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Terms and Conditions

1. Enrollment Confirmation

Once we receive your enrollment form, we will send you confirmation, the invoice for the chosen program, and a payment link to pay the reservation fee (€155, non-refundable).

For the Spanish + Internship program, the reservation fee is €420 (non-refundable).

Enrollment for general courses closes one week before the start date, subject to school confirmation. For special courses, it closes two weeks before the start date.

One week before your arrival, provided the full payment has been made, you will receive the necessary information: accommodation address, transfer details, emergency phone numbers, schedules, transportation from the airport, etc.

The purchase of course books is mandatory.

2. Cancellations

Cancellations must be made in writing at least 10 days in advance. The amount paid will be refunded, except:

- €155 for general courses.
- €420 for internship programs.

No refund will be given in case of no-show or course abandonment.

Cancellations with less than 10 days' notice, due to force majeure or other justified reason: a voucher will be issued for the amount paid, valid for 1 year from the reserved course start date.

2.1. Long-Term Course Cancellation Policy (20 Weeks or More)

Cancellation Before the Course Starts

Students enrolled in programs of **20 weeks or more** who have paid the full program fee may cancel their enrollment under the following conditions:

- **If the cancellation is requested before the Letter of Admission has been issued and at least 15 calendar days before the course start date**, the tuition paid will be refunded minus a **10% administrative and cancellation fee**.
- **Cancellation requests received fewer than 15 calendar days before the course start date are non-refundable.**

Students Requesting a Letter of Admission for a Student Visa

Once the **Letter of Admission** has been issued, the following conditions apply:

- **Visa refusal:** Tuition paid will be refunded **minus a €300 administrative fee**, provided the student submits the original official visa refusal letter issued by the relevant Embassy or Consulate.
- **Unable to apply for a visa due to circumstances beyond the student's control:** If the student was unable to submit a visa application because no appointment was available or due to administrative issues at the Embassy or Consulate, tuition paid will be refunded **minus a 10% administrative fee**, provided the student submits official documentation issued by the Embassy, Consulate, Notary Public, or another competent authority confirming the situation.
- **Failure to provide supporting documentation:** No refund will be issued if the student does not provide official documentation proving either the visa refusal or the inability to submit a visa application.
- **Visa granted but student does not attend the course:** If the student obtains a visa but fails to begin the program on the scheduled start date, **no refund will be granted**. Cervantes Escuela Internacional will also notify the corresponding Spanish Immigration Office, in accordance with applicable regulations.

General Provisions

- All cancellation requests **must be submitted in writing by email**.
- When applicable, refunds will be issued using the **same payment method** used by the student, within **up to three months** after all required documentation has been received and verified.

- Any bank charges related to international transfers or exchange rate differences will be borne by the student.

3. Number of Students per Class

- General courses: max. 10 students (July/August up to 12), average: 6.
- Teacher training course: max. 15, average: 8.
- Junior program: max. 15, average: 8.
- Closed groups: to be agreed upon.

Adjustments for reduced numbers:

- 2 students: 20 lessons/week course reduced to 15 semi-private classes.
- 1 student: reduced to 10 private classes.

Culture classes: if 1 or 2 students, class time may be reduced by 50%, taught privately or semi-privately.

Junior program: if fewer than 3 students in the same level, they will attend general courses. Specific activities will be maintained if at least 3 students are enrolled in the program.

The school may change class time at any time without financial compensation.

4. Schedule

Classes may be in the morning or afternoon, depending on academic criteria and course type.

Intensive course:

- Morning: 09:00–12:35
- Afternoon: 14:35–18:05

Complementary classes will be before or after the general course.

It is not possible to choose the shift.

1 lesson = 50 minutes.

5. Payment Method

Payments only in euros (€) and must be received at least 5 days before the course starts.

Accepted methods:

- Bank transfer (fees paid by the student).
- Credit card (VISA, MasterCard).
- PayPal.
- Cash (max. €1,000 per person and transaction). Denominations over €100 are not accepted.

6. Levels and Placement Test

All students (except beginners) must complete an online written test before arrival and an oral test (by phone or in person) before starting the course.

For the oral test, the call schedule will be sent by email; if it conflicts with the student's availability, a new schedule will be offered. Up to 3 call attempts will be made within the scheduled time.

Levels are in accordance with the CEFR and the Instituto Cervantes Curriculum Plan.

7. Certificate and Evaluation

At the end of the course, a report with grade and attendance certificate will be issued.

Attendance of at least 80% of classes is mandatory.

8. Minimum Age

- General course: 14 years.
- Junior program: 13 years.

- Spanish + Internship: 17 years.
- Family course: all ages.

