

# Terms and Conditions 2019

## Courses

**1** All our Spanish courses are held Monday-Friday as the school remains closed on weekends. The school is open throughout the year except for one week at Easter and one week at Christmas. During national and regional holidays, the classes will not be rescheduled, however, students will be offered a discount for bank holidays.

**2** Prior to making a reservation for our courses, an **enrollment form** must be filled out, and a **payment of 150€ (deposit)** must be made, either by bank transfer, bank card or Paypal. For the Extensive courses the deposit will be 30 € (Registration Fee).

**3** Any **banking charges** which may apply to the transfer or the payment are the responsibility of the student. As soon as the payment is received, El Aula Azul will inform the student of the payment due, in order that the payment can be made on arrival.

**4** All balances including any applicable banking charges must be paid in full on **the first day of the course** at the school. El Aula Azul permits payment in cash or by bank card.

**5** All our **group courses are for adults** (over 16) and involve an enrollment fee and a cost that can be checked on <http://www.elaulaazul.com/spanish-courses/>. Students will pay a **one-time only Registration Fee**. Returning students will not need to pay the registration fee again. Should a student wish to prolong their course, they should communicate this at least **a week in advance**, and should, at that time, pay the cost of the extra weeks of study.

**6** The student's level will be determined by a **placement test** that they will have to send to the school **no later than 2 weeks** before the start of the course. The test should be taken without help or resources. The test will allow them to be assigned to a group and to be given a timetable. Otherwise, the school cannot guarantee the correct level classification or changes to another group once the course has started.

**7** All our courses require a **minimum of 3 students** to open a group and will have a **maximum of 9 students** per class. In the case of Intensive and Super-Intensive courses when courses start every Monday, if there aren't enough people of the required, we offer the option of swapping the "Intensive course" for an "**Intensive one to one**" where for the same price, the student would have **1.5 hours of private lessons** per day. If there are two people with the same level of ability, for the same price they would have two hours of classes.

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**Cancellations** are permitted under the following conditions:

- 30 days or more before the course starts: we will refund all fees paid less 40 € (Registration Fee).
- 29 days or less before the course starts: all fees become non-refundable.

Any banking charges which may apply to the transfer are the responsibility of the student.

If, for reasons outside of El Aula Azul, cancellations occur once the course has started and has been paid, the student is not entitled to a refund.

Furthermore, El Aula Azul reserves the right to suspend students from lessons for **inappropriate behavior**, without refund of the fees paid. Should El Aula Azul need to cancel a course due to unforeseeable circumstances, all fees paid by the student will be refunded.

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The student may **change the starting date** for the course **at least 7 days before** the course starts with no additional charge. Accommodation may be modified with at least 15 days notice or 100€ charge will be applied.

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For the students that request an **Admission Letter** from the school in order to get the **visa**, they will have to pay the deposit (150 €) before the certificate is sent. Once the visa has been issued, there is **NO REFUND** for cancelled courses and no modifications will be admitted. In the case where the student does not obtain a Visa, the student will have to send the original copy of the denial of visa letter to the school in order to receive the refund of the amount they have paid for the course. In no case will the registration fee (40 €) be refunded.

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The price of the course includes **learning materials**, access to El Aula Azul's internet resources, participation in all free activities, free WIFI access and loaning of the school's books and DVD's.

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The amount paid for the course does not include any type of **insurance**. The student must be fully insured and is responsible for having the correct travel documents, travel insurance and medical insurance. Any non-compliance as well as damages is solely the responsibility of the student.

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El Aula Azul is not responsible for any **loss, damage or injuries** to the persons or property caused by the student.

## Accommodation

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El Aula Azul offers a service of assisting in the search for accommodation for the duration of the course and **only for adults** (18 years). El Aula Azul acts as an **intermediary** between the landlords of the flats from our database who want to rent a room, and the students who want to rent them. The price for this **intermediary service** is 50€.

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Accommodation is only available when booking an **Intensive, Super-Intensive or Special Senior** course and while the course takes place.

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The student will be notified of the exact location of the flat on **Wednesday prior to arrival**. Rooms are reserved **from Sunday 14:00 p.m. prior to course starting date to Saturday 12:00 a.m. after the course ends** and additional days will be charge as extra days

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All students should inform the school or the host family of their **estimated arrival time** to San Sebastián.

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El Aula Azul guarantees that the selected flats will provide an **individual room** (unless otherwise stated) and **communal areas** (kitchen, sitting room and bathroom) which are shared with the other habitants of the flat, with the owner of the flat among them..

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The accommodation offered by El Aula Azul is in “**flat-share**”, where students must adhere to the flat rules related to cleaning, use of communal spaces etc. Once they have received the information about its location, student can request specific information about their flat. They may also specify when reserving their course if they wish the flat to have any specific characteristics.

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Accommodation includes **sheets** but students must bring their own bath and beach **towels**.

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Please bear in mind that **no guests will be allowed** in the flat under any circumstances.

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El Aula Azul is not responsible for any **disagreements** which may arise within the flat share, nor is it responsible should the flat fail to meet the expectations of the student. In the event of such a disagreement, El Aula Azul agrees to act as an **intermediary**, with the aim of finding a solution which ensures the student has most satisfactory stay possible. El Aula Azul will offer a change of accommodation or other solutions as far as possible, as long as the student is willing to pay any possible costs incurred for these efforts.

## Other issues

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The school **will be closed** on the following dates: January 1<sup>st</sup> – January 4th, January 21<sup>st</sup> (San Sebastián), March 19<sup>th</sup> (San José), April 18<sup>th</sup> – April 26<sup>th</sup> (Easter), May 1st (Labour Day), July 25<sup>th</sup> (Santiago), July 31st (San Ignacio de Loyola), August 15th (La Virgen), November 1st (Todos los Santos), December 6th (Día de la Constitución), December 23rd– December 31st (Christmas holidays).

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The student agrees that his/her image can be used for **advertising** when it appears in photos or video taken inside the school, or during extracurricular activities.

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Registration for classes implies the **acceptance of these terms and conditions**, which the Aula Azul has provided, and which the contractor must read and understand.

# Contact



## Call us

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*(Contact in English and Spanish)*

## Write us

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