

Enrolment conditions

Españolé IH Valencia are totally committed to ensuring the best quality in organisation and service to our students. Our aim is to satisfy all your requirements and needs while maintaining the highest standards of quality through our joint effort, the teamwork of all our staff and our investment in improving services and facilities.

AGE

The minimum age for adult courses is 16 years old.

ARRIVAL AND DEPARTURE

On your first day you will have to take a placement test at 8.30am and then we will confirm your level and timetable. Classes can be in the morning or in the afternoon depending on the level and the number of places available in each group.

Students who have booked accommodation should arrive on the Sunday before the course starts. Departure is normally on the Saturday after the end of the course. Additional nights can be booked at extra cost.

On arrival students have to collect their welcome pack which includes information about the school, the type of course chosen, the accommodation and information about the city, as well as the keys to the accommodation (in case of accommodation in flats).

It is possible to book airport pick-up on arrival (at extra cost).

There will be no compensation for class time lost due to the placement test.

INSURANCE

Students are not insured by Espanole International House Valencia against illness, accident, theft, damage or loss of personal belongings and therefore the school cannot assume responsibility in such cases.

Before coming, you should check whether your country has health agreements with Spain. If this is the case, you should obtain the forms and documentation before leaving your country. (European Community citizens are covered by the Spanish National Health System against accidents and illnesses. Non-EU citizens must have an international health insurance policy that is valid for Spain).

Medical insurance is essential for all students, but we also recommend full private insurance (travel, cancellation, loss of property, etc.) Make sure your insurance covers all possible emergencies.

MEDICAL INSURANCE

Espanole offers the possibility of taking out medical insurance for students (see price list).

CANCELLATION

All cancellations must be notified in writing to Espanole International House Valencia.

For cancellations up to one month before the course starts, the school will refund all fees paid, except the deposit (200€).

For cancellations between one month and one week before the start of the course, the school will refund all fees paid minus 25% of the total invoice and the deposit (200€), which remains as a cancellation fee.

In the case of cancellation at short notice (one week or less before the course is due to start) the school will refund the amount paid minus 40% of the total invoice and the non-refundable deposit (200€) which is kept as a cancellation fee.

No refunds will be made once the course has started.

The school reserves the right to cancel courses when there are insufficient bookings and to change students to other courses. If such a change is proposed, the student may request a full refund of the fees, including the deposit.

PUBLIC HOLIDAYS

There will be no classes on public holidays.

There will be no compensation for these days, only private lessons will be made up. In the event of two public holidays in the same week, one of them will be made up.

The two national and local holidays may be subject to change, please check with us for exact dates before enrolling.

POSTPONEMENT

You can postpone the start date if you notify the school at least 7 days before the start of the course. All charges will be transferred to a later date.

START OF THE COURSE AFTER IT HAS STARTED OR ABSENCES

If you arrive after the course has started or if you are absent from the course, no financial compensation will be granted.

ACCOMMODATION IN SHARED APARTMENTS

When you arrive, if you live in a shared apartment you have to fill in the “accommodation deposit form” which authorises the school to charge your credit card up to €100.

This deposit is used to ensure that students follow the house rules and to pay for any damage or additional consumption of gas, water and/or electricity incurred during their stay. Failure to comply with the rules may result in partial or total forfeiture of the deposit.

TRANSFERS

Espanole International House Valencia organises pick-ups from the airport or from the different stations in Valencia at an additional cost (see price list).

In order to guarantee the transfer, it is necessary to know your arrival details (date, time, place and flight number) at least two days before your arrival. In case of last minute changes, the student must inform the school (by calling the emergency number) or the transfer cannot be guaranteed.

ATTENDANCE, PUNCTUALITY AND STAFF DISCIPLINE

The school requires enrolled students to attend all classes. Students must respect the basic rules of the school, both in the courses and in the accommodation.

In the case of serious misconduct, the student may be required to leave the school, in which case no refund will be made. The school shall be the sole arbiter of what constitutes serious misconduct. Students will have to pay for any damage caused.