



<b>1) School &amp; Classes</b>	
<b>How to get to San Sebastián</b>	For complete information on arriving, please check <a href="http://www.lacunza.com/en/222/arrive-san-sebastian">http://www.lacunza.com/en/222/arrive-san-sebastian</a>  Lacunza can organize a transfer service to the school, if you're interested in a transfer, please consult <a href="#">Airport Transfers</a> and fill in the appropriate details on the enrollment form.
<b>Where is the school?</b>	Our school is located just 10 minutes from the city center and the surf beach – Zurriola. In our neighborhood, Eguia, you will find interesting places to visit such as the Tabakalera and Cristina Enea Park. If you need help please send an email to: <a href="mailto:info@lacunza.com">info@lacunza.com</a> and we send you a document with information on how to get to the school. We've also made a short video showing you how to walk to the school from 3 different directions, check it <a href="#">here</a>
<b>School capacity</b>	Average number of adult course: 150 (summer) / 50 (winter) Average number of Juniors Summer Course: 50 (only in summer) Maximum of students staying at the same time: 220
<b>What is the average age of our students? / Where are our students from?</b>	Please find detailed information here: <a href="http://www.lacunza.com/en/215/spanish-school-students">http://www.lacunza.com/en/215/spanish-school-students</a>
<b>Cancelation conditions</b>	Please find our Cancelation Conditions in our current price list
<b>How can I pay?</b>	You can pay via: <b>BANK TRANSFER</b> to our account as listed below: LACUNZA-ESCUELA INTERNACIONAL BANCO DE BILBAO VIZCAYA (BBV) C. Urbieto, 21 - E 20006 San Sebastián - Spain Bank sort code: 0182.0307.14 Account number: 0200 528100 BIC: BBVAESMMXXX IBAN: ES30 0182 0307 1402 0052 8100 If you decide to pay this way, please send us a screenshot of the operation. As soon as we receive the payment, we will send you the receipt. <b>CREDIT CARD</b> You may also pay by credit card by filling in and signing the VISA authorization form attached, and sending it to us. We will then charge your credit card the stated amount. <b>WEBSITE</b> On our website you can only pay the €200 deposit to confirm the booking.
<b>How are my teachers?</b>	Our teachers <ul style="list-style-type: none"> <li>• Are especially trained, very experienced and extremely passionate about what they do.</li> <li>• Participate in in-house training and attend external training sessions.</li> <li>• Are the selected best teachers that have completed the International House Teacher Training Course</li> </ul>
<b>What is my schedule like?</b>	The schedule for the Intensive 20 course is from 09.30 – 13.00 with a break from 11.00 to 11.30 In high season some classes take place in the afternoon. We will inform you about this in the week before your course. Individual lessons can be organized in low season in the morning or in the afternoon and in high season only in the afternoon. Please contact us if you have any specific questions.

## 2) ACCOMMODATION

(all our accommodations run from **Sunday to Saturday**)

Minimum length for host family / shared apartment?	One week
What different types of accommodation do we offer?	<p>These are the different types of accommodation that we offer:</p> <ul style="list-style-type: none"><li>• Host family with different board options (no access to kitchen)</li><li>• Shared Apartments with locals or other students (with access to kitchen)</li><li>• The students' residence (no access to kitchen)</li><li>• Private apartments.</li></ul> <p>Please find detailed information here: <a href="https://www.lacunza.com/en/223/accommodation">https://www.lacunza.com/en/223/accommodation</a> We can also recommend some hotels / hostels close to the school. If you want more information please feel free to contact us.</p>
Can I contact the family before my stay?	We will send you a confirmation with a telephone number or an email-address to contact your family <b>at least 10 days</b> before your stay and inform them about your arrival time.
How are the families?	We have a large variety of responsible and trustworthy families of all different kinds to ensure that we find the perfect match for you. All host families offer wifi connection.
What is the distance between the school and the accommodations?	<ul style="list-style-type: none"><li>• Host families <b>and</b> shared apartments are scattered all around the city: 5-30 minutes distance (walking or public transport) from the school</li><li>• The students' residence is located in the area of "Antiguo". The distance to the school is less than 4kms and it is serviced by public bus and special bike lanes. Bike hire and a special shuttle bus are also available.</li><li>• Private apartments</li></ul>
Can I book a private bathroom?	<ul style="list-style-type: none"><li>• can be booked for host families and shared apartments with an extra cost depending on availability</li><li>• for the shared apartments with private bathrooms we need to receive your booking minimum 1 month before arrival to guarantee a private bathroom</li></ul>
Check-in and Check-out	<ul style="list-style-type: none"><li>• Check-in at Host families and Shared Apartments from 6 p.m. onwards. <b>If you need to arrive sooner please contact us at least 72 hours before arrival and we will organize it for you.</b></li><li>• Check-out from 11-12 a.m. If you need to leave later you will need to empty your room but you can store your luggage at the apartment after talking to the school or your host.</li><li>• Residence - Rooms are booked from Sunday at midday to the following Saturday at midday. If the student arrives earlier than midday they are able to leave their luggage at Reception. It is highly recommended to let Lacunza IH know what the expected arrival time is.</li></ul>

## 3) ACTIVITY COURSES

(For some activities we need a minimum number of students to organize them. If there are not enough students we will refund the money)

KAYAK & STAND-UP PADDLE	<ul style="list-style-type: none"><li>• Available only during summer. Please contact us for further information.</li></ul>
SURF	<ul style="list-style-type: none"><li>• Available all year round. Please contact us for conditions and further information.</li></ul>
LATIN DANCES	<ul style="list-style-type: none"><li>• We need to know your level before confirming your timetable.</li></ul>
YOGA	<ul style="list-style-type: none"><li>• We need to know your level before confirming your timetable.</li></ul>
COOKING CLASS IN GASTRONOMIC SOCIETY	<ul style="list-style-type: none"><li>• A minimum number of students is required. We cannot organize this activity on any day of the week. Usually held on a Wednesday.</li></ul>

## 4) Family Pack

Learn Spanish as a family. Our Family Pack is flexible, fun and customized for each family! Choose from private Spanish classes as a family or take part in our general Spanish courses with INTENSIVE 20 classes for parents, Junior Summer Course for teens and Lacunza Summer Camp for kids. An educational and enjoyable holiday experience for the whole family! Please contact us for further information.

**For all other questions please don't hesitate to contact us.**

**Telephone:** 0034 943 326 680

**E-Mail:** [info@lacunza.com](mailto:info@lacunza.com)

**Web:** [www.lacunza.com](http://www.lacunza.com)