

Contract conditions

Spanish courses

Please read carefully the terms and conditions before proceeding.

General Conditions

Complete the online form on our web page www.clic.es.

- Please, take into account the starting dates for beginners and public holidays. There are no classes on public holidays.
- Classes missed cannot be recuperated with the exception of private lessons.
- On holidays coinciding with a Monday, there is a reception of new students and an orientation walk. Classes will begin on Tuesday.

• On receipt of the total amount, CLIC will reserve your course and accommodation. By email, you will receive the confirmation of your programme as well as detailed information for your journey and stay. CLIC will keep the preliminary reservation for 72 hours.

On receipt of the total amount (or payment copy thereof) CLIC will reserve your booking.

- It is compulsory to buy the course book (30€ per level).
- One lesson is 50 minutes. Note for all group courses: if only 1 or 2 students enrol on a certain level, the number of lessons will be reduced to half the number of private or semi-private lessons per week.
- VAT is included in all prices when applicable.

Payment

Please note payments are only accepted in euros and must be received by CLIC IH.

a) Bank transfer (all charges to be paid by the student) to either one of our accounts in:

1) Caixabank, C/ Charles Darwin s/n 41092, Sevilla.

Account Holder: Centro de Lenguas e Intercambio Cultural, S.L.

IBAN (International Banking Account Number):

ES2721002143690200093971

BIC (Bank Identification Code): CAIXESBBXXX

2) Cadiz: Caixabank: C/ Doctor Gómez Plana, 1. 11008 Cádiz.

Account Holder: CLIC Cádiz S.L.

IBAN (International Banking Account Number):

ES19 2100 1608 6902 0008 8661.

BIC (Bank Identification Code): CAIXESBBXXX.

3) Malaga: C/ Charles Darwin s/n 41092, Sevilla.

Account Holder: Centro de Lenguas CLIC Málaga S.L.

IBAN (International Banking Account Number):

ES13 2100 3723 5422 0003 6939.

BIC (Bank Identification Code): CAIXESBBXXX

b) BY CREDIT CARD: Visa, Mastercard, Maestro.

c) ONLINE PAYMENT: we will create a secure link for you to pay.

ENROLMENT CANCELLATIONS

a) Cancellations up to 30 days before the course start date: CLIC IH will refund the full amount paid, minus a 200€ course fee and a 150€ administrative fee for accommodation (if booked). The deducted course fee (200€) can be applied to a new course starting within one year from the day of cancellation.

b) Cancellations made between 29 and 15 days before the course start date: A cancellation fee equivalent to two weeks of a standard course and, if applicable, two weeks of accommodation will be charged.

c) Cancellations with less than 15 days advance notice: No refunds will be given for course fees.

d) Accommodation cancellations: Accommodation may be cancelled with a minimum of 30 days' notice. In this case, 80% of the unused accommodation fees will be refunded, and a 20% administrative charge will be applied to the cancelled portion.

e) Once the student visa has been obtained, no refunds will be accepted.

f) Once the insurance policy has been issued, the premium is non-refundable.

English Teacher Training (Seville and Malaga)

Course Conditions:

1. To secure a place on the course, a deposit must be paid:
 - CELTA (intensive, online and part-time) 450 euros
 - DELTA Module 1 (online and intensive) 250 euros
 - DELTA Module 2 (intensive and semi-intensive) 450 euros
 - IHCYLT (IH Certificate Young Learners and Teens) 250 euros
2. This deposit is non-refundable but can be transferred to another course provided that a minimum of four weeks' notice is given.
3. The balance of the course fees is due four weeks prior to the starting date of the course. Students who enrol fewer than four weeks prior to the course starting date are required to pay the full fees upon acceptance on the course.
4. If the course does not reach the minimum number of students and does not take place, the full amount paid will be refunded or transferred to another course.
5. The course fee will not be refunded if the cancellation is made less than four weeks before the start of the course.
6. Students who start but do not finish their programme will not be reimbursed any part of the course fees.
- 7.

Erasmus+ Courses

Course Conditions:

If only one student enrolls for a specific Erasmus+ course, the number of lessons will be reduced to 50% of the originally planned schedule.

Accommodation Terms and Conditions

All accommodation is arranged from Sunday (from 16:00) before the course starts until Saturday (before 12:00) after the course finishes.

1. To reserve your accommodation, a deposit of 200 euros must be paid.
2. This deposit is non-refundable but can be transferred to another date provided that a minimum of four weeks' notice is given.
3. The balance of the accommodation fees is due four weeks prior to the starting date of the course. Students who enrol fewer than four weeks prior to the course starting date are required to pay the full fees upon acceptance on the course.
4. The accommodation fee will not be refunded or part-refunded if any cancellation is made less than four weeks before the course begins.
5. If the accommodation is cancelled once the course has begun, the student will be refunded the remaining amount, minus the 2 weeks following notification.
6. Approximately seven days before the course starts and once full payment has been received, CLIC IH will send you the accommodation address.

