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Enrolment conditions

Españolé Ih Valencia we are totally committed to ensuring the best quality in organisation and service to our student. 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, while for teen summer programmes it is 13. Students under 18 must provide signed parental or guardian consent before arrival, as this is a mandatory requirement to join the course.

ARRIVAL AND DEPARTURE

On your first day you will have to take a placement test at 8.15am 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.

RESERVATION AND PAYMENT

To reserve your course and accommodation, you will have to submit a non-refundable deposit of 200 €. This deposit is part of your course and enrolment fees and will be deducted from the total amount. Unless a special arrangement is made, the rest of the fees must be paid at least two weeks before the course starts.

INSURANCE

Students are not insured by Españolé International House Valencia for illness, accident, theft, or loss of belongings, so the school cannot be held responsible. Check if your country has a health agreement with Spain and obtain the necessary forms before departure.

EU citizens are covered by the Spanish National Health System; non-EU citizens must have valid international health insurance. Medical insurance is mandatory, and we recommend full private coverage (travel, cancellation, property loss, etc.) for all emergencies.

Españolé also offers optional cancellation insurance covering unforeseen circumstances before and after the course. We strongly recommend adding it to avoid financial loss— contact us for details.

CANCELLATION

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

Conditions for cancellations made:

- Up to a month before start: Full refund minus €200 deposit.
- Between one month and 7 days before the start of the course or accommodation: the school will refund all fees paid minus 25% of the total invoice, plus the deposit (200€), which is non-refundable.
- Less than a week before start: Refund minus 40% and €200 deposit.
- After the course starts: No refunds.

The school may cancel courses with insufficient bookings and will offer a full refund if requested.

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.

To avoid financial loss due to unforeseen circumstances, we highly recommend contracting our optional cancellation insurance, which covers a wide range of situations both before and after the course has started. Please contact us for more information or to include this option in your booking.

VISA INFORMATION

Students requiring a visa must pay the full course fee for the school to issue an invitation letter.

If the visa is refused:

- Submit the official refusal letter from the Spanish Embassy or Consulate to the school.
- If the student didn't comply with application requirements, they must appeal to the Embassy or Consulate, or no refund will be offered.
- If the appeal fails, the school will refund the fees.

Refund details:

- Refunds will be processed three months after receiving the refusal letter.
- Deduction: 200€ for type C visa (course duration 12 weeks or less).
- Deduction: 500€ for type D visa (course duration 13 weeks or more).

If the visa is approved:

- The student must attend the booked programme. No refunds are available.
- Class attendance is mandatory; otherwise, the school will inform the authorities.

PUBLIC HOLIDAYS

There will be no lessons on public holidays, and no compensation will be provided. Instead, a free excursion will be offered if the school is closed on a public holiday. In case of two public holidays in the same week, one of the days will be made up. It's important to confirm holiday dates before enrolling, as both national and local holidays can affect the schedule.

POSTPONEMENT

You may postpone your start date by notifying the school at least 7 days before the course begins. All fees will be transferred to the new start date.

LATE ARRIVALS OR ABSENCES

No refunds will be granted for late arrivals or absences during the course.

ACCOMMODATION IN SHARED APARTMENTS AND RESIDENCES

Before arrival, if you are staying in an apartment or residence, a €100 security deposit is required. You will receive a link to make the payment online.

This amount will be refunded at the end of your stay, provided there are no issues related to the accommodation. The deposit is used to ensure that students follow the house rules and to cover any damage or extra consumption of gas, water, and/or electricity during their stay. Failure to comply with the rules may result in partial or total forfeiture

of the deposit.

TRANSFERS

Espanolé 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

Students are required to attend all classes on time and adhere to the school's rules. Serious misconduct may result in immediate expulsion without a refund, and students will be responsible for any damages caused. The school will determine what constitutes serious misconduct. Students who attend at least 80% of the course will receive a certificate of attendance at the end of their programme. Attending classes regularly is essential in order to complete the course and obtain the certificate.

SATISFACTION SURVEY

At the end of the programme, all students are required to complete a satisfaction survey in order to receive their attendance certificate. This process is essential for our quality assurance system, including ISO inspections and internal evaluations, and helps us improve our services continuously.