

Courses

All courses include:

- Registration fee
- Level test or a free-trial individual class
- Teaching materials
- 2-3 free sociocultural activities per week*
- Access to the library and multimedia library
- School-wide internet access (WIFI)
- Certificate of Attendance (upon completion)
- One 15-minute tutoring session per week (must request)

Lessons

Each lesson in the intensive course is 52.5 minutes long. The O2O private lessons and the extensive courses are 60 minutes each.

- 10 students per class*.
- The school reserves the right to relocate students to different course levels to assure an appropriate fit.
- If the intensive course drops below the three-student minimum, the remaining students will have the option of participating in group lessons for 120 minutes daily OR suspending their lessons until more students can be found for the intensive course.
- Students must be 18 years or older to enroll.
- If a student misses a lesson, the lesson can only be recovered if the student has given 7-days notice on the absence or if the absence is justified by a medical cause.
- In the event of an unjustified delay of more than 20 minutes, the school reserves the right to cancel the class. Classes which are cancelled in which cannot be recovered.

Beginning of the courses

The school is open Monday through Friday. Group lessons begin on Mondays. Individual lessons can start on any day of the week. Courses must last for at least one week.

2020 Holidays

The school will be closed on the following days:

January: 1, 6, 22; March: from 17 to 20; April: 10, 13, 20 May: 1; June: 24; October: 9, 12; December: 8, from 25 to 31.

(All group lessons matching those dates can be rescheduled).

Health Insurance

Students are advised to purchase health and travel insurance before starting any courses.

For all students originally from countries outside the European Union, health and travel insurance are mandatory.

Cancellation Policy

Once a course has started, refunds will not be issued. In situations where students are unable to start or continue a course, the school will consider crediting those students for future lessons or online classes.

The school will not offer refunds or reschedule courses unless students provide advance notice of an absence.

The school will not reschedule lesson minutes that have been lost due to student tardiness.

If the school needs to suspend a course, students will be notified and offered the option to either substitute another course or to receive a refund.

Responsibility

The school is not responsible for any lost or damaged property.

The school is not responsible for circumstances outside the schools control such as flight delays or cancellations. The only exception to this policy is when classes are impacted by mobility restrictions caused by the COVID-19 emergency.

If a student must be repatriated due to offenses against the school, or the accommodations offered by the school, Spanish laws dictate that the student must pay all concerning fees.

Student visa

- In case of visa refusal: The deposits will be refund, except for bank charges if existent. Management fees won't be refunded in any case.
- In case of visa approval: The paid deposits will be deducted from the total amount. Once the student visa is confirmed, the student has to make the pending payment of the course 15 days before the beginning of the course.
- For cancellations made up to 15 days before the course start date, the course deposit and the accommodation deposit will be charged.
- For cancellations made 15 days or less before the start of the course, 25% of the cost of the classes not enjoyed will be charged, in addition to the accommodation deposit.
- For cancellations made on the declared arrival day or later, 40% of the cost of the classes not taken will be charged, in addition to the accommodation deposit and one week of stay for each first day of the week starting from the declared day of arrival.
- For delays in the arrival date, the student must notify the school at least 15 days before the start of the course. If not, the school will charge one day of class for each day of delay in the notice and one week of accommodation for each first day of the week starting from the declared day of arrival.

*Subject to availability due to the COVID-19 emergency. Reduced capacity, hygienic measures and safety distance.