Withdrawal Rights

The consumer may exercise their withdrawal rights within fourteen calendar days from the day the contract is signed.

Requirements, consequences of exercising the right to withdrawal, and methods of restitution:

Before the withdrawal period expires, the consumer and user will communicate to **CLIC Servicios Lingüísticos S.L** with N.I.F: B-91066662 their decision to withdraw from the contract. For this purpose, the consumer and user may use the model withdrawal form attached below, or make another type of unequivocal declaration which indicates their decision to withdraw from the contract.

- The consumer and user will have exercised their right to withdraw within the period stipulated above when they have sent the communication regarding the right to withdraw before the end of said period. To determine the withdrawal period, the date of issuance of the withdrawal statement shall be taken into account.
- **CLIC Servicios Lingüísticos S.L** will reimburse all payments received from the consumer and user, including delivery costs where appropriate, within 14 calendar days from the date when the consumer and user formally informed the school of the consumer and user's withdrawal decision.
- However, regarding the provisions of the previous section, the business will not be obliged to reimburse additional costs in the event that the consumer and user have expressly selected a delivery method different from the least expensive method of ordinary delivery.

Withdrawal Form

(Only complete and submit this form if you wish to withdraw from the contract.)

– Attention to **CLIC Servicios Lingüísticos S.L.**, WITH N.I.F.: B-91066662

E-mail address: training@clic.es

– You are hereby notified of the withdrawal from our contract for the provision of the following sale/service:

– Name of the consumer and user or of the consumers and users:

– Address of the consumer and user or of the consumers and users:

– Signature of the consumer and user or of the consumers and users (only if this form is submitted on paper)

– Date

Spanish Teacher Training (Seville and Malaga)

Course Conditions:

1. Before confirming the position, an interview will be carried out with the staff of the Teacher Training department in order to verify the course fits the profile and needs of the candidate.
2. The course consists of a limited number of participants. In the case of not having reached the minimum 2 weeks before the beginning of the course, the school reserves the right to cancel, in which case the full amount paid will be refunded.
3. A deposit of 250 Euros (deducted from the final price of the course) is required to reserve a spot in the course. Without the deposit, the spot in the course will not have been reserved. The rest of the course amount must be paid at least twenty days prior to the start date.
4. Cancellations must be expressly formulated in writing to admin@clic.es.
5. If there is a cancellation within 20 days prior to the beginning of the course, the Center will reimburse the student for the full payment of the course, except the deposit.
6. If the cancellation occurs between 10-20 days before the start of the course, 50% of the total course cost will be refunded.
7. Under no circumstances will a refund be made less than 10 days prior, or once the course has begun.
8. The deposit will not be returned under any circumstances but may be transferred to another in-person teacher training course within one year, respecting the prices established for the course to which the deposit will be applied.
9. The school reserves the right of admission and expulsion, according to problems that may affect the progress of the course.
10. The school will provide a certificate at the end of the course, accompanied by a detailed and personalized report with the final assessment of Pass / No Pass as long as the student has attended at least 80% of the methodology classes and 100% of the practice sessions (this includes: preparation, teacher observations, teaching classes and tutorials).

Accommodation conditions:

1. A deposit of 200 Euros is required to reserve accommodations. Without the payment of said deposit, the reservation is not complete. The rest of the amount must be paid 20 days prior to arrival. In the case of student cancellation, this deposit is not returned.
2. There will be no refund if the cancellation occurs less than 20 days before the start of the course.
3. If the accommodation is canceled after the course has begun, the student's payment will cover the 2 weeks following the notice, and the rest will be refunded.

Withdrawal Rights

The consumer may exercise their withdrawal rights within fourteen calendar days from the day the contract is signed.

Requirements, consequences of exercising the right to withdrawal, and methods of restitution:

Before the withdrawal period expires, the consumer and user will communicate to **CLIC Centro de Lenguas e Intercambio Cultural S.L.** with N.I.F: B-41454927 their decision to withdraw from the contract. For this purpose, the consumer and user may use the model withdrawal form attached below, or make another type of unequivocal declaration which indicates their decision to withdraw from the contract.

- The consumer and user will have exercised their right to withdraw within the period stipulated above when they have sent the communication regarding the right to withdraw before the end of said period. To determine the withdrawal period, the date of issuance of the withdrawal statement shall be taken into account.
- **CLIC Centro de Lenguas e Intercambio Cultural S.L.** will reimburse all payments received from the consumer and user, including delivery costs where appropriate, within 14 calendar days from the date when the consumer and user formally informed the school of the consumer and user's withdrawal decision.
- However, regarding the provisions of the previous section, the business will not be obliged to reimburse additional costs in the event that the consumer and user have expressly selected a delivery method different from the least expensive method of ordinary delivery.

