

GENERAL CONDITIONS

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- Payment in full must be received by SLC before arrival. A programme is not valid until the full payment has been received and confirmed in writing by us.
- The payment of the courses extensions must be done in advance, at least one week before the start of the lessons.
- Students attending courses at SLC must comply with the directions given to them and abide by the rules of each course and accommodation. We reserve the right to expel any student whose behaviour is detrimental to the well-being of the programme (course/lodging) and no refund will be provided. SLC is not liable in any cases of "force majeure" and urgent need (according to the law) or for actions of the students and their consequences.
- SLC reserves its right to cancel a group course if there are not at least 3 students. In this case, the refund of the entire payment, the change of the starting date, or the change to another course will be offered.
- In high season, lessons can take place in classrooms situated in other facilities and imparted in different class-time (in the morning or in the afternoon).
- SLC only accepts over 16 years old students; however, SLC can consider to accept under 16 for private classes and special programmes. All students under 18 must compulsorily report their parents' approval document duly completed and signed. In these cases, SLC is not liable for any responsibilities of under age students.
- A minimum of 90% of attendance is required to obtain the certificate of attendance and academic progress. All the courses are taught in Spanish language.
- Unless the student notifies us otherwise by email, he/she authorises us to use his/her images and comments for promotional purposes.
- Registration fee includes: Welcome pack, level test (out of class time), extra complementary material, cultural and linguistic immersion activities, Wi-Fi, access to the study and reading room, books and films for loan, attendance certificate, 2 extra free lessons of Spanish Culture every week (minimum 3 students enrolled)
- The textbook includes a CD with all the listening.

PUBLIC HOLIDAYS

- There are no classes on holidays. In case there are two public holidays during the same week (from Monday to Friday) all the missed lessons for one of those days will be made up or replaced by a special activity.

CANCELLATIONS AND CHANGES

- **Cancellations before arrival** are only accepted in writing at least 5 days before the programme starts, either by letter, fax or e-mail and the deposit of 150€ will not be refunded.
In the following cases, money will not be refunded: for cancellations notified less than 5 days before the starting of the course/lodging and once the course and/or accommodation has started.
- For **changes or cancellations** in the booking (course and/or lodging) **after arrival**, we charge an administration fee of 30€.
 - Cancellation of the **course** after arrival. If a student needs to leave the school after commencing the course, it is required to give the school two weeks' notice in writing. She/he will be given a credit note for the tuition fees for any time remaining after 2-weeks period. This mentioned credit will be valid for 12 months after the date of issue and is not transferable. If you do not report it to us in this way, the amount of these 2 weeks will not be refundable and they will be deducted from the credit note.
 - Cancellation of the **accommodation** after arrival. If a student needs to leave the accommodation after the arrival, she/he will be required to give the school two weeks' notice in writing. The balance of accommodation fees will be refunded except 1-week's accommodation.
- Special 10 and Special 12 are not divisible courses. 4 weeks must be taken continuously.

- In no case students can recover single days of missed classes. They will only be able to recover full weeks as long as they have previously notified their absence by email, or in written form to administrative staff, at least one week before. SLC can not guarantee that they will continue exactly in the same unit when they return to class. The courses will not be able to be postponed for more than 12 weeks for unjustified reasons. In this case, the student will lose any right to get a monetary refund of both: the course and the accommodation and they will not be recovered.

ACCOMODATION

- It is available between 12.00 p.m. on Sunday prior to the first day of their course (Monday), until 12.00 p.m. on Saturday following their last day of class (Friday).
- For last minute bookings (especially in high season) SLC cannot guarantee to fulfil required preferences (early bookings are advisable).
- All students must previously inform the school of their approx. time of arrival at least one week before the arriving day.
- The loss of the keys will be 20€
- Under age students can only be placed in host families.
- Shared flat:
 - A deposit of 150€ per person will obligatory be required upon the arrival. The damage guarantee deposit is refundable at the end of the accommodation agreement, except 20€ for cleaning purpose (SLC will clean common areas once per week).
 - All damages to property, equipment or rooms will be charged to the student and deducted from the deposit. In order to retrieve the deposit, the student must leave the accommodation tidy, and with no damage. All students accommodated in the same apartment will be held jointly responsible for damages made to the apartment and/or its content, unless the person responsible for the damage informs us.
 - Students staying more than one week will receive two sets of sheets and towels, so they will have to change their bed linen and wash the sheets and towels.
 - The delivery of the keys will be only available from 12.00 to 22.00. An extra supplement of 20€ will be applied out of this time schedule.
 - Students must supply SLC a copy of their passport.

TRANSFERS

- The flight, bus or train details must be confirmed in writing at least 1 week before leaving for Spain. Transfers will be only available from 07.00 a.m. to 22.00 p.m. An extra supplement of 20 € will be applied for pick up services (on departure/on arrival) out of this time schedule.
- If a student cancels the transfer less than 5 days prior to the arrival, they will lose the right to a refund of the cost for that service. In case of any delay (baggage loss) or changes in the arrival/departure time without previous notification, SLC will not be held responsible for picking up the student and the student will lose the right to a refund/compensation of the transfer fees.

INSURANCE & VISA

- Students are not insured against illness or accidents, theft or loss of personal possessions or cancellation of the programmes before/after the arrival. SLC will not accept responsibility for loss or damage to student's property (inside/outside the school & accommodation). We therefore highly suggest to take a personal insurance policy.
- SLC offers IATI travel insurance. For further information, visit our website, ask at reception, or email us.
- UE citizens do not require a visa to enter Spain. Citizens from other countries should previously contact their nearest Spanish Embassy or Consulate to be informed about all the details regarding entry permits. We will only issue the course confirmation and extra documents if the matriculation has been received and the payment in full has been settled. If the student informs us that he/she has failed to obtain a visa, a refund is given (except 150€ - administration fee) if he/she sends us a copy of the relevant documentation from the embassy or consulate.