



# GENERAL TERMS & CONDITIONS

## TEEN SUMMER PROGRAM

### OPEN LETTER TO PARENTS

Managing a large group of teenagers going through puberty is a challenging task. They are not only experiencing one of the most interesting but also one of the most difficult phases of their lives. Dealing with their fears, expectations, recklessness, immaturity, and desire for independence presents a significant challenge for any educator. Puberty, with its inherent uncertainties, represents a crucial aspect of personal growth—the most important one they will face.

When you add an intercultural dimension to the mix, with adolescents coming from diverse educational backgrounds, learning styles, and social behaviors, in a foreign culture like Spanish, and with distinct schedules, daily activities, and meals, organizing a summer camp becomes even more demanding. It necessitates our best efforts as educators in intercultural environments.

We believe that parents who enroll their children in this summer camp do so with the awareness that it offers an opportunity not only to improve in a foreign language but also to learn how to interact with adolescents from other cultures. This experience prepares them to thrive in an intercultural world while respecting and understanding diversity.

To help you make an informed decision about this program, based on our years of experience, we kindly ask you to consider the following points:

- **Don't expect to convince an unwilling teenager:** Enrollment should be a mutual decision between you and your child. If your child does not want to learn Spanish or enjoy the program, reconsider their participation. We need willing participants who can make the most of their time in our school and want to enjoy this experience to the fullest. Please discuss this experience with your child before enrolling.
- **Don't expect instant language mastery:** A week in the program passes quickly. Your child needs 48-72 hours to adjust to the new routine, with the best progress typically observed from the third or fourth day. If possible, consider a two- or three-week stay for more significant language improvement. If a one-week program is your only option, expect consolidation rather than new topics.
- **Be aware of your child's actual Spanish level:** Your child's Spanish proficiency may not match your assumptions. Our experience shows that conventional teaching methods often neglect key language skills. We specialize in teaching Spanish to foreigners and can



accurately assess their abilities. If a student isn't at the appropriate level, we can reevaluate, but be aware of the potential impact on their learning process.

- **Address improper behavior:** We face challenges associated with alcohol consumption, especially due to varying legal drinking ages across countries. We warn against alcohol consumption and outline potential consequences. While we monitor residence students closely, those under 15 may be influenced by older students. We handle improper behavior with a progressive approach, offering warnings and parent notifications before expulsion.
- **This is not a music festival vacation:** Our program emphasizes language learning, with dynamic and engaging classes. We expect punctuality and a positive attitude. If your child seeks a party atmosphere, there are other options on the market.

We appreciate your attention to these guidelines, which are vital for the success and safety of our Teen Summer Program.

## Booking and payment conditions

- To book a place in the program, participants must pay €175 in advance as a deposit and fill in our Enrolment Form. The deposit can be paid via bank transfer, credit card or PayPal. AIP Language Institute will then deduct this amount from the final price of the course, and final payments should be made one month before the beginning of the program, at the latest.
- If the payment is made via bank transfer\*, please send us a copy of the bank receipt with the student's name by email as soon as it is completed. These are the main details of our bank account:

IBAN Number:

ES0500751129420600187614

BIC Code: BSCHEM33

Name and address of our bank: Banco Santander – Avenida del Botánico

Cavanilles, 22. 46010 Valencia.

\*The name of the participant needs to be mentioned on all payments. All bank charges rely on the buyer.

- Upon receipt of the deposit (€175), AIP will email you to confirm your admission into the specified program.

## Cancellation Policy

- In case of cancellation, the course deposit (€175) will not be refunded under any circumstances.
- 70% of the program's total cost will be refunded when cancelling at least 25 days before arrival. 50% will be refunded when cancelling up to 14 days before arrival. Furthermore, no refund will be made if a cancellation is made less than two weeks before arrival.
- There is no refund for days missed from the program or for late arrival or early departure.
- Participants who decide to undertake a less intensive program once they have started it will not receive any compensation.



- Changing host family: Should a student wish to change host family, AIP will do so after considering and discussing with both the student and family. It will take no more than 24h, except if the problem arises on the weekend when it would be necessary to wait until Monday.
- AIP Language Institute reserves the right to cancel any arrangements or bookings without prior notice if payment conditions are not met. i.e., if the program's outstanding amount has not been paid within the given timeframe.
- Prices and course schedules are subject to change at the sole discretion of the centre. The school reserves the right to change any of the services available in the school brochures, offering substitutes of equal or greater value and immediately informing the client. The latter may choose to cancel the contract without any charge being made or to accept the changes. If the school does not receive a response within three days from the notification of the changes, in that case, it will be understood that the client accepts them. If the client cancels the contract, AIP Language Institute will refund the amount paid to date in full.
- In case of emergencies, contact our 24-hour Emergency Phone at 0034 667420082. Remember that AIP closes at weekends so any last-minute changes after Friday 3:00 p.m. must be informed through this emergency contact number.
- If you requested a transfer service, provide flight details at least two weeks before arrival. In case of lost luggage, your child must contact our Emergency Phone number where they will be given instructions on how to proceed.
- Our program offers two different accommodation options: residence hall and local host family. Our participants can be accommodated in a double or triple room.
- Our host families exclusively collaborate with our school. Participants will not share their rooms with students from other schools.
- AIP Language Institute will provide the host family details two weeks before the participants' arrival.

