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General conditions

— REGISTRATION

Select “**Check your price and book**” and design your stay at Debla by selecting your preferred course as well as your accommodation type and airport shuttle service (if required). Complete the dates, your personal details and submit the form. At this stage, you have different options:

- You may choose not to pay anything; in that case, we will send you a confirmation with payment instructions. Please note that your booking will not be confirmed until the deposit has been received.
- You may pay a €100 deposit; we will send you a confirmation once we receive the payment. The deposit paid will be deducted from the total invoice.
- You may pay the full amount by credit card.
- You may choose to pay via bank transfer. Any bank charges will be incurred by the student. Please note that your booking will not be confirmed until the payment has been received in our account, and it is necessary to send proof of payment.

The remaining balance must be paid no later than 30 days before the course start date. If the student wishes to pay the remaining balance at the school, this must be communicated in advance.

Please note that accommodation bookings will not be confirmed until full payment has been received. We strongly recommend making this payment as soon as possible, as availability cannot be guaranteed and preferred options may no longer be available if payment is delayed.

Once we have received the payment, we will send you all necessary information regarding your course and accommodation, along with a payment confirmation email.

+ BANK DETAILS

Banco: IBERCAJA BANCO

Cuenta: ES2020858155940330506522

SWIFT/BIC: CAZRES2Z

Payment terms: The final payment should be made by bank-transfer before the course starts or on the first day of the course by cash or credit card.

+ CANCELLATIONS

The school should be notified of any cancellation in writing. The date of the e-mail will determine the cancellation date.

If you decide to cancel your course the cancellation conditions are as follows:

1. More than 30 days before the course starts we refund 100% of the amount paid (course and accommodation) minus an administration fee of 60€.
2. Between 30 and 15 days before the course starts we refund 75% of the amount paid (course and accommodation) minus an administration fee of 60€.
3. Between 15 and 6 days before the course starts we refund 50% of the amount paid (only for the course not for the accommodation) minus an administrative fee of 60€.
4. Less than 6 days before the course starts we do not refund any amount paid.

In any of the options, you can postpone the course without any cost up to 7 days before the start of the course. Once the course has started, Debla will not refund any payment paid for the course or accommodation.

+ COURSES

- Please note the start dates for absolute beginners and public holidays.
- Public holidays: If the dates of the course you have booked coincide with official public holidays (national, regional or local), the school will be closed on that public holiday and the teaching hours corresponding to that public holiday will not be recoverable or refundable. In compensation, the school undertakes to organise and offer a completely free cultural activity during that same week, ensuring added value to the student's experience.

However, in cases where there are two public holidays in the same week, one day of classes will be made up. The teaching hours of the second day will not be recoverable or refundable.

- Missed classes cannot be made up, with the exception of private classes, provided that at least 24 hours' notice is given.
- It is compulsory to purchase the course book (€30 per level).
- Each lesson lasts 50 minutes. For group courses, if only 1 or 2 students enrol in a group, we reserve the right to reduce the course hours. In any case, the group will always be created even if there is only 1 person for that level.
- Debla guarantees that all courses offered will take place.
- In the event of any health, safety or other emergency, Debla will ensure at all times that face-to-face classes are taught in strict compliance with the measures ordered by the public authorities in terms of prevention, hygiene, etc. This provision will apply to any other similar health or safety emergency. Students will be responsible for complying with the measures established by the public authorities. Debla may establish additional protective measures to those required by the authorities (gloves, etc.). The purchase and use of these measures will be the responsibility of the student. Debla may deny access to its facilities to any student who does not comply with the established measures.
- If these rules cannot be complied with, in case of necessity, and in any case, if the Authorities adopt any measure of confinement and/or cessation of economic activity, the centre may replace all or part of the face-to-face classes with online classes without this implying any change in the price of the course. The change from face-to-face training to virtual classroom training, based on the above circumstances or on force majeure, will not entail any change in the fees to be paid by the student. These circumstances have been taken into account when setting the course price.

