

GENERAL CONDITIONS - GROUPS

1. The quote reservation shall be formalized after receiving the deposit of guarantee which is 25% of the total price of the program (the deposit is not refundable). Bank charges for possible transfers (or other charges) for the realization of the payment are not included and are in charge of the ordering party.

The deadline to make the rest of the payment is 30 days before the group arrives in Salamanca.

2. If the group wishes to cancel the enrollment having already made the full payment, the group will be entitled to a refund consisting of a part of the payment depending on the date the cancellation is communicated before the start of the program:

- If notified at least 30 days in beforehand, the group is entitled to a 75% refund on the total payment.
- If notified between 30 and 15 days beforehand, there will be a refund of 50% of the total payment.
- If notified between 15 days and 1 day before the start of the program, 25% of the payment will be refunded.

3. In case a student has to cancel his/ her reservation in the program, this has to be communicated to Tía Tula in advance in order to be able to rearrange the services offered in the program (for example: transport service, accommodation, language course, extracurricular activities...) and see if the quote undergoes any changes. If the cancellation would change the final fee per student, Tía Tula reserves the right to make the appropriate refund to the student.

4. In case of having a travel insurance with Tía Tula as part of the program, the student who cancels the trip may request a refund to the insurance company once checked the insurance conditions cover his/ her circumstances.

5. The students will be divided into a group/ groups according to the agreed conditions

6. The representative of the group must communicate the list of students as soon as possible. The list must contain full name, passport number and date of birth of all the attendees.

7. The representative of the group must communicate the level of Spanish of the students and has to send a photo of each participant in order to issue the student card at least six weeks before the start of the program.

8. Tía Tula reserves the right to expel any student who behaves inappropriately under any circumstances. The student will not have the right of reimbursement.

9. The use of mobile phones or any device to listen to music is completely forbidden in class.

10. The course includes:

- School material.
- A level test made before the arrival of the group.
- Both a student card from Tía Tula and an International Student of Spanish in Salamanca card (SCE card), which allows the owner to benefit from several discounts in Salamanca: cultural activities and services, sporting facilities, shops, cinemas, restaurants, etc.
- Free access to the school internet.
- Academic Certificate of Tía Tula upon completion of the course.

11. When the accommodation is with a host family, the students must take into account the following:

- Laundry is included in the price when the stay is for 7 nights or more and consists of one load of laundry per week. The family is not responsible for washing delicate clothing or staining clothes. It is the responsibility of the student to know this. For a stay of less than 7 nights, the student who wishes to do a laundry has to pay 10€ directly to the family (Tía Tula will not be involved in the matter).
- The student is not allowed to cook his/ her own food unless he/ she reaches an agreement with the family. In that case, Tía Tula will not be involved in the matter.
- The student must abide by eating schedules and basic rules of community life as well as specific rules established by each family.
- The family will lend bedding (sheets and blankets). The student is responsible for bringing his/ her own towels and personal hygiene products.

12. If the form of housing is in a residence, students must take into consideration the following:

- The student must abide by eating schedules and basic rules of community life as well as specific rules established by the residence.
- The residence will lend bedding (sheets and blankets). The student is responsible for bringing his/ her own towels.

13. Any product or service not specified on the General Conditions or in the contracted program is not included in the stay.

14. Students under 18 years old are not allowed to leave the accommodation during night time, save express written consent of the group leader and under his/ her own responsibility.

15. According to the Spanish Legislation relating to confidentiality and protection of personal data (Article 15/1999), personal information will be treated as private information by Tía Tula Colegio de Español. Tía Tula informs the student that personal data obtained through the free completion of this form will be included in a file for automated processing; the student, meanwhile, authorizes this treatment by accepting these conditions. The data is purely for internal use and is for statistical and administrative purposes - designed to help provide the services that the student requests and to communicate with him/her regarding these services. The data may be used during the provision of services and subsequent to the provision of services in dealing with outstanding matters related to these same services. In any case, in accordance with Spanish Legislation, the student may, at any time, exercise his/her rights of access, rectification, cancellation and opposition by writing to Tía Tula Colegio de Español, S.L. (CIF:B37410214) - which acknowledges and accepts responsibility for the control of the data -, to c/ Palominos, 23 - 37008 Salamanca (Spain).

The student also agrees that his/ her image can be used for advertising when it appears in photos or video taken inside the school, or during extracurricular activities.

16. The reservation of the program implies the acceptance of the conditions outlined above. This contract is regulated by the Civil Law Legislation and respects the rights of the consumers, in particular in Article 82/95 of the Junta de Castilla y León and Article 26/84 of consumer protection laws.

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