

# Terms & Conditions 2016-2017

## Booking & Request Contacts

### Contacts:

#### Registration office:

(After deposit payment and before the student's arrival): [arrivals@ecelaspanish.com](mailto:arrivals@ecelaspanish.com)

Quality Assurance Director: [program@ecelaspanish.com](mailto:program@ecelaspanish.com)

**If you are an agency** please send all requests to [booking@ecelaspanish.com](mailto:booking@ecelaspanish.com).

We guarantee that we will always answer within 24 business hours.

## The Program Overview

Spanish Courses	Homestays	Activities & Excursions
<ul style="list-style-type: none"><li>• Well prepared Classes &amp; Teachers.</li><li>• 2 - 8 students in group grammar classes.</li><li>• 2 - 4 students in group grammar classes.</li><li>• Students will be placed in a level depending upon their placement test.</li><li>• 1-hour lesson is 50 minutes.</li><li>• Morning <b>or</b> afternoon classes depending on availability of the school and the student's level.</li></ul>	<ul style="list-style-type: none"><li>• Maximum distance of 40 minutes from the school (by public transportation or by walking).</li><li>• Middle-high class accommodation. This standard will differ depending on the reality /economy of the country.</li><li>• Breakfast &amp; Dinner will be provided every day by the host family. (lunch is <u>not</u> included)</li></ul> Single room	<ul style="list-style-type: none"><li>• Every week 3 activities (social, cultural, sport); one of these activities will be free of charge.</li><li>• Some packages include the week days activities. If students don't assist to the activities</li><li>• Most weekends there will be one optional organized excursion that is offered for an additional fee.</li></ul> Activities included in courses packages are not refundable or exchangeable.

## 1. Ecela

ECELA agrees to provide Spanish Immersion courses with experienced and trained teachers for students, and provide related services such as activities and volunteer programs as required. ECELA is not liable for any losses or damages resulting from incorrect or withheld information at the time of booking or during the program.

## 2. Enrollment General

- All students must have their booking information available prior to arrival.
- Agencies must provide students with all their relevant booking information prior to arrival.
- Classes may be in the morning or in the afternoon, depending on the number of students and their Spanish levels.

- All new students are required to take a placement test on their first day at the school. Students cannot choose the level at which they want to study. The placement test takes place at **08:00** on the first Monday. Students will be assigned to an appropriate level according to their results.
- If students have completed the online test prior to arrival, they will still be required to complete an oral test on their first day at **08:00** on Monday.
- On the first Monday there is a welcome orientation lunch at **13:00**.
- Students should have the support phone number of the school which will be supplied to them from the arrivals team or their agent prior to enrollment.

### 3. Classes

- In case the student asks for a different service from their original booking, the student must have a voucher, invoice, or any kind of documentation from the vendor or agency that explains the services they bought.
- **Level Test:** In order for students to move to the next level, they must score at least 75% on the Spanish level test. If the student scores below 75% they will have one more chance to take the test. They can take this test at the school the following Monday at **08:00**. However they will need to pass the second test with a score of 85% or above.
- The teachers may vary each week.
- If a student loses the class textbook, they will need to purchase a new one for US\$10.
- Classes will not be compensated due to illness of the student.

### 4. 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 if they don't have the required Spanish level indicated on their enrollment application. The change may take up to 7 days and there will be a charge of US\$75.

### 5. 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 or losses are the sole responsibility of the student.

Deposits and fees are not transferable from person to person. Students are advised to insure themselves against loss of fees, accommodation and other expenses arising through non-arrival, absence for any reason, delay, accident, theft or damage to property, personal injury, etc.

### 6. Late Bookings

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

### 7. 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 received by ECELA.
- For special programs students must pay an advance deposit of US\$500.
- If ECELA can't provide the student with a program or an upgrade, a 100% refund will be made.
- Payment is due at least **30 days** prior to the student's arrival.
- Payments may be made by credit card (Visa, MasterCard or American Express) or PayPal.
- We reserve the right to apply interest on late payments and cancel all of the student's future enrollments or running programs if the payment is not received on time.
- If the booking is submitted less than **30 days** before the program start date, students must pay the full program fee immediately upon confirmation of the program.

## 8. Changes to a booking prior to program start date

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, while the student is at the school. Requests should be made in writing **14 days** prior the proposed change or postponement.

- Changes made more than 60 days prior to the start date will be free of charge.
- Changes made less than 60 days prior to the start date will be charged a change fee of US\$50.00.
- Changes made less than 30 days prior to the start date are subject to availability and will be charged a change fee of US\$100.00.

## 9. Special Programs (Medical Shadowing, Internship, Volunteer)

- Changes made more than 90 days prior to the start date will not be charged a fee.
- Any notice of cancellation or program change less than 90 days prior to the program start date, will not be eligible for changes or a refund.

## 10. Cancellation & Changes after the start date

Any cancellations or changes need to be requested via email. Please direct all requests to: [program@ecela.com](mailto:program@ecela.com)

## 11. Program changes

### Regular Spanish Programs

- FREE school location change. Notice in writing **7 days** prior.
- If you choose to change a part of, or the entire scheduled program, we will refigure your invoice and you will be charged a US\$75 processing fee (*please note that discounts made on original bookings may not apply*).
- Any program change will depend on availability.

**\* Changes and refunds do not apply to Medical Shadowing, Internships or Volunteer programs.**

## 12. Program Additions and Extensions

We gladly welcome students to add extra group or private lessons, or to extend their program. Students are required to give us a 1 week addition or extension notice to confirm the course or accommodation availability. Program and accommodation fees are due upon confirmation of your addition or extension.

