

General Terms & Conditions

Please read the following terms and conditions carefully before booking a program with AIP Language Institute. If you have any question, please do not hesitate to contact us.

Identifier of the provider

- Holder: ADVISERS FOR INTERNATIONAL PROGRAMS IN SPAIN, S.L.
- Registered office: C/ Bachiller 7 Bajo. – 46010 – Valencia (Valencia)
- CIF/NIF: B96732102
- Public Registry: Registered in the Mercantile Registry of Valencia, Volume 6062, Folio 196, Section 8ª, Page V-60009, Inscription 1ª.
- Telephone: 963391566
- E-mail: info@aipidiomas.es

Object

Through this text, we make available to all users and customers the conditions of use and registration that apply to our online services platform <https://www.spanishinvalencia.com> and the services we provide, reflecting all the rights and obligations of the parties.

All users who visit or access our platform and/or use any of our services must accept the conditions of use and privacy policy, as well as the different modifications and/or additional legal texts we may include in the future. If you do not agree with any of the conditions, you can unsubscribe from the service at any time or, if you are not a registered user, leave the platform.

Together with the present conditions, each of the services provided may be regulated by specific conditions of use and registration and, in any case, it is obligatory that the user expressly accepts them before using and/or contracting them.

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Courses

- The minimum age in our courses is 16 years for general Spanish courses.
- The course price includes a Spanish level test, a personal interview, a free Microsoft Office license for the total length of your course, class recordings on Microsoft Teams, online material, access to all the school facilities, WIFI, cultural activities, and an end-of-course certificate.
- The course price does not include accommodation, health insurance or transfer unless stated otherwise.
- You can save money with our book loan program. Pay a deposit and borrow the book you will use during the lessons. Once your course is over, return the book and get your money back.
Deposit: €40.
- AIP reserves the right to place the student after his level test in the best suitable group

A) General Spanish classes (Spanish 13, Spanish 20, Spanish 25, Spanish 30)

- 1 lesson of our group courses lasts 50 minutes.
- All levels available: from Absolute Beginner to Advanced (C1).

- The maximum number of students per class is 10. This number may increase to 12 during the high season (from May to September) or due to specific needs of the school. The average number of students per group **may range between 5 and 9 students**, depending on the level, demand, and the academic organization of the center.
- In the case that there are fewer than 4 students in one group, the course time will be reduced to half, maintaining the price.
- Due to organizational needs, the school reserves the right to modify the time of the lessons and move morning lessons to the afternoon.
- Students may only join the class during the **first 10 minutes from the starting time**; once this time has passed, as well as in cases of arriving with **more than 5 minutes of delay after the break**, they must **wait until the next block or break**, even if the class is held online.
- An 80% of assistance is required to obtain the end-of-course certificate.
- To move to a higher level, students must take a written and oral test and pass the test.

B) Private lessons

- One-to-one lessons last 60 minutes each.
- Private lesson packs expired after one year. Once that period is over, you will not be able to use any remaining lessons.
- Private classes need to be cancelled 24h in advance, if not the hour will be discounted.
- The teacher only waits for 15min for the scheduled class, after that the class count, no refund or re-programming possible.

C) Online classes – attendance requirements

In the case of online classes, for the session to be considered **attended**, the student must meet **all** of the following conditions:

- Keep the **camera turned on** during the class.
- **Actively participate** in the proposed activities and follow the session.
- **Not eat** during the online class.

Failure to comply with any of these points may result in the class **not being counted as attended**.

D) Bildungsurlaub

- AIP Language Institute has different recognitions of Bildungsurlaub, in any case the course must be 30 lessons/week.
- A cancellation of this course is only possible two weeks in advance and with the denegation of the employer of the Bildungsurlaub. If the cancellation is sent less than 2 weeks prior to course start the deposit of 150€ will be charged. The student can however use this deposit to move their course to a different date within one year.
- In case of illness a medical report is necessary if the student wants to make up for the missed lessons and move them to a different week within one year.
- An attendance of 80% to class is mandatory to obtain the end of course certificate.
- All lessons, even the ones for absolute beginners, are held in Spanish.

Starting dates

You can join our Spanish courses any Monday of the year, except if you do not know any Spanish.

