



GENERAL TERMS AND CONDITIONS

BOOKING AND PAYMENT CONDITIONS

- To book a seat in one of our Spanish courses, you must fill out our Enrollment Form (which can be found on our website) and pay a non-refundable €150 deposit. This amount will be later deducted from the final balance of your course.
- To book an internship placement, you must pay €75 as a deposit (or €175 if you want your internship to be found in less than a month). We will deduct this amount from the final balance of your traineeship.
- You can pay via credit/debit card or bank transfer:
IBAN Number: ES0500751129420600187614
BIC Code: BSCHEM33
Bank Name: Banco Santander
Bank address: Calle Botánico Cabanilles 22. 46010 Valencia
- 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.
- Once we receive the deposit payment, you will receive a confirmation email with all your booking information.
- You must pay the remaining balance of your course/internship one week before its beginning or on your first day of class at the latest.
- If you enroll in any of our online Spanish courses, you must pay the total amount before the beginning of your lessons.
- Your name should be visible in all your payments so you can keep track of them.
- We will not take any responsibility for any additional bank charges when paying for any of our services.
- Payment in installments not available.

COURSES

- The course price includes Spanish level test, personal interview, class recordings on Microsoft Teams, access to all the school facilities, WIFI, cultural activities and an end-of-course certificate.
- The course price does not include accommodation, insurance or transfer unless stated otherwise.
- You will receive a free Microsoft Office license for the total length of your course.
- You can save money with our book loan program. Pay a deposit and borrow the book you will use during the lessons. Once your course is over, return the book and get your money back. Deposit: €40.
- Private lesson packs expired after one year. Once that period is over, you will not be able to use any remaining lessons.



- If, for any cause, you need to pause your course and still have some lessons left, you will have one year to use those remaining classes from the date of your first day of class with us.

CLASS SIZE & LEVELS

- There is a maximum of 10 students per class. This number may go up to 12 during high season (May to September) or due to specific needs of the school. The average number of students in summer is nine, and five in winter.
- All levels available: from Absolute Beginner to Advanced (C1).
- 1 lesson of our group courses lasts 50 minutes.
- One-to-one lessons last 60 minutes each.
- Due to organizational needs, the school reserves the right to modify the time of the lessons and move morning lessons to the afternoon.

STARTING DATES

- You can join our Spanish courses any Monday of the year, except if you have no knowledge of Spanish. If you are an Absolute Beginner, you can only join our courses on the following dates: January 2nd* & 29th; February 26th; March 25th; April 29th; May 6th & 20th; June 3rd & 17th; July 8th & 22nd; August 12th & 26th; September 9th & 23rd; October 14th & 28th; December 2nd.

* These courses will start on Tuesday as Monday is a public holiday.

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 & 22nd; March 19th & 29th; April 1st; May 1st; June 24th; August 15th; October 9th & 12th; November 1st; December 6th, 8th & 25th. AIP Language Institute will not be closed for the entire Christmas holidays.
- There will be no refund due to public holidays as we make up for all of them. When there is a day off during the week, there will be some extra time during the other days to make up for the missing time. *These dates may be subject to change according to possible changes in local holidays.

ACCOMMODATION

- Accommodation in a host family includes expenses, meals, laundry and cleaning.
- If you are not happy with the family you have been assigned to, come and talk to us so that we can find a solution.
- If you choose to stay in a shared apartment, you will get a single room and share the common areas (living room, bathroom and kitchen) with 4-5 students. There are no meals included in this type of accommodation.



- Accommodation is offered subject to availability, and we highly recommend booking it well in advance, especially if you have decided to come in summer.
- Accommodation weeks go from Saturday to Saturday. Check-in: 5.00 pm, check-out: 12 pm.
- Booking extra nights might be possible, but you must check availability with us before booking.
- Apartment stays require a €200 deposit. This deposit will be refunded in full one month after leaving the apartment if everything was left in perfect condition and no excessive bills arrive. If the former conditions are not met, the refunded amount might decrease. Make sure you carefully read the apartment rules.

TRANSFER

- We can arrange a transfer service upon your arrival, in case you prefer this over using the metro. With this service, we will pick you up at the airport and take you to your host family residence or shared apartment. Transfer service price: €55, including a 1-hour wait time. Extra waiting hour: €12.
- If you are scheduled to arrive in Valencia between 11.00 pm and 7.00 am, you must hire our special transfer service (€55/way).

CANCELLATIONS

- 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.
- The €150 deposit is not refundable. If you cannot come on the date you booked your course, you can always modify the starting date in a one-year window.
- There will be no compensation for any missed days of classes, late starts or early departures, as you can access our lessons online if you need to or watch the recordings afterward. If you want to finish your course earlier than the original booking, we can save the remaining lessons for up to a year.
- If you find the course you chose too intensive for you and you want to change to a less intensive one, you can convert your remaining weeks into private lessons. This change has a €60 charge.
- You can transfer your lessons to another student. The cost of administrative process is €150.
- You can cancel your accommodation booking anytime, but it has a penalty fee of €200 + 2 weeks of the chosen accommodation option. If the remaining balance of your booking is superior to that amount, we will refund the difference.
- If your accommodation booking is linked to getting a visa, no total or partial refund will be made.

HEALTH INSURANCE

- We strongly recommend taking out full travel and health insurance in advance. If you need it, you can hire it through us.



- EU Nationals must bring their European Health Card.
- Also, we recommend getting 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:
 - (a) EU countries, Australia, Canada, Japan, and the US.
 - (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.
 - 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.
- We reserve the right to cancel any arrangements or bookings without prior notice if payment conditions are not met.
- If there are fewer than four 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 behaviour. Whether or not the student's behaviour 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. Not combinable with other offers.

DISCLAIMER

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