Withdrawal Form

(Only complete and submit this form if you wish to withdraw from the contract.)

– Attention to **CLIC Centro de Lenguas e Intercambio Cultural S.L.**, WITH N.I.F.: B-41454927

E-mail address: admin@clic.es

– You are hereby notified of the withdrawal from our contract for the provision of the following sale/service:

- Name of the consumer and user or of the consumers and users:
- Address of the consumer and user or of the consumers and users:
- Signature of the consumer and user or of the consumers and users (only if this form is submitted on paper)
- Date

English, French, German and Portuguese courses (Seville)

Course Conditions:

Policies governing this contract

1. The Center undertakes to teach the courses according to the information contained in the information brochures.
2. In the event that they are face-to-face classes, the student must be at the Center a few minutes before the start of their class.
3. The maximum number of students per class is 12.
4. Non-working holidays and non-teaching periods of Christmas, Easter and the Fair are considered part of the course academic and will not be recovered.
5. When registering, the registration will be paid plus the first payment of the selected modality (in the courses for children and young people, in the case of monthly payment the first payment will be equivalent to 2 monthly payments). The remaining payments will be paid the first week of the corresponding month according to the chosen modality (full, installment or monthly). The amounts of each installment and its corresponding payment dates will be indicated on the registration form that will be delivered to the student at the time of enrollment.
6. Once the payment method has been selected, no changes will be accepted.
7. The Center reserves the right not to start or interrupt a course if the number of students is less than 5. In the latter case, you will communicate your decision before the end of the month, returning the proportional part of the fees paid.
8. Those students who communicate their withdrawal more than 15 days before the start of the course will be able to recover the amount paid. for registration / reservation. In case of termination of the contract less than 15 days before the start of the course or once started, there will be no right to a refund of amounts previously paid. In exceptional and justified cases the student will be able to benefit from a voucher corresponding to the proportional part not used, minus €80 for cancellation fees. In all cases, the student, or his/her father/mother/guardian (in the case of minors under 18 years of age), will notify your wish to unsubscribe, in person and in writing at the centre's secretary, at least 20 days in advance once the course has started.
9. The lack of assistance does not exempt the payment of the course.

Annex

The applied teaching methodology is based on the use of the language of learning in the class, focusing, in particular, on practices that develop oral and written expression and comprehension.

The textbook/exercises are not included in this tuition.

The class material created and, where appropriate, delivered by the teacher is included.

The activity of private, non-regulated language teaching is not subject to official recognition or authorization from the Concierge of Education and Sciences of the Junta de Andalucía, therefore; teaching and certification are of a private, unofficial nature.

The Center prepares students to take exams leading to internationally recognized degrees and diplomas. Clic Center for Languages and Cultural Exchange only employs native teachers or teachers with native level proficiency in the language to be taught, and specifically trained to teach foreign languages.

Authorization for direct debit payments

1. Receipts will be charged on the first business day of the corresponding month, according to the selected payment method. The dates of each payment are indicated on your copy of the registration form.
2. To cancel a direct debit, a week's notice will be required.
3. In the monthly payment option, the first receipt includes September and October.

Data Protection Laws

In compliance with the Personal Data Protection Law, CLIC IH of Seville informs you that your personal data (and where appropriate that of the contact person of your organization) has been incorporated into the administration and organizational file of the Center.

The purpose of this file is to be able to effectively manage the services provided to our students and staff. Said personal data will not be transferred to any type of organization, whether public nor private, except in the cases established by the order of the Ministry of Justice 484/2003 under the full responsibility of the center. Those affected may exercise the rights of access, rectification, cancellation, and opposition to the responsible party at the address 19 Albareda St, Seville, 41001.

Withdrawal Rights

The consumer may exercise their withdrawal rights within fourteen calendar days from the day the contract is signed.

Requirements, consequences of exercising the right to withdrawal, and methods of restitution:

Before the withdrawal period expires, the consumer and user will communicate to **CLIC Servicios Lingüísticos S.L** with N.I.F: B-91066662 their decision to withdraw from the contract. For this purpose, the consumer and user may use the model withdrawal form attached below, or make another type of unequivocal declaration which indicates their decision to withdraw from the contract.

- The consumer and user will have exercised their right to withdraw within the period stipulated above when they have sent the communication regarding the right to withdraw before the end of said period. To determine the withdrawal period, the date of issuance of the withdrawal statement shall be taken into account.

- **CLIC Servicios Lingüísticos S.L** will reimburse all payments received from the consumer and user, including delivery costs where appropriate, within 14 calendar days from the date when the consumer and user formally informed the school of the consumer and user's withdrawal decision.
- However, regarding the provisions of the previous section, the business will not be obliged to reimburse additional costs in the event that the consumer and user have expressly selected a delivery method different from the least expensive method of ordinary delivery.

