

Terms and Conditions

1. Enrolment

Enrolment is an essential requirement for one's application, duly completed in full, signed by the student's parents or legal guardians, in case of a minor, and together with the reservation payment. The reservation fee is €150, which will be deducted from the price of the course. As soon as we receive your registration and the down payment, you will receive the confirmation, so that you can participate in the course.

1. Payment terms

The reservation fee must be paid in full at the time of registration, otherwise Academia Contacto will not undertake in providing any services to the student. At the latest, you must pay the course and accommodation in full two weeks before the first day of class. In Madrid you can pay the course and accommodation in full on the first day of class. If you sign up last minute we cannot always guarantee your choice of accommodation.

1. Forms of payment

Bank transfer to our account: Academia Contacto. Santander Bank. Luchana 33, 28010 Madrid. IBAN: ES38 0049 4679 11 2916478381 SWIFT / BIC: BSCHEM33

- Credit card (Visa, Mastercard)
- Cash

1. Service

You will enjoy the service specified in your registration form duly confirmed by Academia Contacto. The price of the course includes: classes, teaching material, use of the library and Internet, cultural programmes and other class-related services. The price of the course does not include: entrance fees and travel to all sites and shows outside the school or costs motivated by excursions, meals with the teacher, cooking, wine tasting, airport

pick-up, as well as any other services that are not specifically stated. We reserve the right to change our cultural programme or to cancel cultural activities because of the low number of participants. If Academia Contacto works with third companies, the conditions of the latter apply.

1. Changes / Cancellation

The client can change the dates and the type of course until 4 weeks before the beginning of the course, subject to availability of places. The waiver of the course must be done in writing. In the case of receiving the resignation up to 30 days before the start of the course, your money will be refunded, however you will be charged a cancellation fee of 75 euros. If the receipt of the waiver of the course occurs less than 30 days from the start of the course, the cancellation fee is 150 euros.

If a student does not appear at the beginning of the course without having cancelled in the term and in the manner indicated above, or if they decide to leave before completion, they must pay in full both the course and accommodation. In high season, classes may take place in classrooms that are not in Academia Contacto and there may be a second shift for the intensive course in the afternoon.

1. Extending the course

If you decide to extend your course, you must communicate this to Academia Contacto one week before beginning the new course, and must pay by the first day of the new course, at the latest. We will not always be able to guarantee the same accommodation as had with the original course.

1. Age / Number of students

The minimum age to participate in our courses is 17. The minimum number of participants in a course is 2 people. In such a case that no group can be formed for the desired Spanish level

of a student, the student will be offered half the contracted hours in private classes.

1. Days without class

In days of bank holidays there are no classes. In Madrid, half of the lost classes are recovered during that week.

1. Insurance

Our clients are covered for all the dangers that they could suffer in the school. Academia Contacto or the host families are not responsible in the case of accident, illness, theft or loss of objects of value. We recommend the purchase of medical insurance before commencing the course.

1. Expulsion

Academia Contacto is reserved the right to rescind the contract if any student commits one of the serious offences indicated in the norms of behaviour of Academia Contacto that one must acknowledge and accept. In such a case, the value of the course will not be refunded.

1. Resolution of Conflicts

The differences that may arise will be dealt with through the courts and tribunals of Madrid, expressly waiving any other forum. The expenses of attorneys and attorneys in which Academia Contacto incurs, even those not required by law, will be borne by the client even if the sentence covers the claims of Academia Contacto or dismisses that of the student.

1. Protection of data

Academia Contacto undertakes to keep the absolute secrecy with respect to the personal data to which it has access in compliance with this contract and to observe all the legal provisions contained in Organic Law 15/1999 on the Protection of Character Personal Data. The student expressly and unequivocally consents to the transfer of his personal data to Academia Contacto, insofar

as it is necessary to comply with the obligations established by the Law or to those that have been agreed by the parties.

Submission of the enrolment form means that you have accepted the present terms and conditions.