

GENERAL TERMS AND CONDITIONS

COURSE / PROGRAM DEPOSIT

- To book a place for one of our courses, all students must pay €150 in advance. This amount will then be deducted from the final amount to be paid by the student.
- To book an internship placement, all students must pay €75 in advance (or €175 if they want an internship to be found in less than a month). This amount will then be deducted from the final amount to be paid by the student.
- You will be asked to pay the remaining balance before your arrival or on your first day by credit card or cash.
- When choosing any of our Online Spanish Courses, the total amount needs to be paid before the course starts.

COURSES

- Course prices include free access to the learning center, internet and WIFI, cultural activities, Spanish level test, end-of-course certificate (for 2-week or longer courses, we recommend buying the textbook, which costs around €25).
- Course prices do not include accommodation, insurance or transfer unless stated otherwise.
- All our students receive a free Microsoft account for the length of their course.
- Materials are not included; however, you can rent a book for 40€ and give back at the end of your course.

CLASS SIZE & LEVELS

- Class size: maximum 10 students. Except in high season (May to September) when it can reach 12 students per class. The average number of students in summer is seven; five in winter.
- Levels available: from Elementary to Advanced.
- In our group courses. 1 lesson lasts 50 minutes.

STARTING DATES

- For participants with a basic knowledge of Spanish, every Monday. For participants with no knowledge of Spanish: January 2nd & 30th, February 27th, March 27th, April 24th, May 8th & 22nd, June 5th & 19th, July 3rd, 17th & 31st, August 14th & 28th, September 11th & 25th, October 23rd, November 20th & December 11th.

PUBLIC HOLIDAYS*

- AIP Language Institute will be closed every Saturday afternoon and Sunday of the year plus the following dates due to public holidays: January 6th; April 7th & 10th; Mai 1st; June 24th; August 15th; October 9th & 12th, November 1st, December 6th & 8th AIP Language Institute will not be closed for the entire Christmas holidays.
- AIP Language Institute does not refund money due to public holidays because we make up for all of them. We will extend the number of hours per day.

*These dates may be subject to change according to possible changes in local holidays.

ACCOMMODATION

- Accommodation in host family's prices includes board, personal laundry, and other facilities as described in the 'Living in Valencia' handbook.
- Host family changes: Should a student wish to change family, AIP Language Institute will do so after considering and discussing with both the student and the family.
- The student should provide a photocopy of a valid credit card which will be charged in case of any damage or breakage.
- When staying in an apartment, students get a single room and share the common areas (living room, bathroom and kitchen) with 4-5 students. No meals are included in this accommodation.
- Accommodation is offered subject to availability and should be booked well in advance, especially in summer. To cancel a booking for accommodation, there is a penalty fee of €200.
- One week of accommodation goes from Saturday to Saturday. When needed, students can book extra nights. Availability needs to be checked with us in advance. Check-in: 5.00 pm; check-out: 12.00 pm.
- When arriving between 11.00 am and 7.00 am, our special transfer service must be hired (€55/journey)

TRANSFER

- Although there is a metro from the airport or train station and it is completely safe to use it, we can arrange a transfer to your accommodation with a reliable driver. It costs €55, and it includes a maximum waiting period of 1 hour after the arrival of the flight. Each extra waiting hour costs €12.

BOOKING & PAYMENT CONDITIONS

- To book a course, please fill in the Enrolment Form on our web page and make the payment of the 150-euro deposit through our Internet Secure Server. Bank transfers may appear on our records after a couple of days, so if you want to rush the enrolment process, email us a copy of the bank transfer receipt with your personal details.

- Following the receipt of the payment of your course, AIP Language Institute will send you a confirmation email with the booking confirmation on the specified course.
- To pay by Bank Transfer, IBAN number is required.
IBAN Number: ES0500751129420600187614
BIC Code: BSCHEMM
Bank Name: Banco Santander
Bank address: Calle Botánico Cabanilles 22. 46010 Valencia
- All payments should be marked with your name. All bank charges are the student's responsibility.

