

# TERMS AND CONDITIONS:

## GENERAL CONDITIONS FOR SPANISH COURSES

- The minimum age for participation in our Spanish courses is 16. We require a parental signature if the student is under 18.
- Please note that all cancellations must be made in writing.
- If cancellations occur up to three weeks before the course starts we will charge a fee of 45 EUR.
- If a cancellation is made within the three weeks prior to the start of the Spanish course, your 90 EUR deposit will not be reimbursed.
- No cancellations can be made after the course has begun, and no refunds will be given if you choose to leave before the end of the course. If you bring an alternative person to take your place, you will not have to pay any cancellation fees.
- Fees published during this year will override any subsequently referred to.
- Your contact details will only be used to send you information about our courses, and will not be passed on to third parties. You also have the right to check, change and delete your details from our database at any time by sending us an e-mail.



## **TERMS FOR PICK UP SERVICE**

- Timetable for pick up service: 08.00 a.m. to 11.00 p.m.
- The pick up service from 11.01 p.m. to 07.59 a.m. will be charged at 150% of the daytime price.
- In case of your flight being delayed, the first hour of our staff waiting for you is included in the price of the service. Any further hours they have to wait will be charged at 15 euros per hour.

## **SPANISH COURSES: SATISFACTION POLICY**

If for any reason you consider that our services are not of the quality advertised, you can write a letter of complaint and deliver it to our office within the first three days of your stay. We endeavour to investigate the problem and find a solution within two working days, otherwise we will refund your money.

In the case of misunderstandings or misinterpretations between the student and the language school Delengua, we will contact an independent court of arbitration to verify whether the situation requires the application of our satisfaction policy.

## **INSURANCE**

We recommend that you take out an insurance policy before your trip. Insurance is not included in the price of the course. European Union citizens are advised to bring their European Health Card that provides free public health assistance.



## **RECOVERY OR CANCELLATION OF CLASSES:**

1. To recover a day of intensive course lessons it is necessary to notify during the previous week and to have a justified reason. That day will be replaced by an individual class (45 minutes).

2. To cancel an individual class or to make a change of day or time it is necessary to write an email to [info@delengua.es](mailto:info@delengua.es) before 18.00 the previous day; Otherwise, these classes can not be recovered and must be paid.

- **Individual classes:** individual classes are for a single student. If two or more people want a class, they should contract *private classes*.

- **Private classes:** private classes are for two or more students. Check the price in the office.

- **Course or individual classes extensions:** to extend it is necessary to write an email to [info@delengua.es](mailto:info@delengua.es) or communicate it in the office before Wednesday at 18.00; If it is done later, we can not make sure that there will be a place for you next week.

- **Conversion of classes:** one week of intensive group are equal to 5 individual lessons of 45 minutes per week. As with the extensions, we have to contact [info@delengua.es](mailto:info@delengua.es) or go to the office to communicate our change.

- **Payment of classes:** payment of classes and accommodation must be made in the first week of stay. The classes that are contracted later will be paid at the time of contracting them.

