

# AIL Madrid

## GENERAL CONDITIONS

Please read the General Conditions carefully before you enroll.

### 1. COURSES

1.1 Courses are contracted directly with AIL Madrid. The school does not guarantee specific teachers, classrooms or timetables and reserves the right to make the planning changes that it considers necessary, including moving students between its Calle Juan Esplandiú 15 and O'Donnell 27 school or any other suitably equipped central Madrid locations.

1.2 All bookings made online are subject to confirmation by email.

1.3 One class lasts 50 minutes except evening classes (45 minutes).

1.4 Intensive classes have morning and afternoon schedules. AIL Madrid places students in the group which most appropriately corresponds to their level. Class schedules may be subject to change. Timetable preferences should be communicated when booking but cannot be guaranteed.

1.5 If a student's level of Spanish is unsuitable for the course he/she has booked, AIL Madrid reserves the right to move the student to a more suitable class.

1.6 Group classes (except evening and Friday afternoon/Saturday morning classes) can only be rescheduled if the Student Care Team is informed in writing (by email) before 12pm on Wednesday of the week prior to the week that is to be cancelled. Cancellations apply for a whole week, not individual days.

1.7 Individual and evening classes can only be rescheduled if the Student Care Team is informed in writing (by email) 24 hours (and at least one working day) before the scheduled time of the class.

1.8 Travel costs, food and drink, examination fees and entrance charges levied by third parties (museums, etc.) are not included in the course price.

1.9 In the exceptional case that there is only 1 student enrolled on a course of a certain level, the number of classes will be reduced to 40% of the published number and 80% in the case of 2 students.

1.10 If student comes to AIL Madrid through an agent, their terms and conditions may apply; AIL Madrid reserves the right to apply our terms.

### 2. PUBLIC HOLIDAYS

AIL Madrid is closed on public holidays. However we are the only Spanish School in Madrid which makes up all classes and activities missed due to public holidays, regardless of the course type, the length of booking, the number of public holidays in the week and time of the year. Refunds will not be made if the student is unable to attend the replacement classes. Please enquire or check [Public Holiday in Madrid](#).

### 3. ACCOMMODATION

3.1 Accommodation is booked from the Sunday before the course starts to the Saturday after the course ends. Please note the first week equates to 6 nights with all subsequent weeks consisting of 7 nights. Extra nights can be arranged subject to availability and a supplement.

3.2 A 200€ upfront payment is required to confirm the booking. The outstanding balance is due on arrival and must be paid on first day of class.

3.3 Arrival on Sunday no later than 11pm, departure on Saturday at 12pm. A late check-in fee (50€) is charged after 10pm.

3.4 Check-out is by 12pm. It may be possible to arrange a later check-out. Additional charges may apply. Please consult.

3.5 A damage deposit is required for stays in accommodation organized by AIL Madrid. It is due on your first day at school.

The deposit is required to confirm the booking for stays in student residences.

The damage deposit is needed to confirm the reservation in:

The deposit must be paid on the first day at the school by credit or debit card, bank transfer or cash. It will be refunded preferably in the same way within 7 days of your departure, once the accommodation has been satisfactorily inspected.

3.6 Please note that part or all of the damage deposit may be retained if:

- Damage is caused to furniture or facilities.
- Keys are not returned on departure.
- The bedroom is not left in a clean and tidy state.

3.7 The student will be charged for the replacement of broken items due to either negligence or misuse. If there is damage and no one is directly responsible, the cost of the repairs will be shared among all students in the accommodation.

3.8 AIL Madrid reserves the right to change students' accommodations at any time.

3.9 AIL Madrid cannot guarantee accommodation availability. All accommodation bookings are subject to confirmation by email.

#### **4. PAYMENT CONDITIONS**

4.1 An upfront payment is required to reserve a course.

4.2 The remaining balance is payable in full on the first day of class. Without the full payment AIL Madrid can cancel the program, and the student has no right to a refund.

4.3. Students wishing to extend their stay with AIL Madrid need to have paid the full amount due by the Friday prior to the start of the extension.

