

# GENERAL CONDITIONS

don Quijote is a private company owned by Ideal Education Group. don Quijote schools are accredited by the Cervantes Institute and other institutions. Head Office: Gustavo Fernández Balbuena 11, 28002 Madrid, Spain. Tax Identification Code (CIF) B-79946729. IDEAL EDUCATION GROUP S.L. registered in the Mercantile Registry of Madrid Volume 868, book 0, folio 154, section 8, page N° - 17285.

## 1. CONTRACT

- don Quijote guarantees that all descriptions of programs, accommodation, and complementary services in the 2019 dates/prices are updated (any and all special arrangements and/or agreements must be set in writing and signed by don Quijote).
- The personnel in charge of airport transfer and transportation to accommodation are insured, completely familiar with the area and know exactly where the students are to be dropped off.
- don Quijote is a member of the following national and international organizations: eduSpain, NAFSA, Ideal Quality Certificate, AATSP, ALTO, AMACFE, FEDELE, AECAE, ACTFL and ELITE.
- Our academic centers in Alicante, Barcelona, Granada, Madrid, Marbella, Salamanca, Seville, Tenerife, and Valencia have been approved by the association eduSpain and by the Madrid Chamber of Commerce.
- don Quijote guarantees a maximum of 8 students per classroom in the Intensive courses (10 at our Enforex schools), 10 students in the DELE, SIELE and Chamber of Commerce courses and 15 in Summer camps and Junior program.
- don Quijote's conditions do not apply to partner schools. Each partner school has its own conditions. For more information, please contact our Head Office.
- don Quijote reserves the right to use all photos and videos taken during the student's stay. Students should be aware that they may appear in Ideal Education Group's or partner's promotional material, unless the student expressly states he/she does not wish to appear upon arrival at the school.
- The published offers cannot be accumulated. All offers are subject to availability. There will be no changes made to bookings that have been received prior to the promotion. All offers and promotions will be applied upon enrollment. Discounts that became available after the first enrollment are not valid.
- The enrollment fee is valid for one year from the first reservation made for all Ideal Education Group schools in Spain and Latin America. In other words, any courses reserved during a 12-month period can be made using the same enrollment fee.
- In the exceptional case that only 1 or 2 students are enrolled in a course in the same level, the school reserves the right to convert the course into a private or semi-private program which will result in a 50% reduction of class hours.
- In cities where programs are also available at other schools with Ideal Education Group, classes can be combined at any time.
- Any complaints must be submitted in writing and within the first 24 hours to [helpdq@donquijote.org](mailto:helpdq@donquijote.org). This ensures that we can take care of the issue as soon as possible and seek a quick resolution. Only complaints made during the student's stay have the right to any possible compensation, refund, or changes. Any complaints made after departure will only be accepted as suggestions in order to improve our services.

## 2. COURSE ACCREDITATION

- A personalized don Quijote certificate will be issued for studies in accordance with the guidelines established by the Instituto Cervantes and the current legislation regulating non-accredited education.
- This certificate will contain the name of the course taken, course level, and number of hours completed. The name of the school in which the class(es) were given, dates of enrollment and level achieved will also be included.
- This certificate is not valid as an official document in accordance with the legislation regulating non-accredited education.
- Course certificates will only be issued to students who attend at least 85% of their classes.

## 3. CREDIT NOTES

- Credit issued due to exceptional circumstances is only valid for up to 12 months from the date of issuance. Once the 12-month period ends, the student loses the right to the credit or refund.
- Credit is valid only for the geographic region for which it was issued (i.e., credit issued for Spain is not valid for programs in Latin America) and is not transferable to other students.
- Credit note can not be converted into a refund.

## 4. ACCOMMODATION

- For registrations received a week or less prior to the beginning of a course, don Quijote does not guarantee the type of accommodation desired and requested by the student; priority is given to students who register further in advance.
- In the event that a student is not satisfied with the assigned accommodation for any justifiable reason, the student may move to another accommodation of the same type (up to 3 changes allowed). Students wishing to change accommodation arrangements must notify the person in charge during their first day of the program.
- All students must inform don Quijote or the host family in advance of their approximate time of arrival. In the event that one of the previously mentioned parties is not contacted, don Quijote will not be held responsible for greeting or picking up the student upon arrival.
- don Quijote does not guarantee accommodation for the family members or friends of enrolled students, as priority regarding available accommodation is given to don Quijote students.
- The student will be charged for property damages caused either intentionally or through negligence.
- If there is damage and no one is directly responsible, the cost of repairs will be divided among all students in the apartment or residence.
- At don Quijote, respect for others and for the rules is essential

for our programs to run smoothly. Students' failure to follow the established rules will be grounds for withholding the accommodation security deposit. Some examples of behaviors that merit forfeit of the accommodation deposit include: having guests stay overnight, making loud noises, smoking in the bedrooms, having parties, consumption of alcohol, consumption of any narcotic or harmful substance, and any other conduct that don Quijote management considers inappropriate.