CANCELLATION POLICY

- When Visa applications are rejected, there will be an administrative charge of €300. The rest of the deposit can only be refunded with an official letter issued by the Embassy.
- For cancellations made less than 15 days before the beginning of the course, the deposit will not be refunded. Once the course has started, there will be no refund.
- There will be no compensation for any missed days the course, late starts or early departures**
- There will be no compensation when changing the current course for a less intensive one*
- Cancelling the booking of the total or partial stay in one of our apartments/host families has a penalty fee of €200. The remaining balance will be refunded. When the remaining balance of the period to be cancelled is lower than €200, there will be no refund.
- When booking an accommodation linked to getting a visa, no total or partial refund will be made.
- If you are not satisfied with the accommodation provided, AIP Language Institute will find another one for you.

*Except for a reduction of weeks, however for any course changes AIP serves the right to charge 60€ for administration fees.

**The student can take part online, if the student wants to finish earlier, these weeks can be made up within one year.

HEALTH INSURANCE

- We strongly recommend taking out full travel and health insurance in advance. If you need it, you can hire it through AIP Language Institute.
- EU Nationals must bring their European Health Card.
- Students are advised to get insurance coverage against loss of fees and/or expenses that may incur due to cancellation or sudden early departure from a course.

VISA

- Nationals of the following countries do not require a visa for stays of up to 90 days:
 - o (a) EU countries, Australia, Canada, Japan, and the US.
 - o (b) Brazil, Croatia, Cyprus, Iceland, Israel, Korea (Rep. Of), Liechtenstein, Malaysia, Malta, Monaco, Netherlands Antilles, New Zealand, San Marino, Singapore, Switzerland and Vatican City, apart from other Latin American countries.
 - o Those studying longer than 90 days may require a student visa except EU country nationals.
- 3 to 6 weeks are at least needed to process a visa application, depending on the country. Please bear this in mind when picking the dates for your course.
- Those willing to start the visa application process, must pay their full tuition fee. Suppose the application for a Visa is refused by the Spanish Embassy or Consulate. In that case, we will refund the paid fees after deducting an administrative charge of €300 once we receive a copy of the refusal letter from the Spanish Embassy or Consulate.

GENERAL CONDITIONS

- AIP Language Institute does not assume responsibility for loss, delay or accident of any kind whatsoever that may occur due to fault or negligence of any company or person carrying out ancillary arrangements.
- The company reserves the right to cancel any arrangements or bookings without prior notice if payment conditions are not met.
- If there are less than 4 students in a group, the number of lessons will be reduced by half as they will be considered private lessons.
- The school reserves the right to change any arrangements outlined in the program announcements, offer substitutes of equal value, or cancel the program entirely with a full refund. Rates and schedules are subject to change.
- AIP Language Institute will make up for any missed lessons due to public holidays by extending the number of contact hours during the week affected by the holidays. No refunds are available.
- The company reserves the right to dismiss any student for misconduct or at any time the student engages in dangerous conduct to the student or others or engages in any criminal behavior. Whether or not the student's behavior justifies dismissal from the programs shall be within the sole discretion of AIP Language Institute and will not accept responsibility for damage to or loss of property, personal illness or injury, or death while a student is on the course.
- If an emergency requires surgery, hospitalization, or other medical care AIP Language Institute will take any action considered appropriate under the circumstances, including but not limited to arranging for medical or psychiatric treatment, the administration of prescription drugs, and transportation back to their country. AIP Language Institute will not cover costs that may arise due to the need for the repatriation of the student.
- AIP Language Institute reserves the right to decide if a participant is not ready to start the internship period in the collaborating company due to the lack of Spanish skills. In this case, the participant will have to extend the duration of the Spanish course.

MISREPRESENTATION

- The school is not liable if agents make promises to students that do not reflect the policies and services of the school as described in the Agent Manual and brochure. It is the responsibility of the Agent promoting AIP Language Institute to give a true and accurate description of our programs.

SPECIAL DISCOUNTS*

- 10% off when 3 students enroll together. 15% when 5 students enroll together.

*Only available for our in-person courses. This offer may not be combined with others

DISCLAIMER

- All efforts have been made to give accurate information in this document. Should mistakes or discrepancies occur, please bring them to our attention.