4.4 For further details of [Payment Methods](#) and details on bank charges and supplements made by card transactions and PayPal, see AIL Madrid Payment Methods.

4.5 Student's name should be clearly stated on all bank transfers.

4.6 Personal cheques are not accepted. Bank cheques will be accepted only if the cheque is received a minimum of 80 days before arrival and with an extra 35€ fee.

## **5. STUDENT VISA**

5.1 The Enrollment Confirmation Letter can ONLY be issued by the school upon receipt of the upfront payment of 1000€ or the entire cost of the course and accommodation (depending on the student's country of origin).

5.2 Once AIL Madrid has received the required upfront payment, the invitation letter (certifying enrollment) will be sent to the student by email and post, if requested. If the student would like to have the Enrollment Confirmation Letter sent by courier (such as DHL), the student must pay for these costs in advance.

5.3 Students who have requested and been issued with Enrollment Confirmation Letters which could be used for visa or visa renewal (NIE) must ensure that their classes have been taken in full by the end date stated in the Enrollment Confirmation Letter as these classes cannot under any circumstances be postponed to future periods.

5.4 Refunds cannot be issued to students who have requested and been issued with Enrollment Confirmation Letters which could be used for visa or visa renewal (NIE) purposes except in the case of visa or NIE denial. In such cases, all amounts paid will be refunded except a 200€ administration charge. The refund will be made upon presentation of an official rejection letter from the Consulate or Extranjería that clearly states the student's name, passport number and the type of visa / renewal requested (appropriately dated, signed and stamped). No refund will be given for courses already taken.

## **6. CHANGES**

6.1 75€ will be charged for administrative costs for changes to student's confirmed reservation, before or after arrival.

6.2 Course credit is non transferable.

6.3 If there is an unexpected delay in receiving the student's visa, the course will be postponed to the Monday following the start of the visa. The accommodation reservations dates may only be postponed if a 2 weeks notice is given, otherwise the student will be charged from the reserved date.

## **7. DISCOUNTS AND CREDIT NOTES**

7.1 Discounts cannot be accumulated/combined.

7.2 Discounts/ Promotional Offers are only applicable when communicated to AIL Madrid prior to enrollment and cannot be applied retrospectively.

7.3 Friends and Family discount: To qualify for AIL Madrid 10% Friends and Family discount off course fees, student's group has to consist of at least two persons. All of them must enroll at the same time and also take the same course at the same time. The names of the members of the group must be indicated in the enrollment form. At the time of enrolling, AIL Madrid will automatically apply the 10% discount to student's invoice. The Friends and Family discount applies to courses of any length and does not apply to course extensions. In the event of not complying with these conditions, the Friends and Family discount will not apply and may result

in amended invoices being issued.

7.4 Credit notes are valid for 12 months from the course start date and then expire.

## **8. COURSE REDUCTIONS AND CANCELLATIONS**

8.1 Cancellations before the start date of the course will only be accepted in writing (email). Cancellations made by telephone will not be deemed valid.

8.2 For cancellations made more than two weeks before the start date of the course (15 days and more), €100 of the upfront payment will be retained.

8.3 For cancellations made in the last two weeks before the start date of the course (14 days and less) the whole upfront payment will be retained.

8.4 In no case whatsoever will money for the course be refunded once the course has started (except in the case of the [Cancellation Insurance](#)).

8.5 In the event of a cancellation, AIL Madrid official prices will be applied. If, for example, on booking the course the student received a discount due to the length of the course, this will be lost on cancellation.

8.6 In order to comply with Anti Money Laundering legislation, refunds can only be made and money can only be transferred to the person who booked / paid for the course.

8.7 Once the student has informed AIL Madrid that s/he will not be able to attend a private class, the teacher will be notified and advised that the class will not take place. The class is therefore considered to be cancelled in accordance with the policy stipulated in Clause 1.7.