- In the case of a serious disciplinary offence or repeated bad behavior, the student will be expelled from the accommodation contracted with don Quijote without the right to a refund.
- Apartments and student residences may be substituted by other types of accommodation, at the same price, during the high season.
- If you reserve a shared double room (shared with another student) and there is no other student with whom you can share the room, we reserve the right to change your room at any time.

## 5. GENERAL COURSE CHANGES AND CANCELLATIONS

### IDEAL EDUCATION GROUP SCHOOLS

- All program fees must be paid at least 4 weeks prior to arrival. Otherwise don Quijote reserves the right to cancel the student's placement.
- The EUR 210/USD 250 deposit will not be returned for any cancellations made. For cancellations made less than 6 weeks before the start date, the minimum charge of the cancellation fee is the enrollment fee plus 2 weeks of program and accommodation.
- All refunds, under any circumstances, are subject to an administration fee to cover the administrative costs of processing a refund (a minimum of EUR 65/USD 90), along with the standard fee for reservation changes (9% + EUR 210/USD 250). Refunds for overpayment will be subject to a minimum EUR 95 administration fee.
- All students who wish to cancel their program (course and/or accommodation) prior to arrival must notify don Quijote in writing by email [infocentral@donquijote.org](mailto:infocentral@donquijote.org) or by certified mail.
- Cancellations not received via one of the 2 aforementioned means will not be accepted.
- In no case whatsoever will a refund be made for the cost of the program or accommodation once the program has started (unless the refund guarantee has been purchased).
- For each change before arrival to your confirmed booking (start dates, program, or services) for programs in Spain and Latin America, EUR/USD 35 will be charged for administrative costs. Changes after arrival (of destination, school, accommodation or program) are free for courses in Costa Rica, Ecuador, Mexico, and Spain (subject to availability, paying the price difference if applicable). For all other changes after arrival to your confirmed reservation for programs in Spain and Latin America, EUR 210/USD 250 will be charged for administrative costs. All changes are subject to availability.
- Course break: 1 free week off for every 4 weeks of study (students will be charged for their full stay at our accommodation, including breaks, in order to keep their reservation); 1 week notice required. In all other cases, taking a break during your course will incur a fee of EUR 50 and accommodation must be paid in full for the original program length (subject to availability).
- don Quijote cannot be held responsible for cancellations due to Acts of God, health reasons, or personal problems.

### PARTNER SCHOOLS AND THIRD PARTIES

- Participants who cancel their Spanish + Internship + Volunteer program at Ideal Education Group schools in Spain or Latin America, or any program at partner schools in Latin America, more than 4 weeks before it is scheduled to begin will be charged a EUR 500 /USD 600 cancellation fee. If this program is canceled less than 4 weeks before the program of the program start date, the full price of the program will be charged. For cancellations of a private apartment or hotel reservation, no refund or credit towards the purchase of other products will apply.

### SUMMER RESIDENTIAL PROGRAM

- For the confirmation of reservations made 4 weeks or less before arrival, the total invoice must be paid in full at the time of enrollment.
- For summer camps on EUR 850 penalty will be applied to cancellations made in the last four weeks prior to arrival.
- No refunds will be issued for cancellations one week before or after arrival in any case.

## 6. CANCELLATION GUARANTEE

- If you want to avoid cancellation expenses, in case of any need or illness, we recommend that you contract the cancellation guarantee, the cost of which is 3% of the total amount of the invoice. It must be paid upon booking and covers cancellation for any reason at any time. You may cancel all or part of the program.
- The cancellation guarantee must be bought at the time of booking. Cancellations can only be made after arrival.
- All refunds will incur an extra cost of 3% (a minimum of EUR 65/USD 90).
- The price of the course and accommodation will be charged for the week during which the cancellation is made if the student makes that cancellation up to Wednesday, otherwise both the week of cancellation and the following week will be charged.
- The cost of the cancellation guarantee will not be reimbursed.
- In order to cancel a language program, the student must give notice via email to [seg@iegroup.com](mailto:seg@iegroup.com). The day after the email is sent will be considered the day the course has been officially canceled. Cancellation is only valid once an email has been received. For this reason, it is important that the student is certain that the email has been received. The money will be returned within 30 days of the official cancellation date.
- The cancellation guarantee must be signed and paid in full upon enrollment in order to be valid. You can add extra services but

not decrease the coverage.

