



# Terms and Conditions 2026

## El Aula Azul Santander

*Intensive, Súper Intensive, Semi Intensive, Senior Intensive courses or Short Term Private classes*

- 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 two weeks at Christmas. During national and regional holidays, the classes will not be rescheduled, however, students will be offered a discount of 30€ (Intensive) and 50€ (Super-Intensive) for bank holidays.
- 2.** In order to confirm a reservation, an [enrolment form](#) must be filled out by the student and a **payment of 150€ (deposit)** must be made, either by bank transfer (EU only), bank card or Paypal. **The balance must be paid at least 20 days before arrival.**
- 3.** All our group courses are **for adults (over 16)** and involve an enrolment fee and a cost that can be checked on <https://www.elaulaazul.com/en/spanish-courses/>. 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.
- 4.** 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, at least for the first week of the course.
- 5.** All our courses require a **minimum of 3 students** to open a group and will have a maximum of 9/10 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.
- 6. Cancellations** are permitted under the following conditions:
  - As indicated in Article 102 of the General Law for the Defense of Consumers and Users, **up to 14 days after the contract (payment of the deposit)** the customer may exercise his right of withdrawal and will be reimbursed the full amount he has paid within a maximum period of 3 days.
  - For bookings **confirmed less than 20 days before the start of the course**, and in accordance with article 103 of the General Law for the Defense of Consumers and Users, the right of withdrawal will not apply and our cancellation policy will apply:

- **20 days or more before the course starts:** we will refund all fees paid less 40 € (Registration Fee).
- **19 days or less before the course starts:** we will charge the student for a week's course (and one week's accommodation if accommodation has been booked through the school).
- **7 days or less before the course starts:** all fees become non-refundable.
- In case of cancellation due to **force majeure**, the student will be asked for proof and once provided, the previous conditions will apply but the student will be allowed to use the unrefunded credit to carry out their course for one year from the date of cancellation.

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

- 7.** 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 behaviour, without refund of the fees paid. Should El Aula Azul need to cancel a course due to unforeseeable circumstances (*for example, due to weather conditions*), **all fees paid by the student will be refunded.**
- 8.** 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 **20 days' notice** or **100€ charge** will be applied in low season and **150€** in high season.
- 9.** For the students that request an **Admission Letter** from the school in order to get a student's VISA, full amount for the course will be paid before the certificate is sent. Once the visa has been issued, there is NO REFUND for cancelled courses and no modifications will be allowed. In case the student is not issued the 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, less 100€ the school will retain in administration fees.
- 10.** 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.
- 11.** The school also offers the option to book activities that have a cost, selected each week based on the most popular student profile at that time. These activities are advertised on Mondays and students can book them if they wish. They can also be viewed via the link to the activities calendar provided. As these activities are run by different providers (cooking classes, city bike tours, etc.), once paid for, **refunds are not possible** in case of cancellation. This cancellation policy is outlined on the registration form provided to students.
- 12.** 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.
- 13.** El Aula Azul is not responsible for any loss, damage or injuries to the persons or property caused by the student.

## *Accommodation*

1. For the students who attend an Intensive, Super-Intensive or Special Senior course, El Aula Azul offers a service of assisting in the search for accommodation. The service is available during the length 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.
2. The student will be notified of the exact location of the flat on Wednesday prior to arrival. Rooms are reserved from **Sunday 6:00 p.m. prior to course starting date to Saturday 12:00 a.m.** after the course ends. Arrivals outside that timetable are considered **early or late arrivals** and they need to be allowed by school in advance, as some of them might not be possible or might imply a surcharge. All students should inform the school or the host family of their estimated arrival time to San Sebastián at least 72 hours prior to it.
3. Additional days will be charged as extra night and they will not be possible to book in high season. During low season you will need to check availability with the school.
4. All students should inform the school or the host family of their estimated arrival time to Santander in advance.
5. 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.
6. The accommodation offered by El Aula Azul is in single standard rooms in “flat-share”, where students must adhere to the flat rules related to cleaning, use of communal spaces etc. Flats can be located within 5 to 30 minutes from the school either by walking or by public transport.
7. Accommodation includes bed-sheets but students must bring their own bath and beach towels.
8. Please bear in mind that no guests will be allowed in the flat under any circumstances.
9. 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 the 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.

## Surf

1. Surf lessons will be held **Monday-Friday (1,5 hours/day) at the Liencres beach** (or at El Sardinero if sea conditions do not allow the activity to take place at the former) and includes surf board, wet-suit and insurance.
2. From October to May, surf lessons are only held at weekends.
3. Student will get the bus from Bus Station to Liencres, trip for about 35' and 1,8€/trip. On the first day, the teacher may accompany the student and explain how to get there.
4. Lessons' **timetable**, which will be provided on arrival at the school, might be modified depending on groups, weather conditions, tides, etc. In these cases the Surf school will always offer an alternative.

5. **Cancellations** by the students once the course has been confirmed won't be refunded in any case (included sickness).

## *Other issues*

1. The school will be closed on the following dates **in 2026**: January 1-4, April 2-3 and 6, May 1<sup>st</sup> and 25<sup>th</sup>, July 28<sup>th</sup>, September 15<sup>th</sup>, October 12<sup>th</sup>, December 7-8, December 21<sup>st</sup> – December 31<sup>st</sup> (Christmas).
2. 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.
3. 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.