## Accommodation

- Accommodation is reserved from Saturday to Saturday, with options for extra nights.
- Check-in is at 5:00 p.m., and check-out is at 12:00 p.m. Early arrivals and late departures may be accommodated.

## Starting Dates and course length

- Participants can choose to stay in our Language Summer Camp from 1 week up to 11 weeks (First day: June 15<sup>th</sup>; last day: August 31<sup>st</sup>).
- Participants can choose the starting date for our Language Summer Camp: June 15<sup>th</sup>, 29<sup>th</sup>; July 13<sup>th</sup>, 27<sup>th</sup>; August 10<sup>th</sup>, 26<sup>th</sup>. If the student is older than 15, they can extend their stay in our Spanish school for adults.



## Arrival & Departure

- Students with prior Spanish knowledge should take a level test before arrival.
- On the first day, orientation meetings and group assessments may extend the process. Punctuality and patience are crucial.
- Flexibility and adaptability are valuable skills gained through this international experience.
- The weeks of our Teen Summer Program go from Saturday to Saturday. Although the lessons take place on a Monday-Friday schedule, the accommodation weeks go from Saturday to Saturday.

## Transfer service

- Transfers are included in the price of our Teen Summer Program. All our transfers are done in collaboration with a specialized company with drivers properly identified for security purposes. The service is always door to door.
- If a participant's arrival takes place between 10.45 pm to 7.00 am, it is considered a late arrival and has an extra cost of €35.

## Activities

- Activities are organized from Sunday to Friday, with Saturday reserved for arrivals and departures.
- All activities are mandatory unless medically justified.
- Regardless of age, all students must follow program rules and schedules. Our instructors make a great effort to do

activities so that new and old students get to know each other and integrate into a group.

## Visas

- 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.
  - (c) Those studying longer than 90 days may require a student visa except EU country nationals.
- The school will give all reasonable assistance to students when applying for a Visa.
- A 6-8-week period is necessary for the Visa application process to be over. So, bear this in mind when registering for a course and choosing its dates.
- When interested in booking a place in the Junior Summer Program, a €500 deposit must be paid as proof of genuine interest in taking part in the course, together with the €175 deposit of the course reservation. Both will be deducted from the final price if the visa is accepted, and the participant can join the program. If the Spanish Embassy or Consulate refuses the application for a Visa, we will refund



the entire visa deposit, but not the course deposit.

## Student's behavior

- Valencia is a very safe city with excellent public transportation, including metro, tram and buses. Each participant gets a 20-trip travel card, recharged every week, and instructed about how to properly use local public transport for their daily transfer by the host family and AIP staff. Teens learn fast how to cope with this without any further assistance. This becomes a big part of their immersive experience, contributing to their personal growth and citizenship skills.
- AIP Language Institute reserves the right to dismiss any student for misconduct or at any time the participant violates the school's rules in which the program is carried out. Lacking discipline, repeated bad behaviour, drug abuse, minors consuming alcohol, dangerous conduct to the student or others, or criminal behaviour are some examples of violation of the rules. Whether or not the student's behaviour justifies dismissal from the programs shall be within the sole discretion of our company.
- In such case, the participant or their legal representative shall bear the costs caused by the participant's return to the home country: the cancellation fee, return trip, compensation to the third parties for the damages done and arising from, and for those that AIP will be forced to make as a consequence of the participant's actions, regardless of any other responsibility due to the participant's misconduct and negligence.

## Emergencies, Insurance & Health

- There will be an emergency number available to call 24h. If it is necessary to change the participant to a new host family, we will arrange that within 24h.
- Participants must communicate any allergies, medical treatment and/or food restrictions before arrival.
- We strongly recommend all participants get full travel and health insurance coverage before travelling to Spain, especially if the participant is from a non-EU country. AIP Language Institute can provide full private insurance.
- EU Nationals should bring E111 Forms. All participants are advised to get insurance covering the loss of fees and/or expenses incurred due to cancellation or sudden early departure from the program.
- Suppose an emergency requires surgery, hospitalization, or other medical care, and we cannot contact the parents/legal guardians. In that case, AIP Language Institute will take any action deemed appropriate under the circumstance, including but not limited to arranging for medical or psychiatric treatment, the administration of prescription drugs, and transportation back to their country. AIP Language Institute will not cover costs that may arise due to the need for the repatriation of the student.
- AIP Language Institute does not assume any responsibility for loss, delay or accident of any kind that may occur due to fault or negligence of any company or individuals carrying out auxiliary arrangements.



- o Under the right to the self-image, regulated by Law 5/1982 on May 5th, signing these general conditions, the participant or their legal representative authorize AIP Language Institute to use the images taken during the program to carry out advertising.

## Conflict resolution

- o Under applicable law, the competent jurisdictional organizations will resolve any conflict between the parties regarding this contract's interpretation, compliance, and execution.

## Misrepresentation

- o The school is not liable for any promises made by agents to students that do not reflect the policies and services of the school as described on our website and brochure. The agent promoting AIP Language Institute's services is responsible for giving a true and accurate description of our programs.

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