

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. ECELA is not liable for any damage or compensation resulting from incorrect or withheld information received at time of booking or during program.

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 School.

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 to the following address: info@ecela.com. ECELA reserves the right to charge an administration fee of US\$75 for 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 guest families, on school activities or suggested activities.

5. Changes to the Booking

ECELA reserves the right to charge an administration 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 info@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 info@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 hs after the official

reception of the request. ECELA will not refund any amount of money in case the student does not utilize the existing service.

7. Cancellation

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

For cancellations in the last two weeks before arrival 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 weeks, remaining after two, are fully refundable.

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

Cancellations are valid only when they are made by email to the following address: info@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 between fourteen (14) days and the program start date will be subject to availability and ECELA reserves the right to charge a \$50 late booking fee.

9. Payments

An advanced deposit of US\$ 300 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 made. If student program is not available a 100% refund will be made.

Payments may be made by bank transfer, credit card or Paypal 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.

10. Holidays

ECELA will close for local Public Holidays. Classes 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 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 notification. The Student is entitled to a refund of tuition fees for those courses that ECELA is not able to offer.

12. Class Information

Classes are held Monday to Friday. Lessons are taught in two shifts: morning and afternoon. Schools lessons are assigned in shifts by ECELA, based on availability. Students will be placed by ECELA in classes in the morning, afternoon or both. 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.

13. Level of Spanish

If a student does not have the minimum level of Spanish required to follow a specific course, as determined by the ECELA placement test, ECELA reserves the right to move the student to an appropriate course for their 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 indicated Spanish level of their enrollment. The change may take up to seven (7) days and there will be a charge 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 participants to open a group class is three. For group classes with only one (1) or two (2) student(s), ECELA will reduce class lessons by 50%.

15. Transfers

Flight details including: arrival time, flight numbers, airline and point of origin must be advised 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 participant must always inform about arrival details at least 7 days before the arrival, so there will be people waiting for them at accommodation. If the requested information is not provided, ECELA cannot guarantee that someone will be waiting at the accommodation. The check-in could be possible from 10 to 12 in the mornings or from 18 to 20 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: info@ecela.com, prior to the departure 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 to property and are expected to obey the laws and adapt to the customs of their host country and host family.

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

ECELA shall not tolerate under any circumstance the illegal use of drugs, alcohol abuse, offensive and disrespectful behavior, and disrespect for the local laws, and reserves the right to withhold courses and accommodation from any participant who fails to comply with these regulations or for any other reason deemed necessary in the sole discretion of ECELA, and to further send home, without escort and refund, any non-compliant participant. In such a case, the return trip will be at the expense of the participant or the participant's family.

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 info@ecela.com.