Withdrawal Form

(Only complete and submit this form if you wish to withdraw from the contract.)

– Attention to **CLIC Servicios Lingüísticos S.L**, WITH N.I.F.: B-91066662

E-mail address: info@clic.es

– You are hereby notified of the withdrawal from our contract for the provision of the following sale/service:

– Name of the consumer and user or of the consumers and users:

– Address of the consumer and user or of the consumers and users:

– Signature of the consumer and user or of the consumers and users (only if this form is submitted on paper)

– Date

English, French and German courses and Spanish Teacher Training (Cadiz)

Course Conditions:

Policies governing this contract:

1. The Center strives to deliver courses according to the information contained in the informational leaflets.

1. An academic hour is equivalent to 55 minutes of class. The student should be at the Center a few minutes before the start of class.
2. The maximum number of students per class is 10.
3. Holidays and official non-school periods are considered part of the academic year and will not be recuperated.
4. Upon registration, tuition will be paid plus the first payment of the selected method (in the case of monthly payments, the first payment will be equivalent to 2 monthly payments). The remaining payments will be paid the first week of the month that corresponds with the method chosen (complete, divided, or monthly).

5. Once the payment method is selected, no changes will be accepted.
6. The Center reserves the right to interrupt or cancel a course if the number of students is fewer than 4. In the latter case it, the decision will be communicated before the end of the month, returning the proportional part of the paid fees.
7. Students who communicate their withdrawal more than 15 days before the start of the course may recover the fees paid for the registration reservation. In the case that the student terminates the contract less than 15 days before the start of the course, or once the course is underway, there will be no right to refund of previously paid fees.

In unusual and justified cases, the student may be given a voucher corresponding to the proportional part not utilized, less a 50 Euro cancellation fee.

In all cases, the student, or their parent or guardian for children under 18, will notify their desire to withdraw, personally and in writing, to the Center's secretary, at least 20 days in advance.

1. Lack of attendance does not exempt one from payment for the course.

ANNEX

- The methodology of applied teaching is based on the use of language learning in the classroom, particularly influencing the practices that develop oral and written expression and comprehension.
- The textbook/exercises are not included in this registration fee. Class materials created, and where appropriate, delivered by the teacher are included.
- Private, unregulated language teaching activities are not subject to official recognition or authorization of the Ministry of Education of the Junta de Andalucía, therefore; teaching and certification are of unofficial private nature.
- The Center prepares students for exams conducive to obtaining internationally recognized degrees and diplomas.
- CLIC Cádiz only employs native or native-level teachers specifically trained for teaching the foreign language being taught.

Data Protection Act

In compliance with the Personal Data Protection Law, CLIC IH of Cadiz informs you that your personal data (and where appropriate that of the contact person of your organization) have been incorporated into the administration and organizational file of the Center.

The purpose of this file is to be able to effectively manage the services provided to our students and staff. Said personal data will not be transferred to any type of organization, whether public not private, except in the cases established by the order of the Ministry of Justice 484/2003 under the full responsibility of the center. Those affected may exercise the rights of access, rectification, cancellation, and opposition to the responsible party at the address 25 Acacias Street, 2nd floor, Cadiz, 11007.

Withdrawal Rights

The consumer may exercise their withdrawal rights within fourteen calendar days from the day the contract is signed.

Requirements, consequences of exercising the right to withdrawal, and methods of restitution:

Before the withdrawal period expires, the consumer and user will communicate to **Clic Cádiz S.L.** with N.I.F: B-11392578 their decision to withdraw from the contract. For this purpose, the consumer and user may use the model withdrawal form attached below, or make another type of unequivocal declaration which indicates their decision to withdraw from the contract.

- The consumer and user will have exercised their right to withdraw within the period stipulated above when they have sent the communication regarding the right to withdraw before the end of said period. To determine the withdrawal period, the date of issuance of the withdrawal statement shall be taken into account.
- **Clic Cádiz S.L.** will reimburse all payments received from the consumer and user, including delivery costs where appropriate, within 14 calendar days from the date when the consumer and user formally informed the school of the consumer and user's withdrawal decision.
- However, regarding the provisions of the previous section, the business will not be obliged to reimburse additional costs in the event that the consumer and user have expressly selected a delivery method different from the least expensive method of ordinary delivery.

Withdrawal Form

(Only complete and submit this form if you wish to withdraw from the contract.)

– Attention to **Clic Cádiz S.L.**, WITH N.I.F.: B-11392578

E-mail address: cadiz@clic.es

– You are hereby notified of the withdrawal from our contract for the provision of the following sale/service:

– Name of the consumer and user or of the consumers and users:

– Address of the consumer and user or of the consumers and users:

– Signature of the consumer and user or of the consumers and users (only if this form is submitted on paper)

– Date