

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
€	210	380	570	760	950	1140	1330	1520	1710	1900	2090	2280

Course25 (25 hours/week)												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€ Teacher	210	380	570	570	760	950	1140	1140	1330	1520	1710	1710
	<u>+150</u>	<u>+300</u>	<u>+450</u>	<u>+600</u>	<u>+750</u>	<u>+900</u>	<u>+1050</u>	<u>+1200</u>	<u>+1350</u>	<u>+1500</u>	<u>+1650</u>	<u>+1800</u>
	360	680	1020	1170	1510	1850	2190	2340	2680	3020	3360	3510

Course30 (30 hours/week)												
Weeks	1	2	3	4	5	6	7	8	9	10	11	12
€ Teacher	210	380	570	570	760	950	1140	1140	1330	1520	1710	1710
	<u>+300</u>	<u>+600</u>	<u>+900</u>	<u>+1200</u>	<u>+1500</u>	<u>+1800</u>	<u>+2100</u>	<u>+2400</u>	<u>+2700</u>	<u>+3000</u>	<u>+3300</u>	<u>+3600</u>
	510	980	1470	1770	2260	2750	3240	3540	4030	4520	5010	5310

German Bildungsurlaub		
Weeks	1	2
€ Private teacher	210 + 300 = 510	380 + 600 = 980
€ Mini group	210 + 278 = 488	380 + 556 = 936
€ PC	210 + 150 = 360	380 + 300 = 680

German Bildungsurlaub. Offer: Course 30 hours/week (group + PC) + accommodation, Apr, May, Jun, Jul, Aug, Sep						
Weeks	1			2		
Room	1 participant: 512		2 participants: 722		1 participant: 955	2 participants: 1335
Studio	1 participant: 550		2 participants: 760		1 participant: 1025	2 participants: 1405
Apartment	1 participant: 665		2 participants: 875		1 participant: 1220	2 participants: 1600

Private course One to one															
Weeks	1			2			3			4			5		
Hours	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€ morning	420	630	840	840	1260	1680	1260	1890	2520	1680	2520	3360	2100	3150	4200
€ aftern.	370	555	740	740	1110	1480	1110	1665	2220	1480	2220	2960	1850	2775	3700

Duo course (Two students, one teacher)															
Weeks	1			2			3			4			5		
Hours	10	15	20	10	15	20	10	15	20	10	15	20	10	15	20
€ Morning	600	900	1200	1200	1800	2400	1800	2700	3600	2400	3600	4800	3000	4500	6000
€ Afternoon	520	780	1040	1040	1560	2080	1560	2340	3120	2080	3120	4160	2600	3900	5200

ACCOMMODATION			
Non-smoking rooms with TV, WiFi, ensuite bathroom.			
	Apartment with separate bedroom	Studio flat with kitchen	Double room shared living area and kitchen
1 week:	455	340	302
2 weeks:	840	645	575
3 weeks:	1170	931	806
4 weeks:	1524	1211	1008
5 weeks:	1715	1348	1260
6 weeks:	2016	1596	1512
7 weeks:	2352	1862	1764
8 weeks:	2688	2128	2016
9 weeks:	3024	2394	2268
10 weeks:	3360	2660	2520
11 weeks:	3696	2926	2772
12 weeks:	4032	3192	3024
13 weeks:	4368	3458	3276
14 weeks:	4704	3724	3528

Other services:

Airport transfer:	55 €
Weekly excursion:	25 €
Other activities:	Ask for prices at our front desk.
Student book:.....	25 €
Exercise book:	10 €
Pack of student book + exercise book:	30 €
Certificate of attendance:	5 €
Extra cleaning of the accommodation (kitchen not included) + change of bed sheets and towels:.....	30 €

