

TERMS AND CONDITIONS

Expanish

- Expanish agrees to provide Spanish immersion courses with experienced and trained teachers, and provide a number of related services such as activities and programs. Expanish is not liable for any damage resulting from or compensation related to incorrect or withheld information received from the student at the point of booking.

These terms & conditions apply to all students and agents from the moment the booking has been submitted and completed.

Visas

- Expanish cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions. Visa advice can only be given by the appropriate Embassy or Consulate.
- Students must maintain a valid visa status and their course will be terminated without a valid tourist or student visa. A valid visa status includes having an appropriate and current tourist or student visa as required by local immigration laws. Failure to maintain a valid visa will result in the termination of the course. It is the responsibility of the applicant to ensure that the most updated regulations/processes are being followed.
- Expanish cannot be held responsible for any visa regulation changes which occur after the bookings have been confirmed in compliance with the then existing regulations.
- A visa document courier fee is charged each time documents have to be sent by courier (see school price lists).
- In order to issue course confirmation documents for student visas for Spain, Expanish requires the full payment of a course.

Insurance

- Students are required to have adequate travel/medical insurance. Expanish offers an optional insurance policy that can be purchased.

Emergency Contact

Students are required to provide emergency contact information prior to starting their program.

Class Information

- Classes are held Monday to Friday and are scheduled in the morning and/or afternoon depending on the school's availability and cannot be confirmed until course start.
- Expanish reserves the right to use classrooms in alternative premises of the same standard.
- Long-term discounts are applicable when the weeks are booked and paid for together.
- Spanish in the City - some activities outside of the classroom may incur extra costs. Examples include entry fees for cultural sites, transportation for excursions, and materials for specific workshops. Students are encouraged to budget approximately 10€ per week for this purpose.
- Expanish may change course structure and timetables at its discretion without notification. The student is entitled to a refund of tuition fees for those courses that Expanish is not able to provide.

Accommodation Information

- For registration received less than 2 weeks prior to start date, Expanish cannot guarantee requested accommodation options.
- If the preferred accommodation is unavailable, Expanish will make alternative arrangements of a similar standard. Students with complaints or issues related to accommodation should contact Expanish immediately for resolution. If the student leaves without previous contact with Expanish, no refund will be given.
- Expanish reserves the right to charge a housing deposit upon check-in and students will be informed accordingly.
- The official check-in day is the Sunday before the course start date and the official check-out day is the Saturday after the course end date.
- Student housing is only available to students taking a program of at least 20 lessons per week. This includes program extensions.
- All students housed in non-Expanish accommodation should adhere to all rules and policies set by the provider, which may include deposits, security precautions, use of facilities, guest policies, etc.
 - Students are responsible for any damage to the housing property or damage or loss of personal belongings of hosts/owners that occur as a direct result of the

student's actions. If damage occurs, the student must replace or repair the affected item(s) or reach a monetary agreement with the host/owner.

- Extra nights may be available upon request, for an additional charge and subject to availability. Not available for Student Residence.
- Students in housing will be provided keys, and in case of loss or theft they are responsible for replacing them and covering other related costs.
- Where possible special dietary requirements will be accommodated. Availability and any applicable fees will be confirmed upon request.
- Students under 18 by the start of their program can only book a Homestay accommodation option.

Changes to Enrollment

- Expanish reserves the right to charge an administration fee of 50€ for the course, and 100€ for the accommodation each time the program is changed or postponed after Expanish has confirmed the initial enrollment. Any changes should be made in writing two weeks before the requested change or postponement. This also includes requests for changes while the student is at the school.
- Any postponement within two weeks of the start date will be considered a cancellation of the original program.
- In cases where the student wishes to change housing assignments within the same option, Expanish reserves the right to charge an administration fee of 100€ and perform the change according to availability.
- Changes between different services (courses, accommodation, and other services), such as substituting one service for another, are not permitted and will be considered a cancellation.
- If you book private lessons and are unable to attend for any reason, it is important to notify us by email at least 24 hours in advance on a business day in order to cancel or reschedule (If you notify us on a Sunday and have classes on Monday, this does not meet the notice requirement.)

Course Cancellations

- For cancellations received 14 days or more in advance of the program start date, Expanish will refund fees received in full, excluding non-refundable charges (registration fee, courier fees, bank fees, insurance).
- For cancellations received less than 14 days in advance of the program start date, the student will be charged a cancellation fee equivalent to one week of tuition and registration fee.
- For any cancellation received on or after the course start date, there is no refund for the course.

Course Cancellations With Student Visa

- To cancel or end studies at the school, the student is required to return the original certificate of studies document, send a signed document confirming intention to cancel the program, a copy of their passport and the official denial of visa document (for cancellation with official denial of visa document).
- Refunds with the official denial of student visa document or official document of canceling intentions to study abroad: If the cancellation is made with at least 15 days before the program start date, the school will return the full value of the course minus 250€ of a cancellation fee. If the cancellation is made with less than 15 days before the program start date, the school will return the full value of the course minus 25% of the total amount paid as a cancellation fee.
- Refunds without the official denial of student visa document or official document of canceling intentions to study abroad.
- If the cancellation is made before the start date of the program, the school will refund the full value of the course minus 75% of the total amount paid as a cancellation fee. If the cancellation is made on or after the program start date, whether the student has arrived to Barcelona or not, there is no refund of program fees nor can the program be changed or transferred to another person.
- The courier fee is always non-refundable.
- For accommodation cancellations please see relevant cancellation terms.

