



**TERMS & CONDITIONS
LACUNZA IH SAN SEBASTIÁN
2022**



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GENERAL CONDITIONS 2022

Bookings

Book directly on our website www.lacunza.com by going to "book now" or email us at info@lacunza.com. Include a photocopy of your passport or ID card. Please consider starting dates for beginners and public holidays.

You must include a €200 deposit which can be made via credit card or bank transfer. 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. No less than 10 working days before the course starts, and with the remaining balance fully paid, we will send the information about your accommodation and how to get to your allocated accommodation and the school.

Please note this is not possible to change group classes for individual classes once you have started your course. Breaks during your intensive weeks are not admitted (exception for long term students ->1 week of holiday for 4 months of class).

Intensive group classes are reduced from 1.5 hours to 1 hour if your group has 2 students or 45 minutes if you are by yourself.

Students who enroll less than 20 working days before the course starts must pay the full amount on enrolment. Payment is accepted in Euros only and must be received by Lacunza IH 20 days prior to the course starting date. We offer two options.

Bank transfer

Account Name: LACUNZA IH SAN SEBASTIÁN

Bank: BANCO BILBAO VIZCAYA ARGENTARIA (BBVA)

Address: C. Urbieta, 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

Bank charges and fees must be paid by the student. Please state your full name and starting date of course in the transfer details.

Credit card

If you have paid the deposit by credit card, Lacunza IH needs additional authorization to charge the remaining fees.

Enrollment cancellations

- 20 working days or more before the course starts, Lacunza IH 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

- Cancelling your accommodation 20 working days or more before your starting date will result in a total refund of the total accommodation price less the 50€ placement fee
 - Cancelling your accommodation 19 working days or less before your starting date, the school will refund 50% of the total accommodation price
 - After starting your course and accommodation, there will be no refunds given
- Cancelation insurance
We recommend taking our course cancelation insurance to protect you in the event of unforeseeable incidents. Please contact us for prices.

Public Holidays 2022

The school is closed and no classes will be given on the following public holidays in 2022:

January: 1, 6, 20 | April: 15, 18 | May: 1 | July: 25 | August: 15

September: 6,9 | October: 12 | November: 1 | December: 6, 8

During any week that has a public holiday in it, the classes start at 9am instead of 9.30am to compensate for hours lost.

Office opening hours are from 8.30 until 16.30.

In 2022, our group courses run from Monday January 3rd until Friday December 23rd . Students who are not complete beginners (you already know some Spanish) can start any Monday. If you are a complete beginner (you don't know any grammar or vocabulary besides 'Hola' and 'adios'), you have limited starting dates.

In 2022 these are:

January: 3, 31 | February: 14, 28 | March: 28 | April: 11, 25 | May: 09,23 |

June: 06,20 | July: 4, 18 | August: 1, 16, 29 | September: 12 | October: 3, 31

November: 28

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 also offer an insurance.

Visas

If you request an official Confirmation of Enrolment Certificate or 'carta de invitación' from Lacunza IH for a course duration of 4 weeks or more, you must pay 50% of the total course before the certificate is issued. 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 fewer weeks. If you attend less weeks than stated on the visa no refund will be given. Students that want to include vacation in their stay need to ask beforehand with administration and vacation will be include in the invitation letter. Should the visa be denied, Lacunza IH will refund the total amount less the deposit (200€) which can be used for another course in the same calendar year or for online classes.

Transfers

Upon request we can organize a private or shared (when travelling together) transfer service from nearby airports (San Sebastian, Bilbao, Biarritz) or train stations (Irun & Hendaya) to San Sebastian for individuals or groups. Send us your complete flight itinerary, airport, and day and time of your arrival at least 10 days in advance. If you do not, we uphold the right to cancel the service without a refund. Our transfer service takes the student directly to their accommodation. The student is obliged to notify the driver of any delay at the airport. The Bilbao airport has an excellent connection with 1 bus leaving per hour (2 during the summer) and takes a student directly to San Sebastián in 75 minutes for only €17 (safe & highly recommended).

Accommodation

Accommodation is booked from the Sunday before the course begins to the Saturday after the course ends. Extra nights may be available (extra cost) and can be booked on Saturday (arrival) or Sunday (departure). Accommodation on Sunday will be available from 20:00 onwards for host families. If you arrive before 20:00, please let us know so that we can notify the host. Students in shared apartments must pay with a credit card a 150€ housing deposit which is returned at the end of their stay if there is no damage to the apartment. Our host families will give you sheets and towels (no beach towel). Our shared apartments give you sheets but don't have towels (please bring your own). All accommodation is located within 5 to 30 minutes from the school either by walking or by public transport. Shared apartments are either with other Lacunza IH students or with San Sebastian residents. Please note accommodation high and low season prices. Change of host family will only be admitted under extenuating circumstances which will include if the family is not meeting the school's expectations in accommodating the student. If the student wishes to change for personal reasons (better location, is not communicating with the family, etc), they will be charged a 50€ change fee and the ability to change depends on host family availability.