8.8 Deadline for cancellation of classes: 12pm on Wednesday. Cancellations apply for a whole week, not individual days.

8.9 Each level has 12 units (10 in C1), with an oral test in the 6th unit and a final test in the 12th. If for some reason you would be unable to sit those exams, upon joining the course you would have to change group. All the students of the same group sit the exam together. If you would like to do an exam at a different time you must speak with your teacher so that they can assess your situation and inform our admin team. The school will then inform you of the new date and time of that exam.

## **9. ACCOMMODATION REDUCTIONS AND CANCELLATIONS**

9.1 For cancellations made more than 1 month before arrival, all upfront payment will be refunded. For cancellations made less than 1 month before arrival, the student will be charged for any accommodation reserved within the next 30 days.

9.2 In the event of cancellations after arrival, one month's notice of accommodation cancellation is required. Following this notice period, all additional accommodation amounts paid will be reimbursed in full.

9.3 If a student decides that he/she wants to postpone or take a break from any program the accommodation is not cancelable under any circumstances.

## **10. EXPULSION**

10.1 AIL Madrid reserves the right to cancel the student's place if on the day of their arrival they or their agency have not paid the total sum of the course, accommodation and other services contracted.

10.2 In the case of a serious disciplinary offence, repeated bad behavior (including a lack of respect towards teachers, other students and school admin staff) or infringement of Spanish law, the student will be expelled from the school and accommodation contracted with AIL Madrid.

## **11. INSURANCE**

11.1 Medical: All students should ensure that they have suitable coverage.

11.2 Personal Liability Insurance: required for students staying in accommodation organized by the School and is strongly recommended for all students.

11.3 Civil Liability: AIL Madrid has an accident and civil liability insurance policy that covers possible incidents or minor accidents that may occur at the School.

11.4 Personal Property: No liability is accepted by AIL Madrid for loss or damage to property either in AIL Madrid or its accommodations.

## **12. PROTECTION OF PERSONAL DATA**

In compliance with Spanish Law 15/1999, December 13, regarding the protection of personal data, AIL Madrid would like to inform you that your personal details within these general conditions will be stored in a database (whose liability and responsibility is Academia Internacional de Lenguas Madrid, S.L.), solely for the commercial and operative purposes of the company. By accepting these General Conditions you give your consent to the above said treatment and for their use for the aforementioned purposes. You have the right to request that we inform you of your rights to access, correct and cancel such information within the established terms of the prevailing legislation, by writing to the address: Calle Núñez de Balboa 17 2ºD, 28001 Madrid – Spain.

## **13. COPYRIGHT**

AIL Español (AIL Madrid - AIL Málaga - AIL Online) management reserves the right to use all possible graphic and audiovisual material taken during the student's stay at the school (both within the school and at AIL Español organized activities) in its promotional material (photography, audio records, videos, websites, flyers, social media, etc.), unless the student declares otherwise in writing (email) prior to the start of the course.

## **14. OTHER**

14.1 AIL Madrid reserves the right to accept students aged 17 or under.

14.2 In the case where damages are caused to third parties, all the expenses claimed from AIL Madrid that originate from the above mentioned incident will be charged to the student concerned.

14.3 AIL Madrid is not responsible for printing errors that may appear or for errors in publications by third parties about AIL Madrid.

14.4 AIL Madrid accepts no responsibility whatsoever for cases of force majeure (according to law) or for students' actions.

## **15. CONTRACT**

Any bookings or payments confirm the acceptance of these General Conditions.

## **16. DISCLAIMER**

This disclaimer shall govern your use of our website.

By using our website, you accept this disclaimer in full; accordingly, if you disagree with this disclaimer or any part of this disclaimer, you must not use our website.

16.1 We do not warrant or represent:.

- The completeness or accuracy of the information published on our website;
- That the material on the website is up to date;
- That the website will operate without fault; or
- That the website or any service on the website will remain available.

## **COPYRIGHT**

This website and its content is copyright of Academia Internacional de Lenguas Madrid, S.L.. All rights reserved.

Any redistribution or reproduction of part or all of the contents in any form is prohibited other than the following:

- You may print or download to a local hard disk extracts for your personal and non-commercial use only
- You may copy the content to individual third parties for their personal use, but only if you acknowledge the website as the source of the material
- You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system