Homestay and Shared Apartment with Host Cancellations

- For cancellations received 14 days or more in advance of the program start date, Expanish will refund fees received in full.
- For cancellations received less than 14 days in advance of the program start date, the student will be charged a cancellation fee equivalent to one week of housing.
- For any cancellation received on or after check-in date, there is no refund.
- If a program has started and a student has reserved 8 weeks or more of a Homestay or Shared Apartment with Host, they may notify Expanish in writing 4 weeks prior to the date of termination to receive a refund of the remaining weeks, otherwise a 4-week cancellation fee will apply.

Student Shared Apartment Cancellations

- For cancellations received 30 days or more in advance of the program start date, Expanish will refund fees in full
- For cancellations received 16 days or more in advance of the program start date, Expanish will refund fees in full minus a cancellation fee of 1 week of housing.
- For cancellations received 15 days or less to the start date, there are no refunds for Student Shared Apartments.
- A deposit of 200€ might be required upon check-in. Deposit can be made in cash or with a credit card authorization form.

Student Residence Cancellations

- For cancellations received 35 days or more in advance of the program start date, Expanish will refund fees in full
- For cancellations received 34 days or less in advance of the program start date, there are no refunds.

Studio Apartment Cancellations

- For cancellations received 14 days or more in advance of the program start date, Expanish will refund fees in full minus a cancellation fee of 1 week of housing.
- For cancellations received 13 days or less to the start date, there are no refunds for Studio Apartments.

Other types of accommodation Cancellations

- Expanish works with independent hostels, hotels and private apartment companies, each with their own cancellation policies. Expanish will inform the student of booking terms when confirming the booking.

Insurance Cancellations

- For cancellations before a policy is emitted, Expanish will refund the full amount.
- There is no refund on insurance once a policy has been emitted.
- Insurance policies are emitted 2 weeks before the start date by default. They may be emitted earlier upon request if they are needed for a visa application or other reasons.

Payments

- Final payments must be received in full 14 days prior to program start date.
- Payment instructions are provided with the invoice.
- The payer is responsible for all bank and transaction fees.

Refunds

- Any refunds due, will be processed within 30 days of approval and will be paid to the original payer.
- The financial cost of the refund will be automatically taken out of the amount refunded.
- In the event that a refund is due, prorated refunds will be calculated on a weekly basis.

Public Holidays

- Expanish will close for public holidays and class time will not be made up fully so students should account for holidays when booking their program.
- Individual lessons during holidays will be rescheduled.
- For weeks with one holiday, group courses make up 2 lessons of missed classes.
- For weeks with two holidays, group courses make up 6 lessons of missed classes and the 30-lesson group course will also receive 2 additional private lessons as compensation.

Course Breaks and Destination Change

- Students may request a 1-week break for every 5 weeks of course. Students may also change schools at no cost (excluding housing or site-specific services).
- Two weeks of notice is required for any break or change of destination.

Level of Spanish

If a student does not have the minimum level of Spanish required to follow a specific course, as determined by the Expanish placement test, Expanish reserves the right to move the student to a course that is appropriate for their level.

Materials

- Students are required to pay a 32€ materials fee upon completing their initial booking.
- If this amount was not charged before arrival, it must be paid on site upon arrival.
- An additional 32€ materials fee is required and paid on site each time a student starts a new level and receives a new textbook.

Class adjustments

- Expanish requires a minimum of 3 students to form a group. On the rare occasion a class does not have the minimum, the number of lessons will be reduced by 50% or the student will be offered to join a group of students from another level. The decision

will be made by the school based on academic criteria.

- If a group at Expanish Barcelona 30+ cannot be formed, the student will enter an open group at our Barcelona under 30 class.

Transfers

- Flight details must be received 7 days prior to arrival in order for Expanish to provide an airport transfer. No refunds will be granted on transfers if flight details are not sent to Expanish at least 7 days prior to arrival.
- Details include arrival airport, arrival time, flight number, airline and point of origin.
- Airport transfer fees include a maximum waiting time of one hour from the flight's arrival. In the event of delay, students will be charged an additional fee upon arrival at the school.
- Students under 18 by the start of their program are required to book arrival and departure or return transfers.

Minors Students

- Minors are required to complete a parental liability and waiver form prior to arrival.
- Minors are required to book arrival and departure or return transfers.
- Minors can only book a Homestay accommodation option.
- Minors are required to have adequate travel/medical insurance.

Force Majeure

Expanish will not be liable for any failure to comply with obligations (and therefore shall not be required to pay compensation) if the failure is accompanied by any cause beyond Expanish's reasonable control; nor shall Expanish be responsible for any costs incurred by or on behalf of the student as a result of any such case. Such causes shall include but are not limited to fire, flood, war, riot, embargo, organized labor stoppage, unusually adverse weather conditions, acts of civil or military authorities, acts of terrorism, acts of god, pandemics etc.

Liability

Expanish will not be held liable for loss, damage or injury to persons or property. This includes, but is not limited to, services provided by third-party partners such as accommodation providers, external activity guides, and other external service providers. Expanish will also not be liable if any service contracted to be supplied by Expanish becomes impossible to supply due to reasons or causes beyond its control.

Code of Conduct & Expulsion

- Students are expected to attend a minimum of 80% of classes each week. They should inform the school in case of absence.
- Students should act in a respectful manner towards fellow students, teachers, staff and third party providers such as accommodation hosts and/or activity guides.
- Expanish reserves the right to expel students from the program/accommodation at its sole discretion if it deems students in breach of its basic code of conduct (supplied in the welcome pack on the first day of classes) and no refund will be given.
- Students must pay the full cost of any damage to property and are expected to obey the laws and adapt to the customs of their host country and host family (if applicable).

Photography & Filming

Expanish may take promotional photographs and video footage of students. Student data will be used, stored, and protected in accordance with GDPR or relevant data protection laws. If students do not wish to participate, Expanish will respect their wishes if notified.