. Therefore, this economy of scale is passed on to you in the form of a reduced fee on the second applicant.

The cost of the second adult applicant's service package is dependent on their visa type and the amount of preparation and administrative work their visa or carte de séjour application requires.



If the second adult applicant's visa type changes during our work together, we may need to upgrade their service package and invoice the difference to cover the additional work required. For example, if the second applicant anticipates applying for a visitor visa, and then opts instead to apply for a "profession liberale" visa, an additional fee will be required.

Similarly, if a couple is not preparing their visa applications concurrently, and/or plans to have separate visa application or renewal appointments more than 30 days apart, the additional applicant discount does not apply.

Affiliates, Partnerships, & Recommendations

Your Franceformation and its team have developed affiliate and partnership relationships over the years with companies and professionals who frequently serve our client base. We may receive referral fees from certain companies with which we have partnership or affiliate relationships, and we may pay referral or affiliate fees or send thank-you gifts to professionals who promote our products or services. We attempt to cultivate relationships with companies which have provided exceptional service and value to our community.

Facebook Group & Social Media Policy

Please do not bombard us with questions on multiple platforms within a short period of time. Instead, direct all questions related to your service packages to us at welcometo@yourfranceformation.com to be answered during business hours.

Facebook group: The Americans in France Facebook group and other social media pages and groups run by the Franceformation team are not considered part of the Your Franceformation service. Please review and adhere to the group guidelines, or you may be muted, be subject to post pre-approval, and/or excluded in accordance with the guidelines, independently from our work together. Posting in the Americans in France facebook group is not a substitute for communicating with us by email. All official requests and questions related to your service packages should be directed to us via email to welcometo@yourfranceformation.com.



Public social media engagement: We welcome and encourage your social media engagement on our public profiles and may ask to share your wins and feedback on our accounts. We will likely interact with your comments, sometimes even outside of regular business hours. If we are sharing your posts or wins on social media, we will ask permission before tagging you.

Social Media messaging: Please send all communications and requests to the Franceformation team via our main “welcometo@yourfranceformation.com” email address, which is monitored by the whole Franceformation team, or directly to one of our team members.

Call Recordings

To facilitate our work together, all client calls via Zoom are recorded, and we generate a transcript using AI software. This ensures we record all information and that other Franceformation team members can review the conversation and use the information in preparation of your administrative materials.

We generally delete the video recording and keep a copy of the audio and text transcript only. We regularly delete the recordings from the Zoom or other AI server and keep the information only in our client files.

Upon request, we are happy to provide copies of the video/audio recordings, and/or delete the recordings at the end of our time working together. Individual call recordings may be reviewed by other Franceformation team members for training purposes

Intellectual Property

During the course of our work together, we may compose documents and letters in English and/or French for your own personal and professional use (business plan, curriculum vitae, cover letters, etc.). Upon final payment, you receive full license to use these documents in any way you wish, including modifying and editing them, for your own personal and professional use. You do not have to credit Your Franceformation when presenting the business plan.



Your business plan especially should be a living document which you continue to edit as it evolves with your business.

You do not receive a license to resell any documents we have provided, nor are you able to share them with others for use by a third party.

All documents provided to you as part of your service package are unique and written specifically for you based on your personal and professional situation and the information you provide to us. Our written documents will also be based on our research, our knowledge of your business or activity in France, and the discussions we have during our business coaching and development calls.

Your Franceformation will not reuse your specific and unique business plan or other documents for other clients. However, we may use documents created for you, in part or in full, as examples of successful projects, including featuring them in the Complete French Business Incubator and/or describing them in our Client Case Studies. If we do so, we will wait until after you have completed your visa application process, and anonymize your documents to remove personal identifying information or proprietary information.

Non-Disparagement

You agree not to make any oral or written statement about Your Franceformation which is intended or reasonably likely to disparage Your Franceformation, its executives, clients, or employees, or otherwise degrade our reputation in the business or Americans in France community.

Note that French law regarding malicious communications and slander permits companies to sue for damages if this policy is violated.

Privacy Policy

All of our client data is stored online using secure software and backed up with third party programs which are GDPR compliant.



Your data will only be used for the creation of various French administrative accounts and to communicate with French authorities or companies in the context of providing the services outlined in your proposal. Your information may therefore be shared while we are executing the services we have contractually agreed to provide on your behalf, e.g., forwarding your justificatif de domicile and bank information to the French healthcare administration while registering you in the French healthcare system.

We will not disclose any proprietary information about your work or business, or provide your information or data to other third parties without your express consent.

Mediation & Jurisdiction

Disputes with Your Franceformation which cannot be resolved amicably are first referred to a mediator in France, at no charge to the client. Your Franceformation We will attempt to provide a mediator who can work in English and who can mediate via videoconferencing software like Zoom. However, if we cannot do so, you will be responsible for covering your own travel fees and professional interpretation fees.

Your Franceformation SASU is registered in the Oise department of France, and any legal action will be under the jurisdiction of the Greffe du Tribunal in Pontoise (95).

Liability

Your Franceformation's liability is limited in all circumstances to the total amount the client has paid for our services.

Once you have arrived in France, it is your responsibility to live, work and earn in compliance with the limitations of the visa type you have arrived with. Your Franceformation is not responsible or liable in any way if you choose not to do this and experience issues with French authorities as a result.

You understand that you alone are responsible for respecting all immigration, tax, and other laws.



You understand that you are responsible for scheduling meetings or calls using the links provided with Your Franceformation so we can provide the agreed-to services, and for providing all requested documentation.

If you are starting a business and we have worked with you on the business plan, you understand that you are responsible for executing the business plan and for making it work for you. Your Franceformation is not responsible for the success (or lack thereof) of any business or career venture you pursue or for the projected results set forth in the marketing plan.

The Your Franceformation team does not include lawyers, accountants, notaires, or estate & financial planners. While we highlight many of the issues and questions associated with these topics in relation to your relocation to France, we recommend complementing our relocation services by reviewing your questions and financial situation with qualified professionals in these fields as part of your relocation process. Your Franceformation and its team do not provide official financial or legal advice and are not liable for any costs, fines, or fees.

Your Franceformation is not liable for any fees or costs associated with your visa application, including but not limited to visa appointment fees, professional translation fees, background check fees, travel fees to and from the VFS center, or rescheduling fees, including in case of visa application rejection.

By accepting this proposal for services and beginning work with us, you agree to abide by all Your Franceformation SASU policies outlined in this document.

Date:

Signature: