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### *General terms and conditions, Sevilla Habla:*

The courses and prices are established as follows:

1- Intensive courses: Monday to Friday, from 10:00h to 13:30h (30 minutes break) for the morning shift and from 15:00h to 18:30h for the afternoon shift (30 minutes break) + 5 hours of cultural activities per week, from 13:45h to 14:45h, Monday to Friday. Price: 175€/week (all included).

We also offer special prices for long term courses (see the website [www.sevillahabla.com](http://www.sevillahabla.com)).

- Students with an advanced level (minimum B2) will also have the option of attending the intensive course 3 days/week. The days can be chosen. Please inform the school. Price: 140€/week.

2- Private classes (face-to-face or online) will have a timetable to be chosen by the student (depending on the availability of the school), from 09:00h to 20:00h, depending on availability. Price: 25€/hour (cultural activities included).

Students will receive a 5% discount for a registration of at least 20 lessons.

If 2 or 3 students share a private class, a 20% discount will be applied for each student, provided that 100% is paid in advance.

### **Conditions and full cancellation policy:**

- The school secretary's office hours are 09:00h to 18:30h, Monday to Friday.
- Sevilla Habla does not charge, under any circumstances, registration fees prior to the completion of the course.
- Course payments can be made weekly, monthly, bimonthly, etc., at the student's choice. Students can also pay the total amount of the course in advance and obtain the discounts indicated on the website.
- Payment for Spanish courses (regardless of duration) must be made in advance, at least 40% in order to guarantee a place. Payment can be made by bank transfer or credit/debit/paypal card.) Bank transfer fees are to be paid by the student. The remaining 60% must be paid on the first day of class by cash, credit/debit card or PayPal.

This 40% will not be reimbursed in any case to the student who finally cancels the course (administrative fees are included in this 40%).

- If a course is cancelled by a student, after it has already started, no refund is possible.

However, in any case, we always allow the course to take place at another time, without having to pay anything more (maximum 6 months from the date of cancellation).

- If the course is postponed once, it cannot be postponed again and, in case of cancellation, there would be no refund of the course fee.

- If the school cancels a course that has not started, a 100% refund of the amount paid will be made, unless the student agrees to start on another date or to take another type of course (private lessons).

- In case of receipt of our Invitation Letter (for visa application), the payment made will automatically expire after the date indicated in the Letter as "end date of course".

Once we sent this official certificate (Invitation Letter) refund will not be possible.

- In case of visa refusal, the amount will be 100% refunded (except for the cost (if any) of sending the Invitation Letter, the administrative fees (300€), the bank transfer fee (if existing), for the refund and the cost of the classes the student attends, if there are), once verified with the Embassy/Foreign Office and only if the student submits all the documents required. However, lack of documentation (or false documentation) or non-compliance with the basic requirements of the Consulate will be the responsibility of the student, and reimbursement will not be possible. Sevilla Habla may request a copy of the official refusal document. After two months from the date of the visa application, reimbursement will not be possible.

- The minimum contract is 1 week of course. There is no maximum number of weeks or months.

- Minimum attendance is 3 days/week.

- Students will be able to make up the classes they do not attend, for justified reasons.

- Non-attendance must be justified and notified at least 24 hours in advance. Otherwise, the student will miss the classes missed.

Non-attendance at private classes must be justified and notified at least 12 hours in advance. Otherwise, the student will miss the classes missed.

- If the non-attendance of the course or private classes is justified and notified, the student will be able to make up the course or classes, always agreeing the number and dates for the classes to be made up with the school management. Under no circumstances may group classes be made up for private classes.

- A maximum period of 1 month is established for the recuperation of individual classes.

- For the recuperation of a course (from 1 week onwards) which could not be attended for a justified and duly documented reason, a period of 6 months is established.

- If there are no classes on national holidays, the student can make up for them by attending an extra day of the course (under no circumstances can group classes be made up with private classes).

- The amount of the course fees (weekly, monthly, full, etc.) or accommodation fees will in no case be refunded to the student once the course has started.

- Minimum attendance: verification of course attendance is only issued to students who attend at least 85% of their classes.

- Registration for an intensive course is required in order to obtain a student visa and can never be exchanged for private lessons.

- Students must always take care of the school material and are responsible for any damage caused by them.

- Students will not be able to choose a particular teacher and must accept possible changes of group/teacher, always according to the level and organisational needs of the school.

- Sevilla Habla has a Premises and Liability Insurance, always in force and available.

- Sevilla Habla has a complaints book available for students.

- Sevilla Habla reserves the right to decide unilaterally on any matter not specifically stated in the conditions, always showing flexibility and dialogue with the students, and at all times complying with current legislation.

