

## 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, **except for 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 Mallorca has carried out visa or accommodation management work for the student and the enrolment is cancelled, the Escuela ELE USAL Mallorca 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-week notice. The school will refund the outstanding amount that has not been used, minus a 15% administration fee.

### **Students book:**

The student's book is Aula Plus from Difusión. On the first day of class at reception you will be able to **rent or buy it for 26 euros**. If you decide to rent it, you must leave a deposit of 26 euros and at the end of your stay, once you return the book, the money will be refunded.

### **Individual classes:**

In this case, notice of cancellation must be given at least 24 hours in advance, otherwise the class will be considered cancelled.

Likewise, if the student arrives late for class, the teacher is only obliged to wait 20 minutes, after which time the class will be dismissed and the student will leave. In any case, the teacher is not obliged to make up the time lost due to the student's lateness.

Individual lesson vouchers have an expiry date of 12 months.

### **Bank holidays:**

ELE USAL Mallorca closes the official bank holidays, which according to the calendar of public holidays in the Balearic Islands in 2024 are the following: **1 January; 1 March; 28 March to 1 April; 1 May; 24 June; 15 and 16 August; 1 November; 6 December**. *Classes that coincide with these days cannot be made up.* **Also closed for the Christmas Holidays: 23 December 2024 to 6 January 2025.**

**Exception:** For short courses, i.e. 1 or 2 weeks, it is possible to make up lessons on public bank holidays or a proportional part of the course fee.

### **Skip class:**

As mentioned above, if a student misses classes, the missed classes will not be compensated with extra days. The student is only entitled to compensation when the school suspends classes due to official exams or other official reasons.

*Enrolment in any of the courses organised by ELE USAL MALLORCA implies knowledge and acceptance of all the conditions set out in this document.*

