

## TERMS AND CONDITIONS

### REGISTRATION

- An advanced deposit of € 150 is required. This amount will be deducted from the total cost of the program when full payment is made.
- The deposit can be made in our correspondent's bank account. But an extra charge of 5% will be added due to credit card fees.
- A copy of the bank deposit or the authorization to debit the amount from a credit card must be sent to booking confirmation.
- An application form must be forwarded by fax or post. Also, the application forms must be filled out and sent to our correspondent.
- The payment of the program must be received 2 weeks before the student arrives.
- Last minute bookings and changes, our correspondent reserves the right to accept last minute bookings and apply any additional charges.

### PAYMENT

In order to confirm a reservation, a minimum payment of € 150 is required. The payment can be made through a wire transfer payment. Please remember to clearly indicate the name of the beneficiary, personal information and the purpose of the payment. Available bank accounts details can be asked to [info@euroma.info](mailto:info@euroma.info)

### CANCELLATIONS

- Cancellations are applicable to Spanish Courses, Accommodation and Fees.
- Full payment of the program must be received at least 2 weeks before the course starts. If our correspondent does not receive the payment, we will cancel the booking and keep the initial deposit. The bank charges will be incurred by the student.
- Cancellation fees are as follows: a) 5 weeks before the course starts, no charges; b) 2 weeks to 5 weeks before the course starts, lose deposit of € 150; c) Less than 2 weeks, 30% of the program + deposit of € 150; d) After the course has started, no refunds provided.
- All refunds have an administrative charge of 10% on the amount refunded.
- Cancellations are valid only when they are made by email to the following address: [info@euroma.info](mailto:info@euroma.info) by letter or fax. In each case, cancellation fees and administrative charges are applicable.
- Our correspondent will not review its cancellation policies in any situation, even if cancellations are due to personal emergencies, illnesses, or accidents.
- All students must hold a medical insurance before starting the course.
- In order to assure a pleasant stay, our correspondent has established behaviour rules applicable at the school, accommodation as well as Volunteer, Internship or any other our correspondent program. In case of breaking the rules, our correspondent has the right to cancel the program with no refund possibilities. For details, ask to [info@euroma.info](mailto:info@euroma.info)

### INTERNSHIP PROGRAMS

- Cancellation fees are as follows: a) Cancellation made prior to the internship position is confirmed, lose deposit of € 150; b) after the internship position is confirmed and 12 weeks before the internship starts, a minimum cancellation fee of € 65 applies and lose the deposit of € 150; c) after the internship position is confirmed and 6 weeks before the internship starts, lose the deposit of € 150 and 50% of the program costs incurred; d) after the internship position is confirmed and less than 6 weeks before the internship starts, lose the deposit of € 150 and 75% of the program costs incurred; e) after the internship has started, no refund provided. The program begins when the participant starts to make use of our correspondent's services (eg. Transfer service or first meeting with the our correspondent tutor).
- In the case that and an Internship program has to be cancelled or suspended for reasons outside of our correspondent's control, our correspondent offers the participant a program with equivalent terms and conditions. Alternatively, our correspondent will offer the participant the equivalent economic compensation providing that the cancellation terms and conditions are satisfied. our correspondent will not be held responsibility for any damages caused in the above situation.
- The participant is responsible for notifying our correspondent in writing of any problems that may occur during the placement period within 72 hours that the problem took place. The notifications shall be submitted at the school in writing.
- Each service that is contracted by the participant during the period of the program has its own cancellation policy. In the case where the participant wants to cancel a special program or promotion, the general cancellation policy will apply for the cancellation of the internship program.

## **PRICES AND CONDITIONS**

- The prices of our programs are valid from 1st January 2008 to 31st December 2008, and replace any other previous version.
- The cost of the program includes the registration fee and the course chosen. The participant must also include the cost of other services that may be requested (insurance, accommodation, transfer service, etc).
- Our correspondent shall determine the classes schedule depending on availability. Both group and private classes may take place during the school schedule from 8 AM up to 7 PM, from Monday to Friday.
- Our correspondent shall consider the behaviour rules breaking as valid to cancel a participant's program with no refund possibilities.
- The payment of the registration fee is always required, except if the student attends classes in more than one our correspondent's locations, he/she will only be charged one registration fee. From 2008, our correspondent will charge one life time registration fee for courses.
- The average number of students per group classes is 3/4 and the maximum number is 7.
- If there is only one student at a level, he/she will take individual classes and there will be a daily reduction of 50% of group class hours.
- The price of the course includes: a) Study material. b) Placement test. c) The corresponding class hours of the chosen course.

## **HOLIDAYS**

- Please check the holidays of each location on website.
- Classes will not be held on holidays, and there will not be extra classes to compensate for them.
- If there are two holidays during the same week, there will be an extra class to compensate for one of them.
- Holidays change every year; therefore, it is necessary to ask Euroma. in order to be informed about the holidays for the current year.
- If there are individual classes on a holiday, there will be always an extra class in the same week to compensate for this.

## **ACCOMMODATION**

- Our correspondent accommodations have been carefully selected by members of our staff in order to guarantee not only the infrastructure but also the services offered by our host families. The participants as well as the host families must abide by the rules of conduct given by our correspondent.
  - In case that students residences and apartments are fully booked, participants may be placed in other type of accommodation.
  - In case of bookings made two weeks before the program starts, our correspondent will not guarantee availability of the accommodation requested by the student since our correspondent gives priority to bookings made in advance. Moreover, our correspondent may change the price in order to provide an adequate accommodation for the student.
  - If students are not pleased with the assigned accommodation, they may request to change it. Our correspondent will make every effort to look for another accommodation of the same type and characteristics when there are valid reasons for such a request. Any and all accommodation change request must be addressed to the school director via email or in writing. According to the accommodation availability, our correspondent accepts a maximum of three changes, each one of which will be processed within a minimum of 72 hours after receipt to make the accommodation change.
  - Our correspondent will not pay for changes in accommodation made on the student's behalf. If a problem with the accommodation arises, the student should call the appropriate our correspondent 24 hour emergency phone number.
  - Even if our correspondent pick up service is not requested, the student must always inform our correspondent about the arrival time and date via e-mail or telephone at least 72 hs in advance. If the requested information is not provided, our correspondent can not guarantee that someone will be waiting at the accommodation for the student upon arrival.
  - The accommodation will be charged from 10 AM on the first day requested.
- The check-in to the assigned accommodation must be made from 10 AM to 12 PM or 6 PM to 8 PM on Sunday and students must leave the accommodation until 10 AM on Saturday. If the check-in and check-out times are not fulfilled, our correspondent will charge the corresponding additional days. If students do not arrive within the stipulated times, our correspondent does not guarantee that someone will be waiting for them. Students arriving between 10 PM and 6 AM will be received only if the arrival time has been duly communicated to our representatives or to the emergency cell phone number 96 hours in advance and if the transfer service has been hired. Otherwise, students will have to wait to be received in the accommodation during the scheduled reception times previously mentioned.

## **TRANSFER SERVICE**

- Flight details (date, time, airline, and flight number) must be confirmed in writing one week before arrival, otherwise our correspondent will not guarantee the transfer service and there will be no refunds for this service.
- If any changes as regards flight details are not duly informed, our correspondent will not take responsibility for the proper provision of the service.

- If students arrive at a different time from the one already informed to our correspondent due to delays, flight changes, etc. our correspondent will provide the transfer service but will reserve the right to apply any additional changes if necessary.

**NOTES**

Any changes to these Terms & Conditions will be updated to ask us to [info@euroma.info](mailto:info@euroma.info), being the published update the valid version.