#### Accommodation and other services:

- Sevilla Habla can act as an intermediary, if requested by the student, in the search for accommodation, with a management fee of 50€.

- Payment for accommodation (regardless of the duration) must be made in advance, at least 40% in order to guarantee the reservation. This payment can be made by bank transfer or credit/debit card/paypal). The remaining 60% must be paid on the first day of the course in cash or by credit card.

This 40% will not be refunded in any case to the student who finally cancels the accommodation. The €50 administration fee is never refundable.

If the student has to leave the accommodation before the contracted time there would be no refund possible.

- Sevilla Habla can arrange a change of accommodation, if the student is not satisfied with the accommodation, within the first 3 days, at no extra charge.
- After 3 days, if the student wishes to change accommodation, he/she will have to pay a €50 administration fee plus the amount of the new stay.
- Sevilla Habla cannot be held responsible for situations related to living in the accommodation or derived from the contract signed by the student and the landlord.
- The price of the accommodation includes sheets, blankets and towels.
- It also includes electricity, gas, water, heating and WiFi.
- It is essential that the student is enrolled in the school (in an intensive course or a minimum of 5 private classes per week) in order to be able to stay in the accommodation.

**Important: the student must communicate the list of allergies and intolerances to Sevilla Habla and we will communicate this list to the family/owner. The student will be responsible for communicating this and the family/owner will be responsible for complying with it.**

### Living rules

#### Shared Flats:

- The cleaning of the common areas is done a minimum of 1 time/week and will always be done by the landlord.
- However, students must wash the kitchen utensils they use and undertake to keep the flat in good condition.
- The tidiness and cleanliness of the rooms is the responsibility of the students.
- Specific rules (use of shower, washing machine, etc.) can always be negotiated with the landlords, who are always flexible with the needs of the students.
- In general, and unless otherwise requested or specified, smoking inside the flat is forbidden.
- However, the student must specify this and other circumstances, preferences and, especially, intolerances or allergies (e.g. pet allergies), on the registration form.
- Students will be provided with their own key.
- Any activity that may disturb a fellow student in the flat, and which is unreasonable, will be automatically forbidden.

#### Families:

- The cleaning of the common areas is done a minimum of 1 time/week, and will always be done by the family.
- However, students must wash the kitchen utensils they use and undertake to keep the flat in good condition.
- The tidiness and cleanliness of the rooms is the responsibility of the students.
- Specific rules (use of shower, washing machine, etc.) can always be negotiated with the families, who are always flexible with the needs of the students.
- In general, and unless otherwise requested or specified, smoking inside the flat is forbidden.

However, the student must specify this and other circumstances, preferences and, especially, intolerances or allergies (for example, allergies to pets, or to certain foods), on the registration form.

- Students will be provided with their own key.
- Any activity which may disturb the family, and which is unreasonable, will be automatically forbidden.

#### Please note:

- Any problems arising between student and landlord/family will be solved by mutual agreement, mediated by the school, if there is no contract (between landlord/family and student) in which this is stipulated.

- If agreement is not possible, the student will be asked to leave the accommodation and an alternative will be found for him/her.

#### *Other services*

- Sevilla Habla offers a pick-up service by car from the airport or train station to the student's accommodation. Price: 40€ per way.

#### Conditions for groups:

- Sevilla Habla will prepare a personalised quote for groups, valid for 30 days.
- Once accepted, payment of 50% of the total amount is required upon acceptance of the quote, and the other 50% at least 1 month prior to the group's arrival in Seville.

Once either payment has been received, no refund will be possible under any circumstances.

- Sevilla Habla recommends that, beforehand, a full travel insurance policy is taken out to provide cover for medical, money or other problems.

For the EU, it is also recommended that each student brings with them the E-111 form or European Health Insurance Card to obtain free medical treatment in Spain.

- Students should bring some form of identification and a student card (if they have one).
- Once the deposit has been paid, if there is a change in the total number of students, Sevilla Habla will send a new amended invoice with the new number of students with the total to be paid.
- Once the total has been paid, if a student in the group cancels, the group may include another student in their place, but would not be entitled to a refund.
- All payments must be made by bank transfer.
- All groups must be accompanied by at least one adult.
- The tutor of the group must communicate the list of students to Sevilla Habla at least 2 months before the start of the course.

The list must include: the student's full name, passport number and date of birth.

- The group tutor must also ensure that the students send the level test at least 1 month before the start of the course.
- Sevilla Habla reserves the right to expel any student who may behave inappropriately in any circumstances. Any refund will be forfeited.
- For accommodation in host families or residences, the following points must be taken into account:

Laundry is included in the price: 1 wash per week, unless otherwise agreed with the host family.