### Cancellations

- Programs cancelled with a notice period of **7 days** or more are eligible for a **50% refund or 100% credit** towards future classes, minus a US\$75 processing fee.
- If students decide to reduce or cancel part of their program refunds may be altered depending on discounts that were applied to the original booking.
- Students are eligible for 100% credit towards a future program, minus a US\$75 processing fee. The credit will be available for 2 years from their cancellation date. (**this will be subject to price changes within this period**)

## 13. Cancellation of programs by the school

- If the school has to cancel a course before the start date, the full amount received will be refunded.
- If the school has to cancel a course and is unable to provide an upgrade after the start date, the full amount of the remaining scheduled program will be refunded.
- If the school has to cancel the course due to a breach of contract by the student, no payment will be refunded.

## Notes:

Refunds will be issued to students using the original payment method. If the refund is processed by credit/debit card this process takes up to 5-7 business days.

## 14. Class Upgrades

ECELA will implement class upgrades due to insufficient number of students. The minimum number of students to open a group class is 3. For group classes with only 1 or 2 students, ECELA reserves the right to upgrade the student to a private class of 10 hours per week (reference value US\$295)

## 15. Holidays

### 2016

Schools will be closed and lessons will not be refunded; a conversation club will be organized to compensate for the hours lost due to the holidays listed below:

Buenos Aires: Feb 8, Mar 24; May 25; Jun 20, Aug 15; Oct 10; Nov 28; Dec 08 and 09.

Santiago: Jun 27; Ago 15; Sep 19; Oct 10; Oct 31; Nov 1; Dec 8.

Lima: March 24; Jun 29; Jul 29; Ago 30; Nov 1; Dec 08.

Cusco: March 24; May 26; Jun 24; Jun 29; Jul 29; Ago 30; Nov 1; Dec 08

Mendoza: Feb 8, Mar 24; May 25; Jun 20; Jul 25; Aug 15; Oct 10; Nov 28; Dec 08 and 09.

Viña del Mar: Jun 27; Ago 15; Sept 19; Oct 10; Oct 31; Nov 1; Dec 8.

The school will also be closed on the following dates; classes which fall on these dates will **not** be refunded nor compensated with conversation clubs

Buenos Aires: Jan 01; Feb 9; Mar 25; Jul 08.

Santiago: Jan 01; March 25.

Lima: Jan 01; March 25; Jul 28.

Cusco: Jan 01; March 25; Jul 28.

Mendoza: Jan 01; Feb 9; Mar 25; Jul 08.

Viña del Mar: Jan 01; March 25.

**Exceptional Holidays:** In South America holiday dates may be changed when they fall on weekdays; some holidays are prone to change with little or no notice.

## 16. Housing

- In order to match the housing correctly we need to know the following details: age, gender, profession, and the students approximate Spanish level.
- **Special Requests:** Ecela needs to know at least **21 days** in advance of any special requests that a student may have e.g. special diet requirements, allergies, medical conditions, etc. Ecela can not assure that all special requests can be met.
- **Check In:** For all programs including accommodation, students must send their flight arrival information **7 days** prior to the start of the program. If this information is not sent, the Check In will be between **16:00 - 18:00** by default.
- Students will receive the rules of accommodations upon arrival, by accepting these rules the student agrees that any breach of the rules may result in being removed from the accommodations without refunds.

## 17. Transfers

Flight details including: arrival time, flight numbers, airline and point of origin must be received by ECELA **7 days** prior to arrival in order for ECELA to provide the airport transfer. If this requirement is not met, refunds will not be issued on unused transfers. If the transfer service is not required, and the student has accommodation booked with ECELA they must always inform ECELA or their agency of their arrival in advance. This is to ensure they will be welcomed by somebody at their accommodation at the correct time. If the requested information is not provided, ECELA can't guarantee that someone will be waiting at the accommodation.

For homestays there are no restrictions on the time of check in. The only requirement is that the student provides ECELA with **7 days** notice. If the student books their homestay with less than 7 days notice, flight details/arrival times need to be given at the time of booking and the student must receive confirmation of this from the arrivals team or their agency prior to arrival.

For shared apartments check in takes place from **09:00 - 20:00**. If a student checks in outside of these times a late fee of US\$40 will be charged.

If students do not give ECELA 7 days notice of their arrival, the check in time for both Homestays & Shared Apartments will be between **16:00 - 18:00**.

## 18. Complaints

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

## 19. Supervision

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

## 20. Liability & Force Majeure

ECELA will not be liable in cases where ECELA is unable to fulfill any services to which they are contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labor disputes or other reasons that are beyond ECELA's control. ECELA will not be liable for loss, damage, or injury to persons or property howsoever caused, save where the liability is expressly imposed beyond exclusion by statute.

ECELA reserves the right to correct typographical errors and is not bound by obvious inaccuracies.

## 21. ECELA Code of Conduct

- 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.
- Within Shared Apartments, students will be held liable for the replacement of items broken either intentionally or through negligence.
- ECELA shall not tolerate under any circumstance the illegal use of drugs, alcohol abuse, offensive and disrespectful behaviour and disrespect for the local laws. ECELA 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.
- ECELA is an international school where different cultures, religions, sexual orientation, ages and professions converge. ECELA offers an inclusive environment and all members of the community are invited to participate accordingly.
- ECELA will provide as much information as possible with regards to safety standards of the locations the schools are located but it is the students' sole responsibility to be prepared, informed and insured. We recommend that each student check their country's travel advisory.
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## 22. Photography & Filming

By accepting ECELA's terms and conditions, the student accepts that ECELA freely can use all photography, film and sound material that has been created by ECELA and or by ECELA's staff during the program, without asking further approval from the participant.