Additionally, the school reserves the right to expel students whose behaviour is unacceptable, disruptive, or preventing the smooth running of the course. This also applies to the behaviour in the accommodation provided by the school. Students must attend all classes and dedicate at least 30 minutes 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. Reduced prices for long term stays only apply when the course weeks are continuous and full payment is received before the course starts.

Groups

We can also organize group stays at Lacunza IH. These have separate conditions and group discounts. Please write grupos@lacunza.com for more info on group trips.



ACCOMMODATION CONDITIONS LACUNZA IH SAN SEBASTIÁN 2022



No later than 10 days before your course starts, and once we have received full payment for the course as well as all necessary documents for the course we will send your accommodation details.

All our accommodation types have a **booking fee of 50€** that must be paid per person.

There are two different prices depending on the period of the year for your accommodations. High season runs from **29th May to 17th September 2022**. All **accommodation in host families or the shared apartments are located within 5 to 30 minutes from the school** by public transport or walking. Shared apartments are **either shared with other Lacunza IH Students or with San Sebastian residents**, depending on availability. Let us know in advance your preferences. Shared apartments and host families include a **shared bathroom**. The student's residence includes a private bathroom. Most of **our accommodation are flats in apartment blocks** that are average between 70-90 square meters, usually with 2-3 bedrooms and one bathroom, a living/ dining space, and a small kitchen with a washing machine for clothes. Not everybody has dishwasher or clothes dryer, and space can often be tight in the bedrooms. Living in the city center and the areas closer to school/ beach means that you will have everything on hand. But at the same time and due to Spanish construction standards, many rooms might not have a window that overlooks the street. The windows are opened to small ventilation patios so rooms can be quite dark. This has the advantage of avoiding the street noise, which can be heavy as we are used to make most of our lives outside our houses. Brighter houses are found on the suburbs on the hill that surround the city center or newly build up areas. Those areas are efficiently communicated by bike lanes and bus/ train service. Most of the residents limit the use of their cars for weekends and use public transport, walk, or cycle as the city is safe and easy to move around by bike.

Check in time at accommodations:

- **Residence Hall:** Your room will be available from 2pm onwards. As the reception is open 24 hours you can store your luggage if you arrive earlier.
- **Host families:** you can enter your accommodation on your arrival day from 8 pm until 11:30 pm. If you need to arrive earlier / later than that time, please contact us by Tuesday before arrival so that we can plan. The school will decline any responsibility for students waiting outside that have not informed us about their arrival time by that deadline. Students that have booked a transfer just need to send their flight info and we will inform their host.
- **Shared apartments:** we will leave you the keys to access your apartment at Restaurante el Rincon [here](#) (behind the cathedral in city center - Reyes Católicos n.20). You will be able to enter in the apartment after picking up the keys. Your room might not be available but you can keep the luggage there in the meantime.

If you have booked a transfer, the driver will give you the keys at the airport and you don't need to pick up the keys at "Restaurante Rincon".

- **Check out at accommodations:** Check out at all our accommodation is before 11 AM. Informing your host or school is necessary if you need to leave later in order to receive further instructions.
- **Extra nights & stay extensions:** if you need to arrive one day sooner or leave one day later, extra nights are available for an extra charge, but they must be reserved. We only allow 1 extra night on arrival and 1 extra night on departure.

Also, if you are thinking about **extending** your accommodation please let us know ASAP as there might be another student assigned to your room after you. Extensions will not have priority over students that have already been confirmed their accommodation. When the student needs to change the accommodation for the extension it will be necessary to pay 50€ (placement fee) and one extra night. If you don't change the accommodation, you only pay the extra night.