Students are not allowed to cook their own meals, unless an agreement is made with the family/residence (in which case the school is not involved).

Meal times and basic rules of coexistence must be respected, as well as any specific rules that each family/residence may have, which will be previously communicated to the group.

**Important: The representative of the group must communicate the list of students' allergies and intolerances to Sevilla Habla and we will communicate this list to the family/residence. The tutor will be responsible for communicating this and the family/residence will be responsible for complying with it.**

The family/residence will provide bed linen (sheets and blankets) and towels (unless the residence expressly indicates otherwise). The students in the group will not have their own key with the host families, but they will have their own key when staying in a residence.

- Any product or service not specified in the General Conditions or in the contracted programme is not included during the stay.
- For minors (under 18 years of age) it is strictly forbidden to go out at night from any of the accommodation except with the express written consent of the person in charge of the group and under his/her responsibility.

### Insurance Information:

Sevilla Habla has all the compulsory insurances, including local and civil liability.

Sevilla Habla's insurance covers accidents or damage suffered by students on the school premises.

This insurance does not cover students in case of illness, theft, damage or loss of personal belongings.

Sevilla Habla disclaims any liability for any of the above circumstances.

Students, in particular, can always take out comprehensive travel insurance to cover them for medical, money or luggage problems.

We also recommend that students who are EU citizens, for any medical problems that may arise during their stay, bring with them the E-111 form or European Health Insurance Card to obtain free medical treatment in Spain.

### Information about the use of your personal data:

In the interests of complying with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons, and L.O. 3/2018, regarding the processing of personal data and the free movement of this data, and following the Recommendations and Instructions issued by the Spanish Data Protection Agency (A.E.P.D.), WE INFORM:

1. REGISTRATION OF PROCESSING; the data you provide will be included in the Processing called Alumni of the company. The personal data requested and provided by you, are incorporated into a privately owned file whose sole responsible and sole recipient is the company.
2. MINIMISATION OF DATA; only the data strictly necessary to adequately provide the services requested will be requested, and it may be necessary to collect contact details of third parties, such as legal representatives, guardians, or dependents designated by them.
3. PURPOSE: all your personal data will be processed for the purpose of managing the contracted service, as well as the creation of student records to manage classes, issue invoices, or contact. In addition to those specific processing operations for which a free and specific consent is requested at the end of the document, all in accordance with the regulations in force regarding the protection of your data and guarantees of Digital Rights.
4. CONFIDENTIALITY; all data collected have the commitment of confidentiality, with both technical and organizational security measures established by law.
5. TRANSFERS; under no circumstances are they transferred or processed by third parties, natural or legal persons, without the prior consent of the client, guardian or legal representative, except in those cases in which it is essential for the correct provision of the service.
6. CONSERVATION PERIOD; once the relationship between the company and the student has ended, the data will be archived and conserved for a maximum period of 5 years, as the student's history, after which they will be destroyed or, failing that, they will be returned in their entirety to the student or legally authorised person. Any data that is no longer required will be blocked for each course.
7. RIGHTS, there is the possibility of exercising the rights of access, rectification, cancellation and opposition, by sending an e-mail to the person responsible for the processing of the data to the following e-mail address: [info@sevillahabla.com](mailto:info@sevillahabla.com)

### Authorisation for the taking or publication of images:

Due to the increase in technological means and the possibility that images of clients may appear, either individually or in groups, during the activities, we inform you that, given that the right to one's own image is recognised in article 18 of the Constitution and regulated by Law 1/1982, of 5 May, on the right to honour, personal and family privacy and one's own image.

Following the guidelines of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 and the current regulations on the protection of natural persons with regard to the processing of personal data and the free movement of such data, the management of our centre requests consent to be able to publish or view the images in which they appear individually in groups that may be made.

Responsible for the treatment of the images: Sevilla Habla, Escuela de Español.

The student authorises Sevilla Habla to take images for publicity purposes, and their use on the website and social networks.

Purpose of taking images: To publish photos and videos of the classes and cultural activities organised by the school, both on the website and on corporate social networks.

Likewise, the company may print some images, exclusively for display in classrooms or offices.

Rights: You have the possibility of exercising your rights of access, rectification, deletion, limitation of treatment and opposition by contacting the address of this centre, by mail or by post.

You have the right to withdraw your consent to the processing at any time and to lodge a complaint with the supervisory authority, which in this case is the Spanish Data Protection Agency C/ Jorge Juan nº 6 28001 (Madrid) or [www.aepd.es](http://www.aepd.es).

Sevilla Habla Languages, registered trademark, belongs to and is associated with the legal name, Pablo Trujillano López, NIF: 28619629-Q.

