

## **General conditions (the English version of general conditions is binding)**

### **Deposit / cancellation / refund**

Once we receive your initial deposit (115€ for the course and min. 75€ for the accommodation) your application is confirmed. The balance due for accommodation and course fees should be paid no later than the first day of class. The remaining payment of accommodation must be paid in cash.

All bank fees related to money transfers must be paid by the applicant.

Any payment already received will be refunded except the 75€ handling fee and the 40€ enrollment fee if cancellation is notified at least 7 days prior to the course. Deposit payments for booking type C and D will not be refunded.

For cancellations less than 7 days prior to the course we cannot refund any money although a possible change in the dates of the course and stay may be negotiated.

Should the student not be able to attend the class he signed up for due to unusual personal circumstances, such as illness or accident, he should let us know in written form by certified letter, including the reason for the absence in combination with a physician's letter or an admission slip from the hospital. Please note that this only applies if the person affected is the student, not family members. Any payment already received will be refunded less a 75€ handling fee and the 40€ enrolment fee although a possible change in the dates of the course and stay may be negotiated instead.

Cancelation of any of the booked packages upon arrival will carry a 30% cancelation fee of the full price of the chosen activity. Fees for Spanish classes and accommodation will be charged in this case according to the official price list (without the discount for packages).

### **Entrance dates**

All students pick their own starting date and the duration of their stay. The dates are binding as soon as the student starts the language course. There is no refund for parts of the programmed waived due to illness, early departure, delayed arrival or other reasons. Lost days cannot be compensated later, except special agreement. Voluntarily dropped courses are not transferable to third parties or family members. If classes cannot take place due to circumstances beyond our control or force majeure there will be no refund or compensation later.

We do not grant price reductions for students who voluntarily enter or leave the program during the week.

Public holidays cannot be deducted from the Spanish course fee, nor can Spanish classes be made up later except for the private classes and the D.E.L.E additional preparation classes.

### **Changes in booking**

Changing from a group course to private lessons is only possible in special cases and is decided by the school. In any case the payment will not be refunded if the student does not attend the course. If the student's level is different to the other students' he/she will receive 2 hours of daily private lessons instead of the standard course but at the same price.

For each change in booking, we charge a fee of 15€, except in case of extensions.

### **Image rights**

Unless the students request otherwise in writing, accepting these conditions they consent that their photographs (in class or during activities) may be used for advertising the school, either on paper or on Internet use.

### **Lodging**

#### **All types of lodging**

There is no refund for students who voluntarily leave an apartment.

The cleaning of the apartments is the responsibility of the students during their whole stay, and they must agree to organize it if they share the flat.

Waste disposal is the responsibility of each student and must be taken care of frequently. All students are asked to turn off the lights when they leave the house and to make sure that there is no waste in the consumption of water, electricity and gas. The apartment rental includes basic electricity and water consumption charges. The use of high-energy appliances, such as heaters, electric blankets, portable stoves etc. is not allowed. Otherwise, the use of these electric household appliances will entail an extra charge of 6€ (per person) per week and appliance.

Due to the scarcity of water, it is forbidden to wash windsurfing / kitesurfing material, wetsuits, etc. in the apartments. Leaving sand in the shower must be avoided because it can cause clogging of the drains.

Students are required to inform the school about damages in the apartment.

### Type A

The type A apartments are rented out principally to students from our language school or others who accompany students. In case any rooms in an apartment are unoccupied, students are not allowed to use them for their own needs or for people who are in no way related to the school. Should we find out that people not registered with this school are living in the rooms or the shared space they are asked to leave immediately and to pay 35€ for each day's stay.

The accommodation in a booked apartment is from Sunday (before the first day of school) till Saturday (after the last day of school). Extra nights must be booked in advance as they cannot be guaranteed. Every student will leave a credit card number as a guarantee or will pay a deposit of 50€ in cash on the first day of the course. That amount will be returned on the day of departure if the house is relatively clean (dishes washed and rubbish disposed of) and no damage is detected. The keys should always be returned on Saturday by 12:00 p.m. in the apartment unless other arrangements have been made. The deposit will not be refunded if the student has not vacated the apartment by 12:00 p.m.

The rooms for the arriving students will only be cleaned after the departure of previous students.

A 20€ extra cleaning fee will be requested if the house is very dirty. Pets are not allowed in apartments.

### Type C and D

Every student will leave a credit card number as a guarantee or will pay a deposit of minimum 100€ in cash on the first day of the course for compensation of possible damages. That amount will be returned on the day of departure if the house is relatively clean (dishes washed and rubbish disposed) and no damage is detected. The keys are always returned on Saturday by 12:00 p.m. in the apartment unless other arrangements have been made. The deposit will not be refunded (totally or partially) if the student has not vacated the apartment by 12:00 p.m. or if the house is very dirty.

In the type C and D apartments replacements for empty gas bottles are not included in the rent and will be charged.

### Type E

If a student lives with a host family, the school can talk to the family about a refund for students who voluntarily leave earlier than supposed. The refund cannot be guaranteed, however, and a 75€ handling fee will be charged.

### Arrival and Departure

Transportation is at one's own risk. This also includes the transfers which are arranged by the school.

### All packages:

The prices for all inclusive packages are only valid if bookings are made prior to arrival. Students who have not yet booked and would like to join any of the activity packages can obtain the current prices through Escuela Hispalense.

All pre-booked packages must be paid for in full before the courses start. If payment is not made in advance, the student cannot profit from the special package price. **Students who voluntarily do not assist or drop a booked activity programmed cannot claim the money back.** If a student waives the booked activity programmed, the lost hours cannot be recovered on any other day. If the instructors of any of the activities consider the conditions suitable for the activities, all enrolled students are supposed to participate. However, if the reason why the package cannot be completed is beyond the student's control (e.g., due to weather conditions) he/she will be entitled to a partial refund. If the hours of activities are completed before the end of the 2 weeks students can extend the activity by paying the proportional share.

Transportation is not included in our package prices (except climbing, outdoor and horse-riding).

### Kitesurfing

In case a kitesurfing group does not take place due to certain circumstances, the pre-paid course fee will be offset by private classes. In these cases, the 12-hour course will generally be halved to 6 hours private tuition.

### Windsurf

The students receive in total 5 classes of 2 hours in group. If they cannot be in a group (e.g. if they are alone or advanced) they will receive 5 lessons of 1.5 hours. The classes will be given when the windsurf school considers appropriate. If the students are too advanced and need professional boards they will have to take private or semiprivate lessons.

### Horse riding

It consists of 3 excursions (not classes) of 2 hours but the number of hours can be increased in advance or once on spot.

### Yoga

You can choose between 3 weekly classes or unlimited classes. The practice is based on Hatha Yoga, although there will also be Vinyasa, Anusara or Iyengar classes, without forgetting Pranayana and meditation.