Minors without a parent or legal guardian: must have written authorization signed by the parent or guardian and, if accommodation is required, may only stay with a host family.

9. Delays and Absences

If you will be late, notify us in advance.

Missed hours are not made up.

Maximum time to enter class: 10 minutes after start time.

10. Exceptional Circumstances

The school may change website or brochure information without prior notice.

If a course is canceled before starting, 100% of the amount will be refunded.

If facilities are closed due to circumstances beyond the school's control, classes will be held online or postponed for up to one year.

To suspend the course or take holidays, notice must be given at least 2 weeks in advance.

11. Holidays and Vacations

No classes on public holidays.

If there are two public holidays in the same week, one will be made up.

Classes lost due to public holidays will not be made up (except private classes).

For 1 or 2-week courses with a holiday, the enrollment fee will be reduced by 50%.

If the holiday falls on Sunday, it will be moved to Monday.

Christmas holidays and official public holidays are listed here.

12. Transfer Service

To book a transfer, the student must provide arrival time and flight number before the Tuesday prior to arrival.

If the school does not receive this information, the service may be canceled without refund.

Incorrect information or failure to notify changes will result in loss of service without refund.

13. Accommodation

Room allocation

Double rooms (host family / apartment) are only available for students travelling together. Bookings requesting a double room without a confirmed roommate will be changed to a single room and invoiced accordingly.

13.1. Rules for Students in Apartments

Cleaning

Cleaning staff comes once a week. Students must cooperate to facilitate their work.

Student obligations:

- Wash dishes and cutlery daily.
- Take out the trash daily.
- Keep rooms and common areas tidy and clean.
- Change sheets weekly (provided by the school).
- Staff does not wash personal clothes or utensils.
- Do not send mail or packages to the apartment; use the school's address.

Coexistence rules:

- Turn off lights, electrical/gas devices, and lock doors when leaving.
- The school is not responsible for damage, theft, or loss.

- Any damage must be reported and paid for by the responsible party.

Strictly prohibited:

- Changing rooms or sleeping in another room without permission.
- Moving furniture or decorations without authorization.
- Inviting outsiders.
- Smoking, drunkenness, or drug use in the accommodation.
- Organizing parties or noisy activities (expulsion within 48h without refund).
- Making noise after 23:00.

Lost keys: €40 per copy.

Violation of these rules may result in immediate eviction without refund.

13.2. Rules for Students in Host families

Staying with a host family offers a linguistic and cultural immersion experience. The student lives in a family environment and must respectfully adapt to the house rules. Cervantes Escuela Internacional acts solely as an intermediary between the family and the student.

General coexistence rules:

- Respect the house's internal rules, schedules, and customs.
- The family will provide a safe, welcoming environment suitable for rest and study.
- Smoking, alcohol, or drug use, and inviting outsiders without the family's permission are prohibited.
- Use of common areas (bathroom, living room, dining room, etc.) is subject to household conditions.

Meal plans:

- Breakfast only
- Half board (breakfast + lunch or dinner)
- Full board (breakfast, lunch, and dinner)

Students must respect meal times and notify in advance if they will not attend. The family will prepare homemade meals, considering allergies or special diets previously communicated to the school.

Towels and bedding:

- The family does not provide towels; students must bring their own.
- Bedding is provided and changed once a week.
- The family will wash personal laundry once a week in a reasonable quantity.

Keys and security:

- Key delivery is at the family's discretion. Some families do not give keys to minors.
- Students must respect entry/exit rules and act responsibly.
- If keys are lost, students must pay for replacement if keys were provided.

Use of bathroom, showers, and resources:

- Bathroom use must be respectful, following the family's indicated schedules.
- Showers should last a maximum of 10 minutes.
- Students are expected to use water, electricity, and heating responsibly.

Minors:

Before arrival, minors must provide a document signed by parents/guardians with:

- Latest allowed return time
- Specific authorizations
- Dietary restrictions, allergies, or medical needs

This document will be managed by Cervantes Escuela Internacional and given to the host family.

Families may set additional schedules and rules, which the minor must respect.

Responsibility and mediation:

The student must maintain a respectful, cooperative, and discreet attitude during the entire stay.

The family is directly responsible for the accommodation.

Cervantes Escuela Internacional is not responsible for private agreements or coexistence issues, though it may mediate if necessary.

Serious breaches of coexistence rules may result in relocation (if available) or service cancellation without refund.

14. Legal Information of the Company

Cervantes Escuela Internacional

Private company accredited by Instituto Cervantes.

Head office: Av. Juan Sebastián Elcano, 89 – 29017 Málaga, Spain.

CIF: B-29693090

Company name: CERVANTES & CERVANTES DEBLA, S.L.

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