If you are an Absolute Beginner, you can only join our courses on the following dates

2026:

- October 5th & 19th
- November 2nd, 16th & 30th
- December 14th

2027:

- January 4th & 18th
- February 1st & 15th
- March 1st , 15th & 30th
- April 12th & 26th
- May 10th & 24th
- June 7th & 21st
- July 5th & 19th
- August 2nd , 16th & 30th
- September 13th & 27th
- October 11th & 25th
- November 8th & 22nd
- December 13th

* These courses will start on Tuesday as Monday is a public holiday.

Public holidays

– AIP Language Institute will be closed every Saturday and Sunday of the year plus the following dates due to public holidays:

2026:

- October 9: Day of the Valencian Community
- October 12: National Day of Spain
- December 8: Immaculate Conception
- December 25: Christmas Day

2027:

- January 1: New Year's Day
- January 6: Epiphany (*Three Kings' Day*)
- January 22: Saint Vincent Martyr (*Local holiday*)
- March 19: Saint Joseph's Day
- March 26: Good Friday
- March 29: Easter Monday

- April 05: Saint Vincent Ferrer (*Local holiday*)
- June 24: Saint John's Day
- October 12: National Day of Spain
- November 1: All Saints' Day
- December 6: Spanish Constitution Day
- December 8: Immaculate Conception
- December 25: Christmas Day

AIP Language Institute will not be closed for the entire Christmas holidays.

– There will be no refund due to public holidays as we make up for all of them. When there is a day off during the week, there will be some extra time during the other days to make up for the missing time.

*These dates may change according to possible changes in local holidays.

Accommodation

– Accommodation is offered subject to availability, and we highly recommend booking it well in advance, especially if you have decided to come in summer.

– Accommodation weeks go from Saturday to Saturday. Check-in: 5.00 pm, check-out: 10 am.

– Booking extra nights might be possible, but you must check availability with us before booking.

– At checkout time, the room must be tidy, clean, and without the student's belongings. Students may remain in the common areas if they depart later this day.

– Important for late arrivals (between 11 pm and 7 am), please see point 5 TRANSFER

A) Host family (half board or full board)

– Accommodation in a host family includes expenses, meals, laundry and cleaning once a week.

– If you are unhappy with the family you have been assigned to, come and talk to us so we can find a solution.

– Distance can be up to 30min in public transportation

B) Shared apartment

– If you stay in a shared apartment, you will get a single room and share the common areas (living room, bathroom and kitchen) with 5-6 students. No meals are included in this type of

accommodation.

- Once the student arrives in Valencia, it is necessary to pass by the school to pick up the key from a key box (code will be sent before arrival).
- Distance can be up to 30 minutes in public transportation.
- Apartment stays require a €200 deposit. This deposit will be refunded in full one month after leaving the apartment if everything was left in perfect condition and no excessive bills arrive. If the former conditions are not met, the refunded amount might decrease. Make sure you carefully read the apartment rules.

Transfer

- We can arrange a transfer service upon the student's arrival. With this service, an official taxi company will pick the student up at the airport and take he/she to the host family residence or shared apartment.

Transfer service price: €70 /way, including a 1-hour wait time. | Extra waiting hour: €12.

This is an optional service and not mandatory.

Insurance

- We strongly recommend taking out full travel and health insurance in advance. If you need it, you can hire it through us.
- EU Nationals must bring their European Health Card.
- Also, we recommend getting insurance coverage against loss of fees and/or expenses that may incur due to cancellation or sudden early departure from a course.

Visa and NIE Renewal

- 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 USA.
 - (b) Brazil, Croatia, Cyprus, Iceland, Israel, South Korea, Liechtenstein, Malaysia, Malta, Monaco, Netherlands Antilles, New Zealand, San Marino, Singapore, Switzerland and Vatican City, as well as other Latin American countries.
- Students planning to stay for more than 90 days may require a student visa, except for EU citizens.

- The visa application process may take between 3 and 6 weeks, depending on the country. Please take this into account when choosing your course dates.
- In order to begin the visa application process or NIE renewal, full payment of the course and accommodation is required.
- Once the visa letter has been issued and sent by the school, it is not possible to modify or cancel the course, accommodation, or any services included in the letter.
- In case of visa rejection by the Spanish Embassy, Consulate or Immigration Office, the school will refund the amount paid, minus a €400 administrative fee.
- To request a refund, the student must provide an official copy of the visa rejection letter. Without this document, no refund will be processed.
- Before issuing any refund, the school will notify the Spanish authorities of the course cancellation.
- AIP Language Institute reserves the right to contact the Embassy, Consulate or Immigration Office to verify the information provided.
- All students applying for a visa or NIE renewal must sign a contract before the start of the course.