- **Visitors & double rooms:** Visitors will **not be accepted** at Lacunza IH Accommodations; neither in host families nor in shared apartments or the residence. No guests are allowed in any of our accommodations, not even for one night. Double rooms are only available for students coming together to do a course.
- **Rules & customs:** Our host families and San Sebastian residents in shared apartments are opening their houses to you to share culture and experiences. They are not guest houses, B&B or professionals making their living on this, but a service just for our students with specific conditions. Therefore, we expect students to adapt to their rules and customs. This includes but is not limited to being on time for dinner or telling in advance if you are not having dinner at home, keeping your room/ common areas tidy, not leaving the wet towels on the floor of the bathroom, not having showers 3 times a day or late after 8:00 pm, taking down the trash in shared apartments and not smoking in your rooms. The areas of common use must be treated with respect especially referring to their cleanliness. You will find here below more detailed information about the **rules of each kind of accommodation** that we recommend you to read carefully.
- **Locks & Safety:** because of security reasons the student's bedrooms cannot be locked. **Host families hosting young students are police checked.**
- **Changes of accommodation:** changes of accommodation once it has started will only be accepted under extenuating circumstances which will include the accommodation is not meeting the school's expectations in accommodating the student. The school will provide a new accommodation as quick as possible.
- If a student wishes to change for personal reasons (better location, not communicating/ having much in common with the family and so on) a **change fee of 50€** will be applied. Those changes depend always on availability.
- **Assistance on arrival phone number at weekends:** for the case there is a serious problem on your arrival day, you can reach us at (+34) 627747818- Only available at weekends (Saturday and Sunday) from 10 am to 11 pm and only for real emergency situations that require immediate action from school.
- **Damages at the accommodation:** students will be responsible for any damages or property loss caused by them. This includes but is not limited to: losing house keys (and replacing lock if necessary), losing the bus pass, replacing / fixing damaged property.

Host families

We have a large variety of responsible and trustworthy families of different types and lifestyles to ensure that we find the perfect match for you. **The main criteria for selecting a host/host family should be that they are caring, friendly, open-minded and will be able to offer the student a welcoming home stay, who supports and encourage their language learning and cultural immersion.**

We will do our best to fulfil the request of the parents/ students regarding their host family, if those are reasonable and do not imply any discrimination towards host families. We are aware that most people expect a nuclear family with a mother, father and as far as possible, children. Unfortunately host families with children/ teenagers are not that frequent as most host families live in flats, not houses where they do not have a guest room. Also, many local families work hard, so they do neither have the time nor the energy to participate in our Host family Program. That's why we have already collaborated with different types of hosts that are also happy to welcome you: a lady living alone, a young couple without children, a man alone with/ without children (not frequent), Gay couple (not frequent) as civil unions of same- sex couples are allowed in Spain

Boarding options:

- **Bed & breakfast:** includes a light, continental breakfast (coffee, toast and juice or a fruit). In case you want to ensure time of quality and conversation with your host, we recommend you to choose the half board option as our main families have to go to work and they will not be there during breakfast at home.
- **Half board:** includes a light continental breakfast AND dinner, which encourages conversation with the family.
- **Full board: only for students participating in Juniors Summer Course.** Includes light breakfast, dinner, AND a packed lunch (for example: sandwich, fruit and drink)

Special Diets supplement: there will be an extra fee of 25€ per week for the following special diets: gluten free, vegetarian & others, lactose intolerance, vegan, pescatarians.

The **use of the kitchen is not allowed in the host family option.** Once the student has chosen to board, he/she is not allowed neither to cook, nor to store food for his/her own use.

Host families for children in the junior program: we are aware that some of the children will be leaving their own families and travelling abroad for the first time and therefore may be unaware of the cultural differences. Therefore when visiting and assessing our host families we make them aware they have to do all they can to help them to overcome any fears or difficulties they may feel and to offer a warm, secure and welcoming family environment. For that reason, we prioritize offering them a nuclear family even if not so close to school and city center. As families with children tend to live in suburbs around the city center, where students will need to use public transport to come and go to school, we offer the possibility of getting a bus pass that will reduce the price of the trip to come and go from school. To get the **bus pass** students must give a **deposit of 5€** to their host family on their first day. The family will charge the card with enough money for 5 days return trip from school and activity program (Saturday). After that the student must recharge the card with his/her own money.

Inclusions: the school guarantees (but most of our host agree to provide more than this minimum)

- Bath towels, but **not beach towels.**
- A daily shower, but not baths and **no showers after 8pm.**

- A weekly change of bed linen & basic laundering of clothes.
- A key so that the students may let themselves in and out.
- An individual room (unless you come accompanied with another student) with a wardrobe and a table/desk to study.
- Wi-Fi connection

Shared apartments

Shared apartments can be shared with Lacunza students or San Sebastian residents, depending on availability. Please nominate your preference when booking. You will have your own bedroom but share communal facilities.

· Includes: normal use of water, gas, and electricity. Bed linen and a set of keys for student. All apartments have a washing machine, fridge, cooking facilities, crockery and WIFI.