- Students who require and have obtained their visa through don Quijote can purchase the cancellation guarantee, however their cancellation will only be considered once the student provides proof of having left the host country. In these cases, 20% of the amount to be refunded will be charged to cover administrative costs.
  - Only valid for our Ideal Education Group schools in Spain; Guanajuato, Oaxaca, and Playa del Carmen in Mexico; Quito in Ecuador; and Santo Domingo de Heredia in Costa Rica.
- ## 7. VISAS FOR SPAIN
- Citizens of countries belonging to the European Union do not need a Visa to enter Spain.
  - Students coming from other countries should obtain information regarding the requirements for obtaining a Visado (Visa) at their nearest Spanish Embassy or Consulate. The certificates that accredit and confirm the enrollment in a Spanish program at don Quijote can only be signed, sealed, and sent by people authorized by don Quijote, who will not be responsible for rejected visa applications, as these certificates do not hold any official validity, but serve only as confirmation of a course to be taken at one of our schools. These documents will only be sent to cover the amount of course time initially contracted by the student. don Quijote will send out, free of charge and to any student who asks for them, the following documents (if and only if the total cost of the program has been paid):
    - Confirmation of the Spanish program chosen by the student.
    - Invoice for the total cost of the program in question (course + accommodation).
  - In the event that the student should urgently need the originals of any of these documents, don Quijote will send them and charge the cost of express mail to the student.
  - If a student visa is rejected, don Quijote will refund the cost of the program minus EUR 310/USD 350, and any additional basic costs. The student must show don Quijote formal proof (original copy) that their visa application has been rejected in order to receive the refund. If this copy is not received by don Quijote, 100% of the cost of the program will be charged.
  - Any refund from don Quijote if a student visa is rejected will incur a charge of 9% (a minimum of EUR 65/USD 90).

## 8. OPTIONAL INSURANCE

- Students are not covered for any illnesses, accidents, loss of personal property (neither at their accommodation nor in or out of the classroom). don Quijote recommends the use of optional insurance, which is available to all students who wish to purchase it.

## 9. AIRPORT TRANSFER SERVICES

- Flight information (place, date, time, and flight number) must be confirmed in writing at least one week prior to arrival. Otherwise, don Quijote will not be held responsible for picking up the student at the airport and there will be no refund.
- If the student cancels the airport shuttle service less than one week prior to arrival, he/she will lose the right to a refund of the cost of that service.
- In the event of delays or changes in flight information without previous notification, don Quijote will not be held responsible for picking up the student at the airport and there will be no refund.

## 10. HOLIDAYS

- Please check for updated holiday information before planning your trip to Spain and Latin America [www.donquijote.org/holidays](http://www.donquijote.org/holidays).
- Classes missed due to national or local holidays will not be made up or refunded. When more than one holiday falls in the same week (Monday - Friday), either one day of the missed classes can be made up or a 20% discount will be applied to the corresponding course week price for a 1 or 2-week program; if students prefer to receive the discount they must notify us at the time of enrollment. One-to-One classes will always be made up.

## 11. AGREEMENT

- Upon signing the registration form or paying the program fees, the student accepts all of the conditions described above. If, under any circumstances, uncontrollable by don Quijote, accommodation prices increase, don Quijote will notify the student ahead of said changes. This price supersedes the previously existing price and is valid from January 1, 2019 to December 31, 2019 for all programs taking place between these two dates. don Quijote is not responsible for typographical errors and/or misprints contained in this price. Printed in August 2018 and subject to change.
- Find the most updated version online at: [www.donquijote.org](http://www.donquijote.org)

You can pay via VISA or Mastercard via online booking or through the link we will send you once the payment is requested. Please ask us for your student number.

By bank transfer to don Quijote Please put the student's name and "don Quijote" on all documents relating to transfers.

ACCOUNT NAME: IDEAL EDUCATION GROUP, S.L.  
BANK NAME: Banco Sabadell  
BRANCH ADDRESS: C/ Enrique Larreta 12 - 28036 Madrid  
SWIFT CODE: BSABES33XXX

EURO account for courses in Spain and Cuba  
Account no.: 0081-0298-48-0001214223  
IBAN: ES26-0081-0298-4800-0121-4223

USD account for courses in Latin America  
Account no.: 0081-0298-42-0070530365  
IBAN: ES24-0081-0298-4200-7053-0365



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CUSTOMER SERVICE

[helpdq@donquijote.org](mailto:helpdq@donquijote.org)

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