

CONDITIONS OF CONTRACT

Booking and cancellation policies

1.-The down payment for confirming a booking is 100 euros. In case the student requires a visa, the student will have to pay the full course price in advance so that the school can issue the corresponding letter of acceptance.

2.-If a student who does not need a visa cancels the course, the school will refund the following amounts depending on the time left until the start of the course:

* Cancellations made a full week in advance (7 days before the course starts) will be fully refunded.

* Cancellations made less than a full week before class begins: Course fees will be refunded (if they were previously paid), excluding the down payment (150 euros).

3.- If a student who needs a visa cancels the course, the school will refund the following amounts, depending on the case:

*If the visa has not been granted: 100% of the course fee and 100% of the accommodation fee will be refunded, discounting the following service fees:

- In case of an acceptance letter for a long term visa: 300 €

- In case of an acceptance letter for a short term visa: 200 €

Any type of visa with a duration of 13 weeks or more that requires an acceptance letter is regarded as a long term visa.

*If the visa has been granted: neither the price of the course nor the price of the accommodation will be refunded, and the case will be reported to the relevant authorities.

4.-If the course is interrupted once it has already begun, the school will not refund any amount for the remaining classes. However, the lessons in Hispania, escuela de español never expire, i.e. the students can attend all the hours purchased at a later date of their convenience, without having to attend them during the time initially established. The only exception would be for students holding a student visa, who will only be able to attend the lessons during the validity of the visa obtained. Once this time has expired, their course will terminate and they will not be able to attend any more classes of the previous course, even in case of still holding unused hours.

5.-In no case shall the student be allowed to transfer or sell his/her class hours, nor change them to private classes or different courses.

6.-The student may choose to delay the beginning of the course to a later date of his/her convenience.

Arrival day

1.- All Students will be informed about the timetable for their first lesson via email. Students are asked to arrive at the school 45 minutes before the beginning of the first lesson so they can be welcomed to the school.

2.-Students with accommodation service:

- Standard Arrival: Students can receive the keys of the accommodation the arrival day at the school from 18:00 to 20:00 hours.

- Smart Arrival: Students can go directly to the accommodation and a staff from the school will welcome the student and give the keys of the accommodation at the time that the students decides to arrive (available from 09:00 to 21:00 hours).

- DeLuxe Arrival: A staff from our school will welcome the student at the airport (train station, bus station...) in Valencia and will drive the student to the accommodation in a private car. The student will receive at this time the keys of the accommodation (available everyday and everytime).

* Students with accommodation service will inform the school about date,time and travel details prior to their arrival.

* Students shall inform the school about any delays in the arrival. Maximum waiting time for the Smart or DeLuxe arrival will be 1 hour from the informed timetable. If the waiting time exceeds 22:00 hours, the night fee will be applied.

* Students arriving later than 21:00 hours must take a DeLuxe arrival or wait until 9:00 hours of the following day to go to their accommodation.

Medical insurance

1.-Students may receive free medical attention from a doctor from the school if it is required, although the school will not cover any other medical costs. For this reason, each student must have medical insurance.

2.-If required, the school can provide overseas students with medical insurance for an additional fee.

Accommodation

1.-Our school acts only as mediator between students and property owners/hosting companies, in order to facilitate accommodations for students of Hispania, escuela de español. Our only role is as deposit takers of the payment made by the students and subsequently paid to the owners of the flats or hosting companies.

If there is any dissatisfaction pertaining to the accommodations in which legal procedures need to be ensued, the school is not to be held responsible in any way. The full responsibility lies with the property owners or hosting companies, and not our school, which is completely unrelated.

However, as part of the intermediary service our school provides, we guarantee to help students find new accommodations for no extra cost.

2.-The cost of the accommodations will be calculated on a weekly basis, from Saturday to Saturday. Students can, however, enter and exit any day they wish, having paid for the extra nights if the stay is prolonged after Saturday.

3.-Minors may not be accommodated in shared apartments, except if they do so with their instructors and under their legal responsibility.

4.-On arrival, the student's bedroom will always be available from 14:00 hours on Saturdays.

5.-Students must occupy the bedroom indicated by the school or the host family.

6.-A deposit of 100 euros is mandatory for students accommodated in a student flat or host family. Deposit refunds will take place on the last day, after the accommodation has been checked by a school staff member. Students will be asked to return the key and show the deposit receipt.

7.-On departure day, check-out time is at 11:00 hours, although students may use the common areas during the rest of the day. For students arriving on the weekend, check-out will always occur on Saturday. If students wish to leave the flat on Sunday, one extra night will be charged.

8.- In case of cancellation of the accommodation, our school will charge 15% of the cost of the accommodation canceled plus the nights that the student was accommodated.

HOW TO PAY

Bank: SANTANDER. Address of the bank: Calle Botánico Cavanilles 22, Valencia 46010, Spain

Beneficiary: Hispania, educación y comunicación S.L. CIF: B98318264

Account number: IBAN=ES53 0049 0621 1525 1057 3243 SWIFT or BIC = BSCHEMMXXX

Please indicate the student's full name or the *profactura* n°.

Class attendance

1.-Please be punctual when attending classes in order to not interrupt your classmates or interfere with their learning. If there is a delay of over 15 minutes from the beginning of the class, the school may have given away the spot in the classroom to another student wanting to attend the class without prior reservation.

2.-Please be polite and respectful to your classmates.

3.-Eating is not permitted inside the classroom.

4.-The school may reserve the right to ask a student to leave the course if she/he does not follow the discipline rules. No refund would be made in the case.

5.-Classes need to be booked or cancelled at least two days prior to the lessons, it is not possible to book or cancel a lesson for the following day. For more details, please read the Software Hispania Manual.

HOW TO ENROLL

1. Online:
<http://www.hispania-valencia.com/calculator>
2. By email: info@hispania-valencia.com
3. In the school: Hispania, escuela de español
Bernat y Baldoví 11, Valencia 46010, Spain