· Not included: bath towels & beach towels, commodities such as oil, salt, toilet paper or washing power. If you are sharing with a local resident, they might offer to share the expenses for all that. Otherwise you need to purchase your own.

- **Housing deposit:** the accommodation in shared apartments with other students implies the payment of a **housing deposit of 150€** to be paid only with credit card. (Please check the attached conditions for further information).
- **Cleaning:** we will send somebody to clean the common areas weekly if the apartment is full and every 2 weeks if it's not full. In case of sharing with a local resident he will be responsible for the cleaning but students must collaborate keeping the apartment tidy and free of trash, food gone off or dirty cooking tools in the kitchen. If not, there will be no cleaning service.

If you have any questions about our conditions, please don't hesitate to contact us.



GENERAL INFORMATION

SURFING: Available all year round. There is a minimum of 4 students needed to receive 5h of instruction per week. Classes are reduced if there are less students. Classes are taught in Spanish and English. The schedule can change because of waves. More information in document "surfing conditions". Please arrive 15 minutes before the class starts. You'll receive the schedule on your first day at reception.

YOGA & DANCING: Yoga includes 2 sessions of 1hour per week and dancing only 1 session of 1hour. The schedule for the different classes can change depending on your previous knowledge and season. Please ask for exact schedules and more information at reception on your first day.

BASQUE COOKING: 4 hour on the 1st Wednesday of each month from 17h to 21h. The course includes the cooking class of 6 traditional Basque Pintxos (tapas) + drinks +diner+ booklet with original recipes that students have learnt + list of shops where you can find all the ingredients in San Sebastián + mini guide of best bars and restaurants in San Sebastián. Not suitable for vegetarians / vegans.

JUNIORS STUDENTS

Available activities are surfing and cooking. The times will not be reduced if there are less students.

CANCELLATION

If you cancel one of the courses- always by email to info@lacunza.com - more than 2 weeks before the surf course starts:

-> full refund of total amount

More than 1 week before the surf course starts:

-> 50% refund of total amount

The week that the course starts:

-> NO REFUND

This includes cancellation of the full course or part of the course. For example, you cannot cancel the two last weeks of a 5-week course even if you let us know the first week.



ENJOY OUR ACTIVITIES!



SURFING COURSE CONDITIONS LACUNZA IH SAN SEBASTIÁN 2022



Please note that 4 people are required to form a group for the Surfing course for adults.

If by chance there are not enough people to form a group, the price will remain the same, but the course length will be reduced as you will receive more attention from the instructor. The price will always be 90€ per week for adults (5 days a week) and 75 € per week for Juniors (2 days a week).

GENERAL INFORMATION

- Surfboard & wetsuit are provided but please bring your swimsuit and towel.
- The course price includes insurance. If you are hurt or injured during the course, please let the Surf Instructor know immediately!
 - The course is taught in Spanish and English.
 - According to your surf competency, you will be placed in the right group.
- The class and/or timetable may be affected by the quality of the waves, weather or additional factors.
 - Please arrive 15 minutes before the class starts.

GROUP SIZES AND CLASSES FOR ADULTS

4 people are needed to form a group. If there is no group:

- 1 person - the student will receive 2 hours of instruction per week + 1 hour of renting materials
- 2 people - the students will receive 3 hours of instruction per week+ 1 hour of renting materials
- 3 people - the students will receive 4 hours of instruction per week + 1 hour of renting materials

FOR JUNIORS

For Juniors the price will always be for 2 hours.

CANCELLATION

If you cancel - always by email to info@lacunza.com :

More than 2 weeks before the surf course starts:

-> full refund of total amount

More than 1 week before the surf course starts:

-> 50% refund of total amount

The week that the course starts:

-> NO REFUND

This includes cancellation of the full course or part of the course. For example you cannot cancel the two last weeks of a 5 week course even if you let us know the first week.

ENJOY THE WAVES!



TRANSFER SERVICE CONDITIONS LACUNZA IH SAN SEBASTIÁN 2022



WHAT IS A TRANSFER SERVICE?

