

## GENERAL CONDITIONS

Once the enrollment process is finished, the student must proceed to pay for the course, except in those courses in which it is expressly indicated that he wants to pay CASH at the school on the day the course begins. If a deposit (20%) is paid before the start of the course, it will be deducted, in all cases, from the total amount of the course.

During the registration process, the deadline to make the payment of at least the amount of the pre-registration (20%) will be indicated. Once the pre-registration has been paid within the specified period, the student may request a registration certificate.

The total amount of the price of the course must be paid, in any case, before its starts. ELE USAL MALLORCA may at any time prevent access to classes to that student who, once the course has started, has not fully paid the full price of the course, without the student's right to a refund of any amount. In this case, you may also deny, at the end of the course, the delivery of the corresponding academic certification and / or accreditation for your attendance.

If for any reason the student has to delay his arrival and cannot be present on the first day of the course, he must notify ELE USAL MALLORCA as soon as possible to ensure the reservation of his/her place.

ELE USAL MALLORCA reserves the right to cancel or modify those options that do not have a sufficient number of students, in this case, the amount of this option will be refunded. Also the student and the school can negotiate the option of turning into private lessons . Likewise, those cultural activities or extra-academic courses that do not have a minimum number of participants could be suspended. Also in this case the registration fee will be refunded.

The academic activity on the first day of each course will consist of taking a classification test before the lessons. If when enrolling, the student has chosen options from other levels and is classified in the initial level, they will be assigned the options of this level.

### Registration term:

Up to a week before the start.

### Cancellation of the course before its start:

Less than 15 days in advance: € 150 cancellation fees. Once the course has started, there is no refund.

### Visa refusals:

If the course has started. No cancellation is allowed, nor is any amount reimbursed. If there are less than 15 days before the start of the course and the student proves that they have an official refusal document, 150 euros are charged.

If no official refusal document is presented, the general cancellation conditions will apply.

### Course changes:

If the course has started.

If you have not attended the course: No change is allowed, nor is there a refund of the amount paid.

If you have attended the course:

It has been 7 days or less since the start, and you want to change to:

Higher priced course: no fees are charged and the difference in price between the two courses is charged

Lower priced course: there is no economic penalty for the change and no amount is refunded.

More than 7 days have passed since the start: no change is allowed. If there are 7 days or less until the start of the course and you want to change:

A higher priced course: no change fees are applied and the difference is charged compared to the higher course.

A course with a lower price: 100 euros are charged as expenses for the change and the difference between the two courses is returned.

**Local bank holiday:**

National, regional and local holidays are not recoverable.

**Skip class:**

If the student misses class, the missed classes are not made up with other extra days. The student is only entitled to compensation when the school suspends classes for reasons of official exams or other official reasons.

In addition to the corresponding academic training, enrollment at ELE USAL MALLORCA of the University of Salamanca, **includes:**

.Certifications and accreditations. At the end of the course, the student will be given a diploma certifying the training received. The issuance of duplicate diplomas and new certificates and / or transcripts requested by the student later, will have a cost of 10 euros per document issued.

.Cultural visits to the city.

.Guidance and assistance service.

.Use of computer rooms.

.Access to the wireless network (Wi-Fi) throughout the school.

**NOTE:** Enrollment in any of the Courses organized by ELE USAL MALLORCA implies knowledge and acceptance of all the conditions reflected in this document.

