

# GENERAL TERMS & CONDITIONS

## DELFDALF

Only for exam sessions held by the Alliance française de Bruxelles-Europe

### General Points

- The DELF Prim is aimed at children enrolled in a **primary school**.
- The DELF Junior is aimed at adolescents attending school at the **secondary level**.
- The DELF for the general public and DALF are aimed at **adults aged 18 and older**.

### Registration

- The registration is strictly personal and non-transferable.
- The registration procedure must be completed at the reception desk of the Alliance française de Bruxelles-Europe within the established deadlines. Candidates living abroad may register by direct bank transfer, as long as both the registration and the payment take place no later than one week before the deadline.
- No level change, reimbursement or postponement of exam sessions will be granted after the registration deadline.

### Notification

- The dates listed on the AFBE website and on the registration form refer to collective exams. **Individual exams will take place on the same week as the collective exams.**
- Candidates will receive a notification to attend the exam by e-mail after registration has closed. If the candidate does not receive it two weeks before the exam, he/she must contact the examination centre by e-mail ([examens@alliancefr.be](mailto:examens@alliancefr.be)) or by phone at 02/788 21 60.
- Exam dates and timetables must be observed. Candidates who arrive late on the day of the exam will not be allowed to take the exam.

### Exam

- Candidates will be asked to show an **official identity card** (photocopies will not be accepted).
- Only black ballpoint or roller-point pens are allowed for the examination (no pencils and no fluorescent felt pens).
- During the exam period, candidates are not allowed to communicate with each other or the outside, or exchange equipment (pens, rulers, etc.). Any attempt to obtain or provide information may be sanctioned.

### Results and Diplomas

- The exam center will send an e-mail to the candidates as soon as the provisional certificates are available.
- Candidates must pick up their provisional certificates at the front desk or request them by e-mail. Any corrections to personal information must be reported within one week from the day on which exam results are reported. Any late request for corrections, which will require a reprinting of your certificate, will be charged €20.
- Candidates wishing to lodge any complaint regarding the results, have one month to do so from the day on which the exam results are reported. The complaint must be written and addressed to the DELFDALF jury. If a candidate wishes to lodge any complaint regarding the results, he/she has one month to do so from the date of their publication on the AFBE website. The complaint must be submitted in writing and addressed to the DELFDALF jury.
- Candidates authorize the AFBE to send the diplomas by post and are responsible for the address used on the envelope. If the post office returns your diploma as undeliverable, it will be kept on file at the AFBE and any subsequent mailing will be at the candidate's expense.