

GENERAL CONDITIONS OF SERVICE

CONDITIONS GOVERNING REIMBURSEMENT IN CASE OF CANCELLATION BY THE STUDENT OR THE SCHOOL:

Enrolment may be cancelled, subject to prior notification to the School, under the following terms and conditions:

- If cancellation is requested before the start of the course or during the first FIFTEEN days of the course, the full amount of the enrolment fee will be refunded, **minus the proportional part of the service used**.
- If cancellation is requested FIFTEEN days after the course start date, **no refund** will be made.

Visa:

In the event that the Escuela ELE USAL has carried out visa or accommodation management work for the student and the enrolment is cancelled, the Escuela ELE USAL reserves the right to charge the amount of 150 € as a management fee.

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.

If the student arrives in Spain with a student visa and decides to cancel the Spanish course, under no circumstances will he/she receive a refund of the amount paid.

The School reserves the right to:

1. Cancel the course in case the number of enrolments does not reach the required minimum, i.e. 3 students. In this case, two options are offered:

(a) The tuition fee shall be refunded in full.

(b) The student and the school may negotiate the option to move to private tuition, the tuition fee will be recalculated for this purpose.

2. Substitute teachers during a course. Occasionally, trainee teachers may participate in the courses.

3. Modify, in exceptional cases and with prior notice, the timetable of some classes. The timetable for group courses is normally from 9.30 to 13.10 for courses of 20 hours per week and from 9.30 to 11.10 for courses of 10 hours per week. In exceptional circumstances such as high season or unavailability of teachers, students may be asked to take their course at other times.

4. Cultural or extracurricular activities that do not have a minimum number of participants may be cancelled. In this case too, the registration fee will be refunded.

5. Students who start but do not finish their course or miss classes, whether for justified or unjustified reasons, will **not** receive a refund. If there is availability and it is not detrimental to the organisation of the centre, classes may be made up, but this cannot be guaranteed.

6. Accommodation can be cancelled with a minimum of two weeks notice. The school will refund the outstanding amount that has not been used, minus a 15% administration fee.

