

Course20 (20 hours/week)												
Weeks	1	2	Pay 3, get 4	Pay 4, get 5	Pay 5, get 6	Pay 6, get 8	Pay 7, get 9	Pay 8, get 10	Pay 9, get 12	Pay 10, get 13	Pay 11, get 14	Pay 12, get 16
€	198	172 x 2 344	172 x 3 516	172 x 4 688	172 x 5 860	172 x 6 1032	172 x 7 1204	172 x 8 1376	172 x 9 1548	172 x 10 1720	172 x 11 1892	172 x 12 2064

Course25 (25 hours/week)												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€	198	344	516	516	688	860	1032	1032	1204	1376	1548	1548
Teacher	+144	+288	+432	+576	+720	+864	+1008	+1152	+1296	+1440	+1584	+1728
	342	632	948	1092	1408	1724	2040	2184	2500	2816	3132	3276

Course30												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€	198	344	516	516	688	860	1032	1032	1204	1376	1548	1548
Teacher	+288	+576	+864	+1152	+1440	+1728	+2016	+2304	+2592	+2880	+3168	+3456
	486	920	1380	1668	2128	2588	3048	3336	3796	4256	4716	5004

German Bildungsurlaub												
Weeks	1						2					
€	198 + 288 = 486						344 + 576 = 920					
Teacher												
€ PC	198 + 66 = 264						344 + 132 = 476					

Private course One to one																		
Weeks	1			2			3			4			5			6		
Hours	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€ morning	400	600	800	800	1200	1600	1200	1800	2400	1600	2400	3200	2000	3000	4000	2400	3600	4800
€ aftern.	370	555	740	740	1110	1480	1110	1665	2220	1480	2220	2960	1850	2775	3700	2220	3330	4440

Duo course (Two students, one teacher)																		
Weeks	1			2			3			4			5			6		
Hours	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€	516	774	1032	1032	1548	2064	1548	2322	3096	2064	3096	4128	2580	3870	5160	3096	4644	6192

ACCOMMODATION		
Non-smoking rooms with TV, WiFi, ensuite bathroom.		
	Studio flat for 1 or 2 persons with kitchen	Double room for 1 or 2 persons shared living room and kitchen
1 week:	315	280
2 weeks:	595	532
3 weeks:	861	746
4 weeks:	1120	924
5 weeks:	1242	1155
6 weeks:	1491	1386
7 weeks:	1740	1617
8 weeks:	1988	1848
9 weeks:	2236	2079
10 weeks:	2485	2310
11 weeks:	2733	2541
12 weeks:	2982	2772
13 weeks:	3230	3003
14 weeks:	3479	3234
15 weeks:	3727	3465
16 weeks:	3976	3696
17 weeks:	4224	3927
18 weeks:	4473	4158
19 weeks:	4721	4389
20 Weeks:	4970	4620

## Other services:

Airport transfer:	Airport – City: .....	62 €
	Airport – City – Airport: .....	87 €
Student book: .....		25 €
Exercise book: .....		10 €
Pack of student book + exercise book: .....		30 €
Certificate of attendance: .....		5 €
Laundry of not delicate clothes (max. 5 Kg): .....		10 €
Extra cleaning of the room + change of bed sheets and towels: .....		20 €
Extra cleaning of the studio (kitchen not included) + change of bed sheets and towels: .....		30 €

