

ENROLLMENT RULES

When students enroll in **El Carmen Spanish School** they agree with all the aspects mentioned below:

Arrivals and departures

Students have to inform the school about their arrival details: day, time and flight number (just in case they hired transfer service airport - School). This is very important, as we can arrange for someone to be waiting for the student at the school.

1. Students without accommodation service:

Students will be informed about the timetable for their first lesson via email. Students are asked to arrive at the school 20 minutes before the beginning of the first lesson so they can be welcomed to the school.

2. Students with accommodation service in shared flat:

- Arrival from Monday to Friday: students can pick up the key for their accommodations at the flat or at the school, just in case. Being previously informed by email or phone in the school.
- Weekend Arrivals: Students will inform the school about date, time and travel details prior to their arrival.

From 9:00 to 21:00 hours, students may head directly to their accommodation and they will start their course when they booked.

Airport transfers

Our school has a transfer service (arrivals and departures) for the student with an extra charge. Check our price list by email info@elcarmenspanishschool.com. This service has to be hired, at least, 3 days in advance the arrival.

- Students will inform the school about date, time and travel details prior to their arrival.
- Students shall inform the school about any delays in the arrival. Maximum waiting time for the transfer will be 1 hour from the specified arrival time. If the waiting time exceeds 10 pm, the night transfer fee will be applied.

Level test

We do not want you to miss any of your lessons; therefore, we will check your Spanish level before your arrival. Do not forget answering it! We will send you a level test by email in order to place you in the correct level.

Medical insurance

El Carmen Spanish School students are insured by the school, only inside the school through a third party.

El Carmen Spanish School does not insure our students against illness, accident, theft, loss of personal possessions, or any other inconvenience. **El Carmen Spanish School** will not accept any responsibility for such occurrences.

Students should check if their home country has any kind of medical agreement with the Spanish Social Security. European Community students and Suisse students should obtain the TSE (*Tarjeta Sanitaria Europea* - Sanitary European Card). This is an individual card to obtain assistance during a temporal period in any city of the European Community or Switzerland.

Non-European community citizens should have an international health insurance policy valid for Spain.

Bookings and cancellations

Changing dates has no extra charges, always if you do it more than 7 days before the course starts. (The students from Language International will apply their rules apart from ours detailed below).

1.-The down payment for confirming a booking is 100 euros.

In case the student requires a visa, the student will have to pay the half course price in advance so that the school can issue the corresponding letter of acceptance.

2.-For a student who does not need a visa cancels the course, the school will refund the following amounts depending on the time left until the start of the course:

* Cancellations made a full week in advance (7 days before the course starts) will be fully refunded.

* Cancellations made less than a full week before class begins: Course fees will be refunded (if they were previously paid), excluding the down payment (100 euros).

3.-If a student who needs a visa cancels the course, the school will refund the following amounts depending on the case:

* If the visa has not been granted: 90% of the course costs and the full price of the accommodation will be refunded.

* If the visa has been granted: neither the price of the course nor the price of the accommodation will be refunded, and the case will be reported to the relevant authorities.

4.-If the course is interrupted once it has already begun, the school will not refund any amount for the remaining classes. Instead, the student will receive a voucher for the remaining hours corresponding to the course he/she is attending, which may be redeemed later of his/her convenience.

5.-In no case shall the student be not allowed to transfer or sell his /her class hours, nor change them to private classes. In case he or she change it to another course, the different amount between courses will be paid.

6.-The student may choose to delay the beginning of the course to a later date of his/her convenience without extra charges, always if you do it more than 7 days before the course starts.

Due to internal policy, all cancellations must be notified to **El Carmen Spanish School** in advance by writing to info@elcarmenspanishschool.com

Money will not be refunded in case a cancellation is made once the course and/or accommodation has started. Only special cases due to illness of the student will be taken into consideration upon a medical certificate. In case the student booked some extra service (private room, private classes, etc.) will be refunded **the 50 % from the purchase**.

This clause applies to all the courses:

Maximum number of students per class is 10 and minimum is 3-4. If the number of students per class is 3 or less than 3, the school has the right to reduce the number of class lessons just in case (it is considered as private lessons).

Accommodation:

- **Our school acts only as mediator between students and property owners/hosting companies**, in order to facilitate accommodations for students of El Carmen Spanish School. Our only role is as deposit takers of the payment made by the students and subsequently paid to the owners of the flats or hosting companies.

If there is any dissatisfaction pertaining to the accommodations in which legal procedures need to be ensued, the school is not to be held responsible in any way. The full responsibility lies with the property owners or hosting companies, and not our school, which is completely unrelated.

However, as part of the intermediary service our school provides, we guarantee to help students find new accommodations for 30 euros more.

- **Minors may not be accommodated in shared apartments, except if they do so with their instructors and under their legal responsibility.**
- On arrival, the student's bedroom will be available from the hours the host will decide.

- Students must occupy the bedroom indicated by the school or the host family.
- **A deposit of 100 euros** is mandatory for students accommodated in a student flat. Deposit refunds will take place on the last day, after the accommodation has been checked by a school staff member. Students will be asked to return the key and show the deposit receipt.

Lessons and activities timetable

The academic hour (teaching hour) will be 120 minutes. There are three Spanish levels: beginners, intermediate and advanced. From Monday to Friday.

You can also take private lessons. You will have a personal teacher with whom improve or go over your Spanish.

Activities included in the summer course, (but could be during de course too!) depends on the week. These are the main activities the school offer to their students:

-  Old Town tour and Cathedral tower
-  Museum of Valencia's History
-  Flamenco class
-  Sangria lesson (How to prepare?)
-  Spanish lesson on the beach (only in summer)
-  Valencian markets tour
-  Visit to the museums
-  Typical valencian sweets and drinks tasting
-  Cultural contest

When students enroll in **El Carmen Spanish School**, they agree with all the things mentioned above.

El Carmen Spanish School expects students to meet basic standards of behavior that affect both: the school and the different types of accommodation offered. Inappropriate or unacceptable behavior by students will be grounds for expulsion, without the right to return to the school. The company is solely in charge of making the decision for what is considered negative or appropriate behavior. Students are responsible for the damages caused to the property of the school, and may be asked for financial or like for like replacement.

It's forbidden to get angry!!! 😊

WELCOME TO EL CARMEN SPANISH SCHOOL!

¡BIENVENIDO A EL CARMEN SPANISH SCHOOL!



STUDENT'S SIGNATURE AND PASSPORT NUMBER:
