

General conditions. Pamplona Learning Spanish Institute

Terms & Conditions 2012

* Fill in the enrolment form and send it by e-mail (info@plsi.es) or fax to + 34 948 203042.

To confirm the booking a non-refundable deposit of 200 € must be paid. This deposit is not an extra charge and will be deducted from the total amount due.

The outstanding amount must be paid at least 2 weeks before the course starts.

PLSI reserves the right to cancel the student's booking if on the day of their arrival they or their agency have not paid the total sum of the course, accommodation and other services contracted.

* All bank charges have to be paid by the student. In the case whereby the bank charges us a commission for receipt of your payment, we reserve the right to charge you this sum on your arrival. Please, state your name, type and date of course on all transfer forms.

* Pamplona Learning Spanish Institute (from now on referred to as PLSI) will send on all details of the services contracted once it has received the deposit and a copy of the bank transfer.

* These prices are valid until 31st of December 2012 for courses beginning and ending in the year 2012.

* Pamplona Learning Spanish Institute reserves the right to change details of its services, including courses, facilities, course dates and times when circumstances beyond the company's control necessitate such changes.

* If only 1 or 2 students enrol on the following courses, they will receive a reduced number of lessons: Standard course- 15 lessons, Intensive course-18 lessons, Superintensive course- 21 lessons, Preparation for DELE- 20 lessons.

* The management of PLSI reserves the right to use all possible photos taken during the student's stay unless the student declares otherwise on his arrival at the school.

* In accordance with the Law 15/1999 dated the 13th December related to the protection of personal data, PLSI informs its clients that their personal details will be stored in a data base under the supervision of PLSI and will be used exclusively for commercial purposes and for company operations.

* Any complaints need to be given in writing and within the first 24 hours. Otherwise students will lose the right to any compensation, refund or change. PLSI will only accept complaints or suggestions after departure date for informative purposes and to improve our services.

* The Enrolment Fee is valid for one year from the first reservation made for PLSI. Any courses reserved during this year can be made using the same enrolment fee.

* **DISCOUNTS AND OFFERS:** Discounts cannot be accumulated and all of them have a set duration period. They cannot be used in conjunction with one another and are only applicable when students are eligible for them when enrolling. Discounts that become available after the first enrolment are not valid. The published offers cannot be accumulated. All offers are subject to availability. There will be no changes made to bookings that have been received prior to the promotion. All offers and promotions will be applied at the time of booking.

* Students should provide PLSI beforehand with complete arrival details in Pamplona (date, time, place of arrival).

Cancellation and Modifications

*Any cancellation must be made in writing to Pamplona Learning Spanish Institute.

*If a student cancels / modifies a course/program more than 30 days before the start date, the deposit of 200 € will not be refunded.

If a student cancels / modifies a course/program between 4 and 2 weeks before the start date, he/she will pay 25 % of the total amount plus the deposit.

If a student cancels / modifies a course/program less than 2 weeks before the start date, he/she will pay 40% of the total amount plus the deposit.

No refunds will be made once a course/program or accommodation service has started.

PLSI will not be responsible for cancellations, modifications or pauses during the course/ program due to the students' personal reasons and /or health problems.

*It is the responsibility of the student to be in possession of the documentation in order to travel abroad.

*Should a student infringe the law in Spain or incur in serious disciplinary faults he / she will be expelled from the course/ program without the right of a refund for any part of the course/program be it accommodation, tuition or any other aspect, and on top of that he/ she (tutors or parents should he / she underage) will be responsible for any extra expenditure incurred by Pamplona Learning Spanish Institute due to his / her behaviour or acts.

*If a student decides that he/she wants to postpone or take a break from any course/program for unjustified personal reasons, he/she will lose any right to a monetary refund, and the course will not be made up.

Refunds

Pamplona Learning Spanish Institute defines a full course/ program of study as the initial enrolment period.

All refunds will have an administration charge of 60 €.Refer back to Cancellations and Modifications.

Transfers

*The students should give at least 8 days advance notice to the school with regard to the flight details, arrival date and time, flight /bus/ train number.... without this prior notice, the school is not responsible for the students when they arrive and there will be no refund.

*The students will be given an emergency telephone number:

+34 606 13 83 70

*All junior students must book return airport transfers with Pamplona Learning Spanish Institute.

Calendar

The general courses begin every Monday during the year except for the complete beginners whose courses begin on the first and third Monday of each month.

The school closes during the following dates in 2012: January 6th; March 19th; April 6th, 9th; May 1st; July 7th, 25th; August 15th; October 12th; November 1st, 29th; December 3rd. It will be closed for the Christmas break from Decembr 22nd till 1st January 2013.

Lessons not given on those dates will not be made up for. **If there are two holidays in the same week, lessons will be made up for one.** If the holiday falls on a Monday, Tuesday will be the start date.

Accommodation

*Accommodation booked by PLSI is subject to a booking fee of 35 €.

*PLSI cannot guarantee the desired accommodation if a student enrolls in a course at short notice (1 week before start date).

*The first day of accommodation is the Sunday before lessons start and the last day is the Saturday after the end of the programme.

*Extra nights might be available at the published prices.

*Should a student be unhappy with accommodation provided and if this situation is justified, the student should inform the Housing Coordinator immediately, so as to make the desired changes. If the change of accommodation is not justified the student will have to pay 120 €.

*Accommodation for relatives and friends will be charged at the normal rates, plus 35 € per week

***Accommodation supplement during San Fermín festival 2012: 1st to 7th July 125€ per person; 8th to 14th July 125€ per person.**

* Students under 18 have to book full board accommodation.

*Students have to sign Rules for Accommodated Students. The school is informed periodically about the student's well-being in their accommodation. In case of incidents the school will take any necessary steps to resolve the situation.

*Accommodation fees include: meals as chosen, bed linen, blankets and towels, access to fully equipped kitchen and laundry, electricity, gas and water expenses, cleaning of common areas every two weeks. Electricity, gas and water are included up to certain amount, any consumption over that will be charged to the student.

*In case of losing the keys of the accommodation provided by PLSI, the student will be charged with 50€.

*The student will be charged for the replacement of broken items due to either negligence or by intention.

*In the case of a serious disciplinary offence, repeated bad behaviour, the student will be expelled from the accommodation contracted with PLSI without the right to any refund.

* In the case of share-apartment the student will be responsible for the cleaning of his room and private toilet (if provided).

*The distance from accommodation to the school is 25 minutes on average.

Insurance

*Every student must have appropriate insurance. Pamplona Learning Spanish Institute recommends that all students take EUROP ASSISTANCE insurance which is tailored to the needs of international students.

Cover under the insurance policy does not commence until the insurance fees have been paid in full.

*A full coverage insurance is a must for those students coming from a non member state of the European Community. If you do not want to purchase Europ Assistance insurance, you must provide a copy of your insurance policy.

*Those from countries belonging to the European Union must bring their European Health Card.

In case of illness, students should go to the nearest health centre where they will receive medical assistance.

Any bookings or payments confirm the acceptance of the agreement with all these conditions. No signatures are necessary for the agreement.

I have read the general conditions and I agree to abide by them.

Place

Date

Signature of applicant or parent / guardian