## General terms and conditions

1. This agreement is legally binding once the centre has received a student's signed enrolment form, either online or in writing, and implies full acceptance of these general terms and conditions. Likewise, the agreement is legally binding if the inscription is made by telephone, once the data of the reservation have been taken and the payment (deposit or total payment) has been received.
2. This contract is available to the public at <http://www.en.grancanariaschool.com/conditions.php>
3. Booking a course: the total amount of the course must be paid in advance. If payment of the total amount is not made within two weeks from the date of sending the reservation request it will be deemed cancelled. After payment of the total amount the student will receive the confirmation of his/her booking request.  
Booking an accommodation: the reservation of an accommodation is made by means of a non-refundable deposit of 20% of the total amount. The remaining balance is due at least one day prior to the booked start date.  
Invoices are issued after payment is made. Payment can be made in cash, by credit card or by bank transfer with no costs for the beneficiary.
4. A paid course/accommodation or part of it is not transferable to another person.
5. Minimum age to participate in a group course: 16 years. Minimum age to occupy a room in our accommodation: 18 years or younger accompanied by a responsible adult.
6. The school is open all year round and offers Spanish courses as non-accredited education. Course20 (Standard course) is offered from Monday to Friday from 9.00 to 13.00. Classes affected by bank holidays will be made-up within the same week. Lessons missed by the student will not be made-up or refunded.
7. The maximum number of participants per group is 12.
8. From A1 to the end of the two blocks of B2 a complete level lasts between 4 and 5 weeks. Levels C1 and C2 are given throughout the year only in private lessons.
9. A class session lasts 50 minutes. Classes are taught in Spanish.
10. LEVEL ASSIGNMENT: The distribution of the students in the different levels is the responsibility of the school and is based on strictly academic criteria. After the initial level test, interview and language needs of the student, the decision will be taken to locate him/her in the most appropriate level.
11. CHANGES OF LEVEL: A student may request a change of level, but the change will be possible only with the approval of his/her teacher and the academic coordinator. In case the teacher and the academic coordinator consider that the student's language proficiency is not sufficient to step up to the next level, he/she will be required a level entrance to test his/her production and comprehension skills.
12. Starting dates for beginners in the Course20 (groups): the 1st Monday of the month throughout the year.
13. Smoking or making fire is not allowed in the school or in the accommodation. Animals are not allowed.
14. The accommodation is given clean and re-cleaned on the 8th or 9th day. However, the cleaning of the kitchen in the studio flats is not included in the price. Bed linen and towels are provided and changed with every cleaning of the accommodation. When the accommodation is occupied by only one person, only one bed will be made up and only one set of towels will be provided. Customers can ask for an extra cleaning with change of bedding and towels against payment. We do the laundry (not ironing) of non-delicate clothes against payment. No cooking is allowed in rooms without a kitchen.
15. The price of the course includes:
 

• Initial level test	• Free internet access via WiFi	• Discount on car rental	• Access to the library and lending
• Tutoring and academic counselling	• Personalized attention and information	• Discount on surf courses	of books
16. The price of the course does not include the tuition material and certifications.
17. Students can book our accommodation in the company of people who do not attend a course.
18. The payment for accommodation is made for full weeks starting on Saturday / Sunday at 2 p.m. The accommodation must be vacated on Saturday / Sunday before 10 a.m. Check-out on Sundays have a supplement of 35 Eur.
19. CANCELLATIONS or CHANGE OF DATES:  
COURSE: In the case of cancellations or date changes received more than 21 days before the start of the course, the school will refund 100% of the amount received for classes or make the requested date change free of charge. In the case of cancellations or date changes received within 21 to 15 days before the start of the course, the school will refund the amount received for lessons minus 20%. If the cancellation or change of date is received between 14 and 8 days before the start of the course, the school refunds the amount received for lessons minus 40%. Cancellations or date changes made within 7 days before the start of the course will not be accepted.  
ACCOMMODATION: The reservation of an accommodation is made by means of a non-refundable deposit of 20% of the total amount. If the student has paid the full amount for the accommodation, in the case of cancellation or date changes received between 14 and 8 days prior to

arrival at the accommodation, the school will refund the amount received for accommodation minus 40%. Cancellations or date changes made within 7 days prior to arrival at the accommodation will not be accepted.

Cancellations or change of dates will also not be accepted and there will be no refund after occupancy of the room or after the start of the course.

Classes missed by the student will not be made up or refunded. Private lessons will only be rescheduled with 24 hours' notice, otherwise they will not be made-up. Teachers' waiting time is 20 minutes; after that, all classes scheduled for that day will be lost.

