

TUITION

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
€	190	165 x 2 330	165 x 3 495	165 x 4 660	165 x 5 825	165 x 6 990	165 x 7 1155	165 x 8 1320	165 x 9 1485	165 x 10 1650	165 x 11 1815	165 x 12 1980

Course25 (25 hours/week)												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€ Teacher	329	608	912	1051	1355	1659	1963	2102	2406	2710	3014	3153

Course30												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€ Teacher	468	886	1329	1607	2050	2493	2936	3214	3657	4100	4543	4821

German Bildungsurlaub		
Weeks	1	2
€ Teacher	468	886
€ PC	205	345

Private course One to one																		
Weeks	1			2			3			4			5			6		
	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€ morning	390	585	780	780	1170	1560	1170	1755	2340	1560	2340	3120	1950	2925	3900	2340	3510	4680
€ aftern.	356	534	712	712	1068	1424	1068	1602	2136	1424	2136	2848	1780	2670	3560	2136	3204	4272

Duo course (Two students, one teacher)																		
Weeks	1			2			3			4			5			6		
	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€	496	744	992	992	1488	1984	1484	2232	2976	1984	2976	3968	2480	3720	4960	2976	4464	5952

ACCOMMODATION

Non-smoking rooms, TV, WiFi

	Studio flat for 1 or 2 persons with kitchen	Double room for 1 or 2 persons shared kitchen
1 week:	266	238
2 weeks:	504	448
3 weeks:	714	630
4 weeks:	896	784
5 weeks:	1120	980
6 weeks:	1344	1176
7 weeks:	1568	1372
8 weeks:	1792	1568
9 weeks:	2016	1764
10 weeks:	2240	1960
11 weeks:	2464	2156
12 weeks:	2688	2352
13 weeks:	2912	2548
14 weeks:	3136	2744
15 weeks:	3360	2940
16 weeks:	3584	3136
17 weeks:	3808	3332
18 weeks:	4032	3528
19 weeks:	4256	3724
20 Weeks:	4480	3920

Other services:

Airport transfer:	Return to the airport:	80 €
	Airport – City	55 €
Pack of tuition books per level (student book + exercise book):		30 €
Student book per level:		25 €
Exercise book per level:		10 €
Certificate of attendance:		5 €
Laundry of not delicate clothes (max. 5 Kg):		10 €
Extra cleaning of room + change of bed sheets and towels:		20 €
Extra cleaning of studio flat + change of bed sheets and towels:		30 €
Excursions and city visits:	Ask on our front desk	

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. The total amount of the course (and accommodation) must be paid in advance. The student will then receive the confirmation of his/her reservation request and an invoice. 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. Payments 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.
7. The maximum number of participants per group is 12.
8. From A1 to B1, a complete level lasts between 4 and 5 weeks. Levels B2 and C1 consist of two blocks of 4 to 5 weeks each. Level C1 is given in group courses only from October to March, but it is available in private or semiprivate lessons all year round.
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. But the cleaning of the kitchen in the studios is not included in the price. Bed linen and towels are included and changed with each cleaning of the room. Customers can ask for an extra cleaning with change of bed linen and towels against payment. We do the laundry (not ironing) of your personal clothing (not delicate clothes) against payment. No cooking is allowed in rooms that do not have 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: tuition material and, certifications.
17. Students can book our accommodation in the company of people who do not attend a course.
18. Accommodation payment is made for full weeks starting on Saturday/Sunday at 2 p.m. Rooms must be vacated on Saturday/Sunday before 10:00 h.
19. CANCELLATIONS or CHANGE OF DATES: For cancellations or change of dates received 20 days before the start of the course, the school refunds the amount paid for classes and accommodation less 10%. If the cancellation or change of date is received later, the school refunds the amount paid less 20%. No cancellations or change of dates will be admitted if submitted after 4:00 pm (GMT or CET-1) of our last working day prior to the starting date of the course or arrival at the accommodation.

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.

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

For long stays in our accommodation, the student can make cancellations or change of dates 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 change or 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, 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

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.