GENERAL TERMS AND CONDITIONS

COURSE / PROGRAM DEPOSIT

- In order to book a seat onto one of our courses or internship placements, all students must pay €150 in advance. This amount will then be deducted from the final amount to be paid by the student. This is a non-refundable deposit.

- In order to book an internship placement, all students must pay €75 in advance (or €175 if they want a placement to be found in less than a month). This amount will then be deducted from the final amount to be paid by the student. This is a non-refundable deposit.

- The balance of the total amount must be paid before arrival and the beginning of the course.

COURSES

- Course prices include free access to the learning centre, internet and WiFi, cultural activities, Spanish level test, end-of-course certificate and materials.

- Course prices do not include accommodation, insurance or transfer unless otherwise stated.

CLASS SIZE & LEVELS

- Class size: max 10 students. Except in July and August when it can reach 12. Average number of students in the summer are 7, and in winter 5.

- Levels Available: from Elementary to Advanced.

- Group courses: 1 lesson = 50 minutes.

STARTING DATES

- For participants with a basic knowledge of Spanish, every Monday. For participants with no knowledge of Spanish:
  - 7th January*
  - 3rd February
  - 2nd & 30th March
  - 27th April
  - 25th March
  - 15th & 29th June
  - 13th & 27th July
  - 10th & 24th August
  - 7th & 21st September
  - 26th October
  - 23rd November

*Course starts Tuesday because Monday is a public holiday.
PUBLIC HOLIDAYS

- AIP Language Institute will be closed every Saturday afternoon and Sunday of the year and the following dates due to public holidays:
  - 1st, 6th & 22nd January
  - 19th March
  - 10th, 13th, 20th April
  - 1st May
  - 24th June
  - 15th August
  - 9th, 12th October
  - 1st November
  - 8th & 25th December

- AIP Language Institute will not be closed for Christmas holidays. Levels Available: from Elementary to Advanced.

- AIP Language Institute does not refund money due to public holidays because we make up for all of them. We will extend the number of hours per day.

ACCOMMODATION

- Accommodation in host family’s prices includes board, personal laundry, and other facilities as described in the ‘Living in Valencia Handbook’.

- Host family changes: Should a student wish to change family, AIP Language Institute will do so after giving due consideration and in discussion with both the student and the family.

- The student should provide a photocopy of a valid credit card which will be charged in case of any damage or breakage.

- Accommodation is offered subject to availability and should be booked well in advance, especially in summer. To cancel a booking for accommodation you must let us know two weeks in advance, and there is always a minimum stay of 4 weeks. After this period, AIP Language Institute will charge a minimum of two weeks.

- A week’s accommodation with our families/apartments is from Saturday to Saturday. All students must arrive no earlier than 5pm and leave no later than 12pm.

- When arriving between 11 pm and 7 am, pick-up and transfer will be carried out by a shuttle service provided by AIP Language Institute.

TRANSFER

- Although there is a metro from the airport or train station and it is completely safe to use public transportation, we can arrange transfer to your accommodation with a reliable taxi-driver. The cost is €55 and it includes a maximum waiting period of 1 hour after the arrival of the flight. Each extra waiting hour costs €12.

BOOKING & PAYMENT CONDITIONS

- To book a course, please, fill in the Enrolment Form on our web page. You can pay the non-refundable deposit through our Internet Secure Server filling the Enrolment form on our web page or order a bank transfer to our bank account and send a copy by email with your personal details and the course you are interested in.

- Following the receipt of the payment of the non-refundable deposit (€150), AIP Language Institute will send you an email of confirmation on the specified course.
- To pay by Bank Transfer, IBAN number is required.
  IBAN Number: ES050075129420600187614
  BIC Code: BSCHESMM
  Bank Name: Banco Santander
  Bank address: Calle El Bachiller, 6, 46010 Valencia
- All payments should be marked with your name. All bank charges are the responsibility of the student.

CANCELLATION POLICY
- When Visa applications are rejected an administrative charge of €150 is required.
- When the participant cancels at least 15 days before the course starts, the course fees are refunded, and the non-refundable deposit can be used to postpone the course within a year from the cancellation date. A cancellation of less than 15 days before the course starts only allows for the refund of the course fees but not the continued use of the deposit. After the beginning of the course: No refund will be provided, and the deposit cannot be used to postpone the course.
- There is no refund of fees for days missed during the course or for late arrival or early departure.
- Students wishing to cancel their accommodation must inform the school 15 days before the end of the ongoing month. If the request is presented less than 15 days before the end of the ongoing month, the student will be charged for the whole month.
- Students opting for a less intensive program after the beginning of the course, will not receive a refund.
- If you are not satisfied with the accommodation provided by AIP Language Institute, you will be moved to another one. If you wish for a refund of your accommodation fee, a minimum of 2 additional weeks will be charged, after a minimum stay of 4 weeks.
- The deposit cannot be refunded under any circumstances.

HEALTH INSURANCE
- Students are strongly recommended to take out full travel and health insurance in advance. If you need it, AIP Language Institute can provide a full private insurance.
- EU Nationals should bring E111 Forms.
- Students are advised to ensure against loss of fees and/or expenses that may be incurred 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. EU Nationals should bring E111 Forms.
- The school will give all reasonable assistance to students when applying for a Visa.
- At least 3 to 6 weeks are needed to process a Visa application, depending on the country. Please do not apply for registration on a course that will not allow enough time for the processing of the visa application.
- If you require a VISA letter, a payment of €650 must be done in advanced (€500 for the invitation letter and €150 to register in the course). In the event that the application for a Visa is refused by the Spanish Embassy or Consulate, we will refund the paid fees after the deduction of an administrative charge of
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.

- The company reserves the right to cancel any arrangements or bookings without prior notice if payment conditions are not met.

- If there is less than the minimum of 3 students in the class, a number of lessons will be reduced by half because we will consider them as private lessons.

- The school reserves the right to change any arrangements set forth in announcements of the program, offering substitutes of equal value, or to 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 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 behavior. Whether or not the student’s behavior 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.

- In the event that an emergency develops which requires surgery, hospitalization, or other medical care Advisers for International Programs in Spain, S.L. to take any action which it deems appropriate under the circumstances, including but not limited to; arranging for medical or psychiatric treatment, the administration of prescription drugs, and transportation back to his/her country. AIP Language Institute will not cover costs that may arise as a result in the need for 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 there are promises made by agents 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

- If three (3) students enroll together, a discount of 10% will be applied. If five (5) students enroll together, a discount of 15% will be applied.

DISCLAIMER

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