

## GENERAL CONDITIONS

Please read carefully the terms and conditions before enrolling.

- To enroll officially you must include a 200€ deposit which can be made via credit card or bank transfer. Once we have received the deposit we will process your booking for the course, accommodation and any additional services. All personal information and payment details are processed via a server encrypted with a 256 bits SSL.
- On receipt of your deposit we will reserve your Spanish course and accommodation and send you the confirmation, the Student Manual with detailed information about the city and the school as well as the remaining balance by email within 3 working days.
- Payment of the outstanding balance is due 20 working days prior to the course or accommodation starting date.
- No less than 10 working days before the course starts, and with the remaining balance fully paid, we will send you information about your accommodation and how to get to your allocated accommodation and the school.
- We advise our students that during the stay photos and / or videos may be taken to use for marketing and promotional materials.

## LAST MINUTE ENROLLMENTS

- Students who enroll less than 20 working days before the course starts must pay the full amount on enrollment.

## PUBLIC HOLIDAYS

- 01/01, 06/01, 20/01, 25/03, 28/03, 25/07, 15/08, 09/09, 07/10, 12/10, 01/11, 06/12, 08/12.
- The school is closed on these dates and will hold no lessons.
- Group lessons may start earlier to make up the majority of the day lost due to a public holiday. Please contact us for further information.

## HOW TO PAY

Payment is accepted in Euros only and must be received by Lacunza 20 days prior to the course starting date.

1. **Credit card:** If you have paid the deposit by credit card, Lacunza needs additional authorization to charge the remaining fees.
2. **Bank transfer:**

Account Name: LACUNZA IH SAN SEBASTIÁN  
Bank: BANCO BILBAO VIZCAYA ARGENTARIA (BBVA)  
Address: C. Urbieto, 21 – E 20006 San Sebastián – Spain  
Bank Sort Code: 0182.0307.14  
Account Number: 0200 528100  
BIC/SWIFT Code: BBVAESMMXXX  
IBAN: ES30 0182 0307 1402 0052 8100

*Please add 15 € to cover bank charges and fees. These must be paid by the student. Any excess amount will be refunded once the payment has been processed. Please state your name, type and date of course in the transfer details.*

## ENROLLMENT CANCELATIONS

- 20 WORKING DAYS OR MORE BEFORE THE COURSE STARTS: Lacunza will refund the full payment less the deposit (200€) which can be used to book another course in the same calendar year.
- 19 WORKING DAYS OR LESS BEFORE THE COURSE STARTS: The student will be required to pay for two weeks of the course and accommodation (if booked).
- ACCOMMODATION CANCELATIONS: Cancellations for accommodation only must be received at least 14 WORKING DAYS BEFORE YOUR BOOKED DATE. The school will reimburse the outstanding amount that has not been used, less 15% of the total amount for administration charges.
- Students who start but do not finish their course will not be reimbursed any course fees.

### COURSE & ACCOMMODATION EXTENSIONS

- If you wish to extend your course you must advise us the BEFORE the Wednesday of your last week.
- If you wish to extend your accommodation you must advise us at least 10 days before your booking ends. We will do our best to keep you in the same accommodation.

### CHANGES TO THE COURSE & ACCOMMODATION

- If you need to change the starting date for your course or accommodation you are able to change it for within the same calendar year. The following charges will be applied:
  - MORE THAN 1 MONTH BEFORE THE COURSE STARTS: No additional charge.
  - BETWEEN 1 MONTH AND 15 WORKING DAYS BEFORE THE COURSE STARTS: 30€ fee
  - 14 WORKING DAYS OR LESS BEFORE THE COURSE STARTS: 60€ fee plus 1 week of accommodation (if booked).

### ACCOMMODATION CONDITIONS

- Accommodation is booked from the Sunday before the course begins to the Saturday after the course ends. Extra nights may be available (extra cost).
- All students should inform Lacunza or the host family of their estimated arrival time.
- All accommodation is located within 5 to 30 minutes from the school either by walking or by public transport.
- All accommodation includes sheets. If you are staying a host family you must bring a beach towel. If you are in a shared apartment you must bring a bath towel and a beach towel.
- Students in shared apartments must pay a 150€ housing deposit which is returned at the end of their stay if there is no damage to the apartment.
- Shared apartments are either with other Lacunza students or with San Sebastian residents.
- The apartment and Student Residence high season is from June to September.

### VISAS

- If you request an official Confirmation of Enrolment Certificate (carta de invitación) from Lacunza for a course duration of 4 weeks or more, you must pay 50% of the total course before the certificate is issued.
- **CANCELLATIONS:** Once the visa has been issued, there is NO REFUND for cancelled courses.

- **MODIFICATIONS:** Once the visa has been issued, you cannot change the course to attend for fewer weeks. If you attend less weeks than stated on the visa NO REFUND will be given.

### HEALTH INSURANCE

- Citizens and residents of the European Community are insured through the Spanish social security against accident and illness. Please make sure you receive your European Health Insurance Card (HIC) before arriving in Spain.
- All other international students should take out a health/travel insurance policy that is valid in Spain. We are able to organize an insurance policy, which also covers incidents and problems during your trip to Spain, for an additional fee.

### CANCELATION INSURANCE

We recommend taking out course cancellation insurance to protect you in the event of unforeseeable incidents. We offer course cancellation insurance for our students via InterMundial - Correduría de Seguros.