+ ENVIRONMENTAL POLICY

Global warming is no longer a problem of the future, it's a situation we need to stop now. We see Environmental Protection as a great responsibility, and we safeguard the environment through concrete actions and objectives based around sustainability in all functions and areas of our activities. Protecting the environment demands responsible commitments from us all.

+ OUR ENVIRONMENTAL COMMITMENT

These are the main actions being carried out by Debla in order to protect the environment:

- Commitment to continuous improvement and pollution prevention. We are constantly developing and implementing environmental and quality objectives and goals through the setting of annual targets.
- Commitment to environmental fulfilment. We guarantee the fulfilment of current environmental legislation applicable to our activities and geographical location, as well as

all environmental requirements to which the organisation subscribes.

- Management and reduction of waste. We classify and correctly manage urban waste (organic material, cardboard, glass, paper) and dangerous waste in line with current legislation. We are increasing our energy savings and reducing our water consumption, two key areas in our environmental protection policy.

- We encourage the active participation of our suppliers, employees and guests in educational and environmental awareness actions, encouraging suggestions for improvement in the area of environmental protection.

- We constantly revise and audit our management, quality and sustainability plans and systems.

The combination of all these measures is the key to our corporate and business success.

We invite you to participate in our environmental actions.

+ CONDITIONS FOR REQUESTING A CHANGE OF ACCOMMODATION

A. If there is a serious issue that cannot be resolved within a maximum period of 12 hours — such as the refrigerator not working, the water heater not working, no electricity, or a similar problem — the student will be moved immediately at no cost to them. If at that moment there is no similar accommodation available, a temporary alternative (hotel, etc.) will be arranged at the school's expense.

B. If the request to change accommodation is due to personal reasons (for example, wanting to live in a different neighborhood or with other people they already know, etc.), the change will be made whenever possible. The student must pay the price of the new accommodation according to the price list and the number of weeks they will stay, and they will be refunded the amount for the accommodation they leave, minus the current week and the following week.

If a student wishes to change accommodation from one apartment to another, depending on the case, one of the two criteria above will be followed.

If a student wants to change from an apartment to a host family, the criteria indicated in option B will be followed.

If the student wants to change from one host family to another family or to an apartment, the following criteria will be followed:

-If there is a serious issue that cannot be resolved within a maximum of 12 hours — such as no electricity in the house, the gas heater not working, the contracted meal plan not being provided, the family being absent from the house for more than one day, etc. — the student will be moved immediately at no cost.

-If there is no serious issue, the case will be reviewed and the criteria indicated in option B will be followed.

Once the change is decided, the accommodation change registration document will be completed.

In the case of a change of accommodation in a host family, management will evaluate whether the relationship with the family should be assessed.

+ SPECIFIC CANCELLATION CONDITIONS FOR LONG-TERM STAY STUDENTS (Visa applies)

For students from outside the EU, we issue an invitation letter after receiving the payment. The student will need to present this letter at the Spanish embassy or consulate. If you do not obtain the visa, we will refund the total amount paid minus €200 for administrative expenses. Bank charges will be covered by the student.

+ CAUSES FOR EXPULSION FROM THE PROGRAM

-Drug use at school or in the accommodation, or excessive alcohol consumption at school and in the accommodations.

-Unjustified absence from class for more than one week.

-Ongoing lack of personal hygiene.

-Damage to and inappropriate use of the accommodation and the school.

+ INSURANCE

-Liability insurance and accident insurance:

The school has liability insurance and accident insurance for students during their classes and participation in school activities.

-Health and travel insurance:

Students from the European Union and Switzerland must have the European Health Insurance Card (EHIC).

The school offers students, upon request, the option to purchase medical assistance and repatriation insurance. The price varies depending on the number of course weeks. You can request this information from our administration department.

+ FOR MORE INFORMATION CONTACT THE SCHOOL

+ SCHOOL ADMINISTRATORS

María Ochoa Steensbjerre y Miguel Ochoa Steensbjerre

mobile