



## Terms and Conditions

### Intensive Spanish Courses:

### Cambridge Spanish Centre & AIP Institute

**INTRODUCTION:** These Terms apply to any enrolment on an intensive Spanish course (online or onsite) through Cambridge Spanish Centre and AIP Institute. You are deemed to have read and agreed to these terms before you submit any enrolment to us, as they set out important information about your rights and obligations.

If you are below the age of 18 or submitting an enrolment on behalf of a student who is below the age of 18, you confirm that you have authority and/or permission to submit such an enrolment. A person below the age of 18 is required to provide details of a parent, guardian or responsible adult when an enrolment is submitted and such parent, guardian or responsible person will be the Cambridge Spanish Centre's point of contact for the student.

#### 1. Course Policies

1.1. Places are allocated upon receipt of enrolment with full payment.

1.2. The minimum age in our courses is 16 years old.

1.3. One group course lesson (online and in person) lasts 50 minutes.

1.4. All levels available: from Absolute Beginner to Advanced (C2). Upon enrolment and payment, students are sent a mandatory online placement test.

1.5. For Online Intensive Courses: All classes are online via Microsoft Teams and are hybrid with in-person classes in Spain. Students are advised to check that they have all the necessary equipment and a stable internet connection before the course begins and to download Microsoft Teams in advance. We recommend using a computer which is in good operating order and fully updated, with a good-quality headset equipped with a microphone, and a webcam (which may be integrated or external).

1.6. There will be no compensation for any missed days of classes, late starts or early departures, as you can access our lessons online if you need to or watch the recordings afterward. If you want

to finish your course earlier than the original booking, we can save the remaining lessons for up to a year.

## **2. Course Fees**

1.1. Enrolment and full payment must be made in advance of attending a course. Fees are not subject to VAT.

1.2. For courses onsite in Valencia, fees do not include accommodation.

1.3. The course price includes a Spanish level test through AIP Institute, a personal interview, a free Microsoft Office license for the total length of your course, class recordings on Microsoft Teams, online material and an end-of-course certificate. For onsite courses, the course price also includes access to all the school facilities, WIFI and cultural activities.

1.4. Payment in instalments is not available.

1.5. Payment of the enrolment fees indicates that the student, his/her parents, guardians or carer, agree to the terms and conditions.

## **3. Refund Requests**

1.1. If the intensive course is cancelled before the start date, there will be no refund, but students can change the dates of their intensive course.

1.2. If the intensive course is cancelled after the start date, there will be no refund.

1.3. For Online Intensive Courses: No total or partial refund can be granted for courses where the student's technical equipment fails or is inadequate, or their internet connection becomes inadequate part-way through a course or after the course has begun.

## **4. General**

1.1. Cambridge Spanish Centre and AIP Institute reserve the right to refuse enrolment or to revoke an enrolment without refund in the event of repeated misbehaviour interfering with the smooth running of the class.

1.2. Payment of the enrolment fees indicates that you agree to the terms and conditions in force at the time of payment; we invite you to read these carefully as they may have changed since your last enrolment.

1.3. Any complaints or positive feedback can be made in writing to the Director, Patricia Dalby: [info.cam.spanishcentre@gmail.com](mailto:info.cam.spanishcentre@gmail.com).