For long stays the student can make cancellations for the following month and claim a refund as long as he/she gives notice until the 15th day of the month prior to that cancellation. Of all the amounts that are returned, 20% will be deducted for administrative expenses.

20. **CERTIFICATE OF ATTENDANCE:** The Certificate of Attendance is not included in the course price. It can be issued at any time, but only to students with at least 85% attendance. The certificate will show the number of studied hours, the objectives and the contents of the studied level. Our certificate is not an official document according to the legislation that regulates non-accredited education.

21. **PROTECTION OF PERSONAL DATA AND IMAGE RIGHTS:** by accepting this contract the student gives consent for his/her personal data submitted in the booking process to be included in a file owned by Gran Canaria School of Languages, SLU and processed in accordance with the new European legislation on the protection of personal data, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 for the purposes of carrying out the academic, economic and administrative management of the student, necessary for the organization and development of the training activity of Gran Canaria School of Languages.

During the time that the student is enrolled in the centre, images of the students can be captured and used in the composition of graphic or video files prepared to inform or publicize activities organized by the centre. Dissemination can be done through publications on paper or the inclusion on the website [www.grancanariaschool.com](http://www.grancanariaschool.com), social networks, as well as by publication in information leaflets owned by Gran Canaria School SLU. The treatment of student images is carried out in accordance with Organic Law 1/1982, of May 5, on civil protection of the right to honour, personal and family privacy, and the image itself, eliminating any captures or filming that might violate these fundamental rights. The images are not used for purposes other than those expressed and may be transferred to third parties for promotional or advertising purposes.

When registering, the student expresses his / her consent for Gran Canaria School of Languages to make photographs and videos showing and using images taken by the students during the classes and activities of the school in which they appear for promotional purposes. The denial of this permit must be communicated in advance by one of two options:

- Option 1: Students will be provided with a document upon request.
- Option 2: sending a letter addressed to the centre, Gran Canaria School of Languages, Calle Dr. Grau Bassas 27, 35007 Las Palmas de Gran Canaria, SPAIN, or via email to [office@grancanariaschool.com](mailto:office@grancanariaschool.com)

22. **STANDARDS OF BEHAVIOR AND COEXISTENCE:** Students are expected to behave appropriately and respect their peers and staff at our school. Inappropriate or offensive behaviour towards others or class attendance in drunkenness or under the influence of drugs will not be accepted.

If a student behaves improperly with a classmate, teacher or staff member, he or she will receive a verbal notice from Gran Canaria School of Languages and will be informed in writing of the consequences of his / her performance, in order to correct his / her behaviour. If this does not happen after this first warning, the expulsion process may be initiated by the school, if necessary and according to the current legality. In case of violent acts, serious alteration of the order or threats to the physical integrity of other persons, the expulsion will be immediate.

Gran Canaria School of Languages reserves the right to expel the student, both from the school and from its accommodation, in case of breach of any of the legal conditions, serious disciplinary infractions or acts of violence towards other students, teachers or staff of the centre. Expulsion of a student implies loss of the right to financial compensation and exempts the school from any additional obligation. All expenses (indemnities, fines, etc.) caused by breach of the law will be borne by the student and in the case of minors, their parents or legal guardians.

23. **CLAIMS AND CONFLICT RESOLUTION:** we have the necessary management procedures so that any problems that may arise during the student's stay are resolved as soon as possible. In all cases, the student must communicate his/her complaints in writing and the school will respond verbally and also in writing, proposing the best options for the resolution of the complaint.

No claim or complaint made after the end of the stay that has not been brought to the attention of the school in writing during the course will not be accepted.

In case of not reaching a full agreement between both parties, the school makes available to its customers the complaint sheets conforming to the official model. For any dispute arising from the interpretation or fulfilment of this contract, the school is submitted expressly to the arbitration system of consumption, through the corresponding Consumer Arbitration Board.

The Spanish law applies to all relations between the student and the centre and / or between contractors of services with the centre, and all parties will submit to the jurisdiction of the Courts and Tribunals of Las Palmas de Gran Canaria.