### SUMMARY OF RISKS / INCIDENTS THAT ARE COVERED

#### 1. SICKNESS & DEATH

Serious sickness, serious accident or death of:

- The Insured Party and
- First or second degree ancestors or descendants.

Preexisting medical conditions and mental illness are not covered by the insurance. Conditions that are covered include:

- Death of a family member with a third-degree relationship.
- Medical quarantine.
- Complications of a pregnancy and / or miscarriage of the Insured Party.
- Summons for an organ transplant of the Insured Party.
- Emergency surgery of the Insured Party.

#### 2. PERSONAL & FAMILY MATTERS

- Knowledge, after purchase of the reservation, of the tax obligation to carry out parallel statement of income whose amount to be liquidated exceeds 600€.
- Subpoena for divorce proceedings.
- Notification of the arrival of an adopted of a child or sibling of the Insured Party prior to the start of the course for a date in which the Insured Party would have been at the course.
- An intent to visit or see the Insured Party by a person who has been legally prohibited.
- Compliance with imprisonment from one of the parents of the Insured Party.

#### 3. WORK & EMPLOYMENT

- A forced work transfer for a period of over 3 months.
- Entry into a new work position with a different company and a new contract.
- Extension of an employment contract notified after the signing of the policy.
- Legal declaration of suspension of payments or bankruptcy of the company of the Insured Party or the parents of the Insured Party.

- Employment dismissal of the Insured Party or the parents of the Insured Party.

#### 4. LEGAL MATTERS & APPEARANCES

- Appearance at official Civil Servant Exams held through a public organization on a course date after signing the policy.
- Summons as a member of an Electoral Board on a course date after signing the policy.
- Concession of official grants and scholarships after signing the policy.
- Summons for appearance and signing of official documents known and notified in writing after signing the policy.
- The obtainment of a trip and /or stay which is similar to that purchased, but in a cost-free manner, by public lottery and a certified by Public Notary.
- The police detainment of the Insured Party for causes which are not criminal.
- Summons as Party, Juror or Witness to a Court of Justice on a course date after signing the policy.

#### 5. THEFT, LOSS & VISAS.

- Theft of documentation or luggage which makes it impossible for the Insured Party to begin or proceed with his or her journey.
- Refusal to grant visas for unjustified causes.
- Serious losses which affect the usual and/or secondary residence of the Insured Party of the professional locale.

#### 6. DISASTER & AFFECTED AREAS

- The official declaration of a disaster area in the place of residence of the Insured Party or in the destination point of the journey.
- Acts of aerial, terrestrial or naval piracy which make it impossible for the Insured Party to begin or continue his or her journey.

#### 7. ADDITIONAL SITUATIONS

- Cancellation by a travel companion who subscribed the same type of services, as a consequence of any of the causes described in the policy.
- Expenses for ceding the journey and/or stay purchased by the INSURED PARTY to a third party.
- Failing of subjects which are prerequisite for undertaking the course.

#### PRICES

*Prices are valid until 31/12/2016*

COURSE COST	PRICE / PERSON
Between 0 & 500€	34€
Between 501 & 1,000€	55.50€
Between 1,001 & 3,000€	78.50€
Between 3,001 y 6,000€	113€
Between 6,001 y 9,000€	226€
Between 9,000 & 18,000€	312€
More than 18,000€	Please consult us.

VERY IMPORTANT: In order for the Course Cancellation Insurance to be valid it MUST be bought at the same time as the student enrolls in the course. If the student buys the insurance after enrolling it will only be valid during the journey to the school.

#### CANCELLATION OF THE COURSE BEFORE THE START DATE

The indemnity shall be determined from the first date of the event which impedes travel appearing in the documentary proof. If the insured party cancels the course before the start date the amount refundable will include the **amount of registration fee +100% of actual cost (as demonstrated by vendor's invoice)**. NOTE: The maximum refundable amount will be determined by the total cost of the course as contracted by the Insured Party excluding the cost of insurance.

#### CANCELLATION OF THE COURSE ONCE IT HAS STARTED (INTERRUPTION)

The indemnity shall be determined from the first date of the event which impedes travel appearing in the documentary proof. . If the insured party cancels the course DURING the course the amount refundable will be for the remaining unused days of the course using the following model: divide the total course cost by the total number of days and then multiple the “daily amount” by the number of remaining unused days (up to a maximum of 4,000€).

For example, if the Insured Party is enrolled for a 20 day course for which the total cost is 4,000€ the following fates would be applied.

- **19 days remaining. Refund of 3,800€**
- **10 days remaining. Refund of 2,000€**
- **1 day remaining. Refund of: 200€**

#### ADDITIONAL CONDITIONS

- The school reserves the right to expel students whose behavior is unacceptable, disruptive or preventing the smooth running of the course. This also applies to the behavior in the accommodation provided by the school.
- Students must attend all classes and dedicate at least 30 minute per day to homework to ensure that the class progresses.
- If there are not enough students to form a group for a certain level or course, the school will find an equivalent solution.
- The minimum age for our courses is 17 years old apart from the Junior Summer Course which is 14 years old. There is no minimum age for our group programs and individual classes.
- Reduced prices for long term stays on apply when the course weeks are continuous and full payment is received before the course starts.