General terms and conditions 2027

1. The total amount of the course and accommodation will be calculated according to the valid price list included in this agreement. The student's course (and accommodation) must be paid in advance. The payment implies full acceptance of these general terms and conditions by the student or his/her representative. After payment, this agreement enters into force and is legally binding and the student will 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, the request and this agreement will be deemed cancelled. Payments can be made in cash, by credit card or by bank transfer with no costs for the beneficiary.
2. A paid course/accommodation or part of it is not transferable to another person.
3. 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.
4. The school offers Spanish courses as non-accredited education all year round. 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. Classes missed by the student are not made up or refunded.
5. The maximum number of participants per group is 12.
6. 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.
7. A class session lasts 50 minutes. Classes are taught in Spanish.
8. The private course can be booked in the morning or in the afternoon (there is a price difference) but the school reserves the right to schedule classes at any time between 9 a.m. and 5 p.m., depending on the availability of the teachers. In exceptional cases, classes in the same week may take place in the morning on some days and in the afternoon on others. Lesson times may change from week to week. In the event that the student has booked morning classes and these take place in the afternoon, the difference in price will be refunded.
9. **STUDENT PLACEMENT:** 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 made to place him/her in the most appropriate level.
10. **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.
11. Starting dates for beginners in the group course: the 1st Monday of the month throughout the year. Beginners with some knowledge can join the group one or two weeks later depending on their level.
12. The price of the course includes: Initial level test Tutoring and academic counselling Free internet access via WiFi Personalized attention and information Discount on car rental Discount on surf courses Access to the school library and book loan.
13. The price of the course does not include tuition material and certifications, with the exception of those for educational leave (Bildungsurlaub). The general Certificate of Attendance is only issued upon request but only to students who attend at least 85% of their classes. It indicates the studied level, the objectives and contents of that level, the total number of hours studied and the course dates. In order to receive a certificate of attendance for educational leave (Bildungsurlaub), the student must attend 100% of the course. Our certificate is not an official document, according to the legislation that regulates non-accredited education.
14. The payment for accommodation is made for full weeks starting on Saturday at 2 p.m. The accommodation must be vacated on Saturday before 10 a.m.
15. Smoking or making fire is not allowed in the school or in the accommodation. Animals are not allowed.
16. The accommodation is given clean and re-cleaned on the 8th or 9th day. However, the cleaning of the kitchen, pans, pots and dishes 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.

17. Students may book an accommodation in the company of someone who does not attend a course.

18. 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.

Classes missed by the student are not 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 in the course, 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 change or cancellation. Of all the amounts that are returned, 20% will be deducted for administrative expenses.

The school is not obliged to keep the place of a student who interrupts or drops out of the course.

ACCOMMODATION: For cancellations notified up to 30 days before the arrival date, the school will refund the amount received minus 20%. For cancellations notified between 29 and 16 days before the arrival date, the school will refund the amount received minus 50%. Cancellations notified within 15 days prior to the arrival date will not be accepted. Cancellations will also not be accepted and no refund will be given after the accommodation has been occupied or after the course has started. Date changes are considered cancellations.

19. **PROTECTION OF PERSONAL DATA AND IMAGE RIGHTS:** the student, by accepting this contract, 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 S.L.U, 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 purpose of carrying out academic, economic and administrative management which is necessary for the organization and development of the academic activity of Gran Canaria School of Languages.

During the time that the student is enrolled in the school, 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 school. 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 above and may be transferred to third parties for promotional or advertising purposes.

When registering, the student expresses his / her consent to Gran Canaria School of Languages take 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 authorization must be notified 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

20. **STANDARDS OF BEHAVIOUR:** Students are expected to behave appropriately and respect their peers and staff at our school. Inappropriate or offensive behaviour towards others or attending school under the influence of alcohol or 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 warned in writing of the consequences of his / her actions, 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 disturbance 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 accommodation, in case of breach of any of the legal conditions, serious disciplinary infractions, or acts of violence towards other students, teachers or staff. Expulsion of a student implies loss of the right to financial compensation and exempts the school from any additional obligation. All costs and expenses (indemnities, fines, etc.) incurred by breach of the law will be borne by the student and if underage, their parents or legal guardians.

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

No claim or complaint made after the end of the stay will be accepted if the school if the school has not been previously notified in writing during the student's stay.

In case of not reaching a full agreement between both parties, the school offers, upon request, official complaint forms. For any dispute arising out of or in relation to this contract, the school is submitted expressly to the consumer arbitration system, through the corresponding Consumer Arbitration Board.

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