

**Deposit payment:** Please note that this is not an official enrolment until we receive the 200€ deposit payment, that would make your booking binding. We need to receive it **within 10 days** after your enrollment.

**Final Payment:** Full amount must be paid **20 days** before the course starts.

**Bevor arrival:** if you want you can evaluate your Spanish level using our test online at: <https://www.lacunza.com/en/test> You will receive an automatic reply after full filled it with your mark.

### **First day:**

#### **Beginner**

- please come to school at 9.15 am
- fill out the personal details at reception
- buy the beginners book for 18€
- start classes at 9.30 am

#### **You already know some Spanish?**

- please come to school at 8.30 am
- fill out the personal details at reception
- do the placement test (written & oral)
- start classes after school presentation

**On the following pages you can find the terms and conditions for our services. Please check them carefully, as they become binding by paying the deposit.**

### **PRIVATE TUITION & ACTIVITY COURSES**

To get more information about the schedule you will be welcome at the front desk from 1 p.m. onwards. The deadline to sign for any activity courses starting on the same week is on Monday at 11:30.

### **PUBLIC HOLIDAYS**

The school in **2020** will be closed on the following holidays: 01/01, 06/01, 20/01, 19/03, 10/04, 13/04, 01/05, 31/07, 12/10, 08/12

**First day of class 2020:** Tuesday 7<sup>th</sup> January.

**Last day of class 2020:** Friday, 18<sup>th</sup> December.

If a public holiday falls on a working day, we will make up for most of the lessons. The group lessons will start 30 minutes earlier on the other days.

## CANCELLATIONS

CANCELLATIONS Notification of all cancellations should be made directly to [info@lacunza.com](mailto:info@lacunza.com) in written.

- 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 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.

Students who start but do not finish their course will not be reimbursed any fees.

We highly recommend taking out course cancellation insurance to protect you in the event of unforeseeable incidents. Please contact us for more information.

## MODIFICATIONS & EXTENSIONS

Should you have to change the dates; we can transfer your reservation to another date within the same year or accept changes at least **20 days** before your course or accommodation starts. For any changes made 19 days or less before arrival we will charge a **fee of 50€**.

If you want to extend your accommodation, please, check the conditions in the accommodation section.

## VISA

In case you have applied for a visa we do not accept reductions in the total number of weeks of the course and we don't accept vacation if not communicated in advance. Once the VISA has been issued there is no refund for cancelled courses.

## INSURANCE & HEALTH

We recommend taking out course cancellation insurance to protect you in the event of unforeseeable incidents. All EU citizens are covered under Spanish social security using their EHIC. Check with local authorities in your home country to ensure this service is activated. Citizens of non-EU countries should purchase travel insurance before leaving home.

## GENERAL INFORMATION FOR COURSES

We apply once time in life a booking fee of 60€ (returning students only pay 10€). During 29<sup>th</sup> June to 21<sup>th</sup> August (high season) all our courses have a **summer supplement of 35€/ week**.

Reduced prices for long term discounts apply only when requested and paid in advance. Reduced prices will be applied if you get an upgrade of the course type. (INT 20 changed to an INT 20+5 or +10). You

can also add more lessons to your booking if we have availability, but on the opposite, you cannot reduce the number of lessons once the course has started. For some of the **activity courses** a minimum number of students is needed in order to organize them. If there are not enough students, we will either reduce the classes or refund the money if the course will be cancelled. In order to preserve the high standard of teaching in our school, we insist that students attend all lessons and do all assigned homework exercises. This enables the group to progress rapidly and at the same pace. Failure to fulfill these requirements may result in the student being placed in a lower level. The school reserves the right to expel students whose behavior is unacceptable, disruptive or prevents the progression of the course. This also applies to the behavior in all accommodation provided by the school.

## **TRANSFER SERVICE**

### **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 in 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.

## **ACCOMODATION INFORMATION + TERMS & CONDITIONS**

**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 ( copy of passport, signed rules for Junior students, flight information for transfer service) we will send your accommodation details.

All of our accommodation types have a **booking fee of 50€**

There are two different prices depending on the period of time of the year for your

accommodations. High season runs from **31th May to 19th September (high season)**.

All accommodation is located within **5 to 30 minutes from the school**, either by walking or by public transport.

Shared apartments are either shared with other Lacunza IH Students or with San Sebastian residents, depending on availability.

The **use of the kitchen is not allowed in the host family option**. Once the student has chose to board, he/she is not allowed neither to cook, nor to store food for his/her own use. For using the kitchen, one should sign up for a shared apartment. In host families your clothes will be washed by the family and in shared apartments you can use the washing machine. All accommodations include a **shared bathroom**, unless you add the private bathroom option in your booking.

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, in bars and cafeterias until late at night. 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.
- **Rest of accommodation types (Host families & shared apartments):** you can enter your accommodation on your arrival day from 6 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 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.
- **Specific info for Shared apartments:** we will leave you the keys to access your apartment at Bar Rincon (behind the cathedral in city center). 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 "Bar Rincon".
- **Specific info for Host families:** if you don't inform about arrival time by Tuesday before arrival your host family will be waiting for you from 6 pm onwards.
- **Check out at accommodations:** Check out at all of our accommodation is between 11:00 and 12:00 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 in advance. 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 25€ (half the 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. 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 in order 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 cleanness. 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 with a k **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.
- **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 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)

**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. In order 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 their 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 a wardrobe and a table/desk to study.
- Wi-Fi connection

**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, pescetarians.**

### 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 of the have a washing machine, fridge, cooking facilities, crockery and cutlery. 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 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 ( 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.**

Kind Regards,

Administration team

Lacunza IH San Sebastián