

## **Terms and Conditions**

### **1. General Conditions**

The General Conditions apply to all courses offered by FREEDA language school. The site contains information on courses, course extension, schedules, prices and additional information on each course. Prices are relevant at the moment of reviewing this information.

### **2. General information**

FREEDA LANGUAGE SPACE S.L. (here after referred as FREEDA) is located at the address: C/Cabanes, 40, PBJ, 08004, Barcelona (Spain), tax identification code B-66068156, and registered in the Trade Register of Barcelona (Book: 43866, page 94, section 8, registration sheet: 440477).

### **3. Legal regulation applicable to the Agreement and acceptance of general terms and conditions**

The General Terms and Conditions will be governed on the basis of the application of Royal Decree 1/2007 as of the 16th of November, approved on the basis of the revised text of the General Law for the Protection of Consumers and Users, Law 7/1998 as of the 13th of April, On General Terms and Conditions of the Agreements, as well as the Civil Code. The general terms and conditions are included as a part of all the Agreements for the provision of language courses, provided on the site, and signed by both parties. On this basis, the parties obtain responsibilities for the execution of the Agreement conditions, even if the Agreement contains additional terms and conditions set for each particular program of the course.

### **4. Registration, costs, and payment**

Registration can be made via e-mail, phone or through the website (completing the registration form). To register, you have to attach a copy of ID or passport to the e-mail or visit the school.

All courses must be paid for in advance. The payment could be made via bank

transfer to the school's account or in cash or by credit/debit card directly in the school's administration office. The payment is done in euros, and transfer fees are not included. If the school needs to pay any charges for bank transfer, the costs are to be covered by the student. Students shall provide the school with a copy of the receipt as soon as the payment is made.

Bank account details:

Recipient Name: FREEDA LANGUAGE SPACE S.L.

Account Number: 0049 0771 19 2110793909

IBAN: ES05 0771 1921 0049 1079 3909

Swift: BSCHEMMXXX

Bank Name: Santander

Address Bank Branch: Barcelona, Vila Vila, 101-103

As soon as the school receives a confirmation of the payment made by the student, the school is committed to delivering its services in compliance with all the terms and conditions prescribed in the Agreement.

## **5. Main Information about the Course**

Before starting a course, a student needs to take a placement test at reception, to determine the student's command of the language. Academic advisors have developed special programs for the general, intensive and long-term courses. Students can choose any available program or combine multiple programs simultaneously, depending on the individual needs of each student. Based on placement tests results, students will be placed in a relevant group applicable to their level: beginner, intermediate or advanced, in accordance with the requirements of the educational standards of the European Union. To achieve this, the school uses appropriate educational materials. The aim of all the courses is to train the students with the skills and knowledge for coping with any language situation and to properly develop the four language skills: reading, writing, speaking and listening.

In order to move up the level students are obliged to take a control test.

The cost of the first student book is included in the tuition fee. Students should purchase required course materials after passing the placement test.

The minimum number of students per class is four, and the maximum is eight. The school will select appropriately qualified teachers and has the right to replace teachers at any point during the educational process; the student can not appeal against this decision. When one of the teachers terminates the employment contract with the School, the School is committed to finding a replacement, and the student can not unilaterally cancel or challenge the given circumstance.

Opening hours are from 10 am to 3 pm and from 4 pm to 8pm.

There are no classes on weekends and public holidays. The school do not make up classes that coincide with national or regional holidays.

The student will receive a certificate upon completion of the training if their attendance is at least 70% of the total number of hours. Those who are in line with this condition along with successful completion of the final course are entitled to the Certificate of the course completion.

Classes missed by the student under circumstances not related to school shall not be reimbursed and shall not give the right to the Student request for the refund. Proportional fee for classes shall be reimbursed in case the Student failed to attend classes due to force majeure circumstances, or in case the failure is caused by FREEDA. The absence in the classroom or refusal to complete the course shall not be a cause to claim the refund of the course amount.

## **6. The course cancellation**

FREEDA informs the student that a distance contract entered by parties is regulated by the Royal Decree 1/2007 as of the 16th of November, approved on the basis of the revised text of the General Law On the Protection of Consumers and Users and other additional laws.

The Student has the right to get a full refund of the course within 14 days from the date the course has been paid. In case the Student has already started the course, the reimbursed amount will be calculated proportionally. The refusal shall be sent

via written notification. The refund shall be done within 30 days from the date the Student terminates the course.

The template of agreement termination is attached to this agreement.

The Student is not entitled to refund in case the course cancellation was done after 14 days from the moment the agreement has been entered into.

In case the Student is not able to start the course that is a subject of the agreement due to force-major, or visa refusal, the school will refund 85% of the total price of the course paid by the student.

The amount shall be refunded within 30 days from the date the Student provides the related document on visa denial.

The Student is obliged to inform FREEDA about the cause of the course cancellation within seven (7) days from the date the student becomes aware of the circumstances.

The registration fee is not a subject to refund under any circumstances.

## **7. Complaints and claims**

The school provides the Student or their legal representative the official complaints form upon the request.

If you have any questions regarding the terms and conditions, please e-mail us: [info@freedaspaces.com](mailto:info@freedaspaces.com).