

ECELA's Terms and conditions for studying Spanish with ECELA Spanish Schools.

## **1. ECELA**

ECELA agrees to provide Spanish immersion courses for students with experienced and trained teachers, and provide a number of related services such as activities and volunteer programs.

## **2. These Terms & Conditions**

Apply from the moment the student has formalized enrollment into a course (and accommodation), students accept ECELA's Conditions and Payment Method, as well as the norms, rules and guarantees of ECELA Spanish Schools.

All bookings are transferable to other people. If you wish to sell or transfer your program to another person, you must inform ECELA by email at the following address: [program@ecela.com](mailto:program@ecela.com). ECELA reserves the right to charge an administrative fee of US\$75 for program transfers.

## **3. Client Documents & Insurance**

The student is fully responsible for ensuring that they have adequate travel documents, travel insurance and medical insurance. Any non-compliance and any resulting damages are the sole responsibility of the student.

## **4. Liability**

ECELA will not be held liable for loss, damage or injury to persons or property. ECELA accepts no responsibility whatsoever for cases of force majeure (according to law) or for students' actions. ECELA is not responsible for any personal items left in the school building, in the students' apartments, at the home of host families, on school activities or suggested activities.

## **5. Changes to the Booking**

ECELA reserves the right to charge an administrative fee of US\$75 each time the course, accommodation or any other service is changed or postponed after the ECELA Booking Form has been submitted. This also includes requests for changes whilst the student is at school. Requests should be made in writing two (2) weeks before the requested change or postponement.

## **6. Changes During Program**

Changes between different services (courses, accommodation, volunteer placements and other services), such as substituting one service for another, should be sent via email to [program@ecela.com](mailto:program@ecela.com).

If students are not pleased with an assigned service, they may request to change it. The request should be sent via email to [program@ecela.com](mailto:program@ecela.com). After evaluating the causes of the requirement and valid reasons for such a request, ECELA will make every effort to look for another option. The request will be processed within a minimum of 72 hours after the official reception of the request. ECELA will not refund any amount of money in the case that the student does not utilize the existing service.

ECELA's Terms and conditions for studying Spanish with ECELA Spanish Schools.

## **7. Cancellation**

For cancellations received fourteen (14) days or more in advance of the program start date, ECELA will refund all monies received but the deposit and less non-refundable charges (registration fee and bank charges).

For cancellations made within two weeks before the program start date there is a penalty equal to the amount of the first two weeks of the program and less non-refundable charges (registration fee and bank charges). All additional weeks, remaining after the first two, are fully refundable.

After a course has started there is no refund for any program or service, this includes full and/or part cancellations.

Cancellations are valid only when they are made by email to the following address: [program@ecela.com](mailto:program@ecela.com). In each case, cancellation fees and administrative charges are applicable. Cancellations will be dated the first business day they are received in our offices and will be effective only after ECELA emails a cancellation confirmation to the student

## **8. Last Minute Bookings**

Program bookings made within fourteen (14) days of the program start date will be subject to availability and ECELA reserves the right to charge a US\$50 late booking fee.

## **9. Payments**

An advanced deposit of US\$ 100 is required to confirm the program booking. Until this deposit is received we are unable to guarantee program availability. This amount will be deducted from the total cost of the program when full payment is received by ECELA. If student program is not available a 100% refund will be made.

Payments may be made by bank transfer, credit card (Visa, MasterCard or American Express) or Pay Pal and must be received in full thirty days prior to the program start date. If the booking is submitted less than thirty (30) days before the program start date, students must pay the full program fee immediately upon confirmation of the program.

## **10. Holidays**

ECELA will close for local Public Holidays. Classes on these days cannot be recuperated and are non-refundable. Holidays are already factored into prices and weeks with holidays are not discounted. Please be aware that South American governments are prone to adding new holidays or changing existing holidays with little or no notice during the course of each year. ECELA will endeavor to communicate these changes as soon as they have been formally announced.

ECELA strongly recommends for students to check holidays and school closing dates in each location.

## **11. Program Changes**

ECELA may change course structure & timetables and at its discretion without previous notification. The Student is entitled to a refund of tuition fees for those courses that, for whatever reason, ECELA is unable to offer.

ECELA's Terms and conditions for studying Spanish with ECELA Spanish Schools.