A transfer is a transport service for students of LACUNZA from their arrival airport (San Sebastian - Bilbao or Biarritz) to the door of their accommodation in San Sebastián (arrival transfer) or the other way round for a departure transfer. The transfer driver will wait at the arrival gate with a sign stating the student's name and the school: LACUNZA IH SAN SEBASTIÁN. We will have sent the name and contact details of the transfer driver to the student and the transfer driver will have the contact number of the student. Note for students: it is important to make sure your phone is not blocked in Spain. If you would like to book a transfer from and/ or to the airport, we need to receive the following information 2 weeks before your arrival or earlier:

ARRIVAL		DEPARTURE	
Airport		Airport	
Time of arrival		Time of departure	
Flightnumber		Flightnumber	
Nr of suitcases		Nr of suitcases	
Surfboard/ skateboard?		Surfboard/ skateboard?	
Contact Number (that works in spain)		Contact Number (that works in spain)	

If we do not receive all this information at least 2 weeks before arrival, we will not process your transfer request, and if there is any missing information or special requests that have not been communicated, we will not take responsibility.

For example: If you bring a surf board without letting us know in advance, it may not fit in the car. Therefore, you will lose your transfer and it will be your responsibility to find another vehicle to get to your destination.

Luggage: Maximum of two suitcases and one piece of hand luggage per person.

INCIDENTS: DELAYS, ADDITIONAL WAITING TIME AND LOST OF LUGGAGE

If your flight is delayed, cancelled, or diverted to another airport, PLEASE CALL ASAP YOUR TRANSFER DRIVER. The contact number can be found on the transfer confirmation document. You must call as soon as possible to avoid unnecessary travel & additional cost for you.

All notifications must be received at least 2 hours before the scheduled arrival time. In case you don't inform the driver or you inform less than 2 hours before the scheduled arrival time, you will need to pay either for the waiting time or for an additional transfer service.

Waiting time: The transfer driver will wait up to 60 minutes in the airport, but only in justified cases such as minimal delays, lost luggage or missed flight connections. **Beyond the 60 minute wait in the airport, we will charge 10€ for every additional 30 minutes.**

Lost luggage on arrival: if at arrival to the airport, your luggage is lost and you need to make a claim, please contact the transfer driver so that he/she knows you have arrived, and he/she can wait for you.

Contact number:

The contact number of the driver for your transfer service will be in your transfer confirmation document.

The arrival emergency phone number is: +34 627 747 818.

It is available on Saturdays and Sundays from 10am to 11pm.

Minors escort service:

If you have requested this service from the flight company, it is very important that we have this information and all the details we request on page 2 of this document. It requires a specific procedure to pick up the minor which makes our service more expensive.

Airport	Price (one-way)
ARRIVAL (BIO - BIA - EAS)	20€
DEPARTURE (BIO - BIA - EAS)	50€

Lacunza Escuela Internacional declines responsibility of any incidence that occurs from the lack of information provided to the school or from the lack of requested service by the parents, agency of other representatives of the minor.

General conditions:

The purchase of a plane ticket with the minor's accompaniment service is compulsory with SOME airlines for minors under the age of 15.

We offer the option of the minor's escort service for all minors up to the age of 17, **but it is compulsory for all minors aged 15 less if it is not booked with the airline.**

Each airline has different requirements, **it is the responsibility of the parents to know if this service is required by the airline and to inform the school of any special condition or changes which affect the transfer service that is required for their child.**

It is essential that we have the following information at least one week before the arrival of the minor:

- Name of the person responsible for the minor in their country of origin, address and contact number.

We are responsible for sending the name, address and contact number of the person responsible for the child when they arrive to Spain, and a copy of their passport.

WE WORK WITH THE FOLLOWING AIRLINES:

- AIR BERLIN
- AIR FRANCE / HOP
- ALITALIA
- EASY JET
- EURO WINGS / GERMAN WINGS
- IBERIA
- LUFTANSA
- RYAN AIR
- VUELING

If you plan to fly with another airline please let us know when you make your reservation.

INCLUDED IN THE MINOR'S ESCORT SERVICE:

ARRIVAL:

- We will send the necessary documentation of the person responsible to the airline at least 48 hours prior to arrival.
- The driver will arrive to the airport with sufficient waiting time for the flight arrival.
- Show the necessary documentation to the airline representative to collect the child.
- **PRICE: 20€**

DEPARTURE:

- Arrive at the airport a minimum of 2 hours before the departure time.
- Help the child with check-in (including their luggage).
- Accompany the child through Passport Control and Customs.
- Accompany the child to the Departure Gate.
- The person responsible will wait in the airport until they have confirmation that the plane has taken off.
- **IN THE CASE THAT THE PERSON RESPONSIBLE IS NOT ABLE TO ACCOMPANY THE CHILD TO THE DEPARTURE GATE, THEY WILL STAY IN THE AIRPORT LOUNGE UNTIL THE PLANE HAS TAKEN OFF.**
- **PRICE: 50€**

PLEASE CONTACT US IF YOU HAVE ANY QUESTION OR DOUBT ABOUT THIS SERVICE.