Booking & payment conditions

- To book a seat in one of our Spanish courses, you must fill out our Enrollment Form (which can be found on our website) and pay a non-refundable €150 deposit. This amount will be later deducted from the final balance of your course.
- To book an internship placement, you must pay €75 as a deposit (or €175 if you want your internship to be found in less than a month). We will deduct this amount from the final balance of your traineeship.
- You can pay via credit/debit card or bank transfer:
IBAN Number: ES0500751129420600187614
BIC Code: BSCHESMM
Bank Name: Banco Santander
Bank address: Calle Botánico Cabanilles 22. 46010 Valencia.
- Bank transfers may appear on our records after a couple of days. So, if you want to rush the enrolment process, email us a copy of the bank transfer receipt with your personal details.

- Once we receive the deposit payment, you will receive a confirmation email with all your booking information.
- You must pay the remaining balance of your course/internship one week before its beginning or on your first day of class at the latest.
- If you enroll in any of our online Spanish courses, you must pay the total amount before the beginning of your lessons.
- Your name should be visible in all your payments so you can keep track of them.
- We will not take any responsibility for any additional bank charges when paying for any of our services.
- Payment in installments is not available.
- If, for any cause, you need to pause your course and still have some lessons left, you will have one year to use those remaining classes from the date of your first day of class with us.

Cancellations

(only for courses without VISA invitation letter)

- The €150 deposit is not refundable. If you cannot come on the date you booked your course, you can always modify the starting date in a one-year window.
- Once the course has started, no refunds will be issued. If you want to finish your course earlier than the original booking, we can save the remaining lessons for up to a year.
- There will be no compensation for any missed days of classes, late starts or early departures, as you can access our lessons online if you need to or watch the recordings afterward.
- If you find the course you chose too intensive and want to change to a less intensive one, you can convert your remaining weeks into private lessons. This change has a €60 charge.
- You can transfer your lessons to another student. The cost of the administrative process is €150. Not possible for courses with a VISA Letter.
- Accommodation cancellation: For bookings up to 5 weeks, there are no refunds. AIP will provide you with an alternative option (subject to availability). For 6+ week bookings, you need to give a two-week notice. You must pay for those two weeks, plus a €200 fine. The difference will be refunded.
- If your accommodation booking is linked to getting a visa, no total or partial refund will be made.

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.
- We reserve the right to cancel any arrangements or bookings without prior notice if payment conditions are unmet.
- The school reserves the right to change any arrangements outlined in the program announcements, offer substitutes of equal value, or cancel the program entirely with a full refund. Rates and schedules are subject to change.
- 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.

- If an emergency requires surgery, hospitalization, or other medical care, AIP Language Institute will take any action considered appropriate under the circumstances, 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 to repatriate the student.

Misrepresentation

- The school is not liable if agents make promises 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.

Confidentiality and data protection

Under the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, all personal data provided during the use of the platform and during the provision of the services will be processed in accordance with the provisions of the Privacy Policy, which all users must expressly and previously accept to be able to register.

Any user who accepts the present conditions of use accepts in an informed, express and unequivocal manner our Privacy Policy, and in this sense, is entitled to the rights of access, rectification, cancellation and opposition concerning their personal data, being able to exercise them as reported in the aforementioned Privacy Policy.

Please note that our lessons may be recorded via Microsoft Teams. These recordings are used exclusively for educational and internal quality assurance purposes and may only be accessible to the participants of the respective group. By enrolling in a course and accepting these Terms and Conditions, you consent to the possibility of being recorded during lessons. All recordings will be securely deleted at the end of each week.

Out-of-court dispute resolution

Furthermore, in accordance with the terms of Article 14 of EU Regulation 524/2013 on the settlement of consumer disputes, a direct link to the online dispute resolution platform is provided: <https://ec.europa.eu/consumers/odr/main/index.cfm>.

Applicable law and jurisdiction

Spanish law shall apply for any controversy or dispute arising from these terms or conditions. The resolution of legal disputes shall be subject to the jurisdiction of the Courts and Tribunals of Valencia.

Disclaimer

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