## **12. Class Information**

Classes are held Monday to Friday. Classes are given in two shifts: morning and afternoon. Each school's classes are assigned in shifts by ECELA, based on availability. Students will be placed by ECELA in classes during the morning, afternoon or both shifts. ECELA reserves the right to alternate students between morning and afternoon lessons, on a weekly or daily basis.

ECELA reserves the right to conduct classes outside of the school.

It is not possible to make up classes due to illness.

ECELA's class levels have a duration of two weeks but students may start their program on any Monday. If a student is a complete beginner, ECELA strongly recommends starting on our official start dates. If a student chooses to start on an unofficial start date then he/she will either repeat one week of classes or fit two weeks of classes into one week.

Official Start dates: Jan 7, 21 / Feb 4, 18 / Mar 4, 18 / Apr 1, 15, 29 / May 13, 27 / Jun 10, 24 / Jul 8, 22 / Aug 5, 19 / Sep 2, 16, 30 / Oct 14, 28 / Nov 11, 25 / Dec 9, 23.

## **13. Level of Spanish**

If a student does not have the minimum level of Spanish required to enter a specific course, as determined by the ECELA placement test, ECELA reserves the right to move the student to an appropriate course for their current ability level.

For Volunteers, Internships and Medical Shadowing, ECELA reserves the right to move the student to another project, for those students that do not have the adequate level of Spanish indicated at the time enrollment. The change may take up to seven (7) days and there will be a change fee of US\$75.

## **14. Reduction of Lessons**

ECELA reserves the right to reduce the number of lessons in a class due to insufficient number of students. The minimum number of students to open a group class is three. For group classes with only one (1) or two (2) student(s), ECELA will reduce the amount of classes by 50%.

## **15. Transfers**

Flight details including: arrival time, flight numbers, airline and point of origin must be received by ECELA seven (7) days prior to arrival in order for ECELA to provide the airport transfer. No refunds will be granted on transfers if flight details are not sent to ECELA at least seven (7) days prior to arrival.

Even if ECELA transfer service is not required, the student must always inform about arrival details at least 7 days before the arrival, so there will be somebody ready to receive them at their accommodations. If the requested information is not provided, ECELA cannot guarantee that someone will be waiting at the accommodation. Check in takes place between 10:00 to 12:00 in the morning or between 18:00 to 20:00 in the afternoon.

## **16. Force Majeure**

ECELA will not be liable for any failure to comply with obligations (and therefore shall not be required to pay compensation) if the failure is occasioned by any cause beyond ECELA reasonable control; nor shall ECELA 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, earthquake, tsunami, war, riot, embargo, organized labor stoppage, unusually adverse weather conditions, acts of civil or military authorities, acts of terrorism, acts of god, pandemics etc.

## **17. Complaints**

In the unlikely event that a student wishes to submit a formal complaint, this must be brought to the attention of ECELA, via email to the following address: [program@ecela.com](mailto:program@ecela.com), prior to the close of the program.

## **18. Supervision**

Neither ECELA nor its accommodation hosts, provide supervision for any students who book an adult program (17+ years of age).

## **19. Code of Conduct & Expulsion**

Students are expected to attend classes, inform the school in case of absence and respect fellow students, teachers, staff and 3rd party providers such as accommodation hosts and / or activity guides. Students must pay the full cost of any damage caused to property and are expected to obey the laws and adapt to the customs of their host country and accommodation hosts.

The student will be charged for the replacement of items broken either intentionally or through negligence. If damage occurs and no one individual is directly responsible, we will divide the cost of repairs among all the students currently living in the accommodations.

ECELA shall not tolerate under any circumstance the illegal use of drugs, alcohol abuse, offensive and disrespectful behavior or disrespect for the local laws, and reserves the right to withhold courses and accommodation from any student who fails to comply with these regulations or for any other reason deemed necessary in the sole discretion of ECELA. Furthermore, ECELA reserves the right to cancel the remaining portion of a program, without refund or recuperation, of any student who fails to comply with the above regulations or for any other reason deemed necessary at the sole discretion of ECELA. In this case, the student or their family is fully responsible for any third-party accommodation or traveling arrangements and costs incurred by the student during their remaining time abroad or during their trip home.

## **20. Photography & Filming**

ECELA may take promotional photographs and video footage of students. If students do not wish to participate, ECELA will respect their wishes if ECELA has been notified via email at [program@ecela.com](mailto:program@ecela.com).