

PAYMENT TERMS AND CONDITIONS 2025-2026

What's included?

- **Meet & greet** at the airport on arrival.
- **Airport transfers** to our offices and/or host family homes on program start and finish dates.
- **Spanish lessons** in a private academy from Monday to Friday 10:00 - 14:00.
- **Activity-based learning** Monday to Thursday evening, 15:00 to 17:00 approx, although this schedule may change during summer months.
- **Hosting Service** with a dedicated team to match students with vetted host families from our **TS** host family network. We offer a support structure for students and parents throughout their stay.
- **Full board** (lunchtime may be with the **TS Team** Monday to Thursday depending on activity schedule).

What's not included?

- Private **medical insurance** is compulsory to partake in all **Transition Spain Experience (TS)** programs.
- **Extra airport transfers** outside scheduled programme start/finish date.
- **Flights to/from Spain.** Please contact us before booking and note that arrival and departure dates may vary subject to flight schedules & availability.
- **Extra costs derived from health** or other personal issues (e.g. appointments with specialists, etc.)

Additional services on request

Client care services can be included on request for a minimum management fee (€25 - €50):

- ✓ **Local Transport Card Top-Up:** Depending on the location, students will receive a bus or metro transport card with €5 for use during scheduled activities with a team member. If students wish to use the card during their free time, they can top it up at local newsagents, or the **TS Team** can manage the top-up on request.
- ✓ **Private Taxi Services:** While students are not expected to use taxis during their stay, private taxi services are available upon request. We recommend that taxis be booked, managed, and paid for through Transition Spain. This ensures students do not need to pay the driver directly and that the pick-up and drop-off points are confirmed in advance.
- ✓ **Gym Membership Assistance:** We assist with managing optional gym memberships, personally accompanying students to help with registration. Students will be provided with gym information and can opt to register themselves or accompanied by their host family.
- ✓ **Personalised Messages:** The **TS Team** and host families have limited resources for daily updates to parents, should they be required. We inform parents of students' arrival, send photos and any relevant information as often as possible. If parents require additional updates for their own "peace of mind", we are happy to send regular updates from the academic team, monitors, host families and even "goodnight" messages to confirm when the student has arrived home at the established curfew time.
- ✓ **Pocket Money Management:** To help manage pocket money, parents can transfer funds via bank transfer or card payment to the **TS** bank account. Students will be required to sign a receipt for any funds received from the **TS** administration team. Since not all establishments accept card payments, we recommend students bring a small amount of cash, ideally no more than €40 per week.
- ✓ **Special Events:** We can organise personalised events, such as birthday parties, celebrations, personalised gifts, and snack box deliveries on request.
- ✓ **Personal Item Repairs:** Assistance is provided for repairs to personal items, such as mobile devices.
- ✓ **Miscellaneous Requests:** We assist with a range of requests, including organizing additional activities during free time, personal care services, such as haircuts, purchase of pharmaceutical items, etc.
- ✓ **Parental Visit:** As part of our commitment to client care, we are happy to provide recommendations to any parents planning a visit, such as suggestions for accommodation, restaurants, transfers, and more. If parents would like assistance with booking airport transfers, hotels, tickets for football matches, the Alhambra, or other excursions, we can personally manage and oversee these bookings for a minimal management fee, ensuring a smooth and enjoyable stay to optimize your visit to Spain.

Programme Fees

Deposit and contingency fund

To secure a student's place on the **TS Experience** programme, a non-refundable **deposit and registration fee of €300** is required. Flexibility to change course dates is based on availability and individual circumstances. Any changes less than 90 days before the travel date, may incur an administration fee. We also require a **€200 refundable contingency fund**, which may be used for necessary expenses such as reparation or replacement of personal items, dental or medical appointments, pocket money for students or other additional personal services requested. This amount will be **refunded at the end of the program** for students who do not need to use the funds.

Course fees

The all-inclusive **weekly fee is €800**. Students can opt to register for 2 to 6 weeks. Please contact us regarding **special rates for mini groups** (6+ students) and **low season offers** (e.g., September, December or February).

Payment Dates

Both the deposit of €300 and contingency fund of €200 (total of **€500**) should be paid in full as soon as possible to secure a place. A payment link which is valid for 7 days will be sent to parents who would like to register.

The **remaining balance** can be paid in two instalments based on the duration of the stay:

- **First instalment** is due **60 days** before the travel date.
- The **final balance** is due **no later than 30 days** before the travel date. Please contact us for options regarding a personalised payment plan.

Payment Method

Payments can be made via card or bank transfer:

- **Card Payments:** An individual payment link will be sent via email and/or SMS through Redsys, the official online payment platform widely used both in Spain and internationally.
- **Bank Transfer:** There should be no bank charges for transfers within the EU. Please include your child's name in the payment details for identification.

Transition Spain Experience, S.L.
IBAN: ES0201822109750201625220
SWIFT/BIC: BBVAESMM
Address: Paseo del Emperador Carlos V, Genil, 18008 Granada, Spain

Cancellation Policy

Cancellation notices must be submitted by email to info@transitionspain.com. The following refund policy regarding the programme fee will take effect based on the date that the cancellation notice was received:

- Cancellations made **up to 40 days before** the confirmed arrival date will receive a **50% refund of the first instalment** and the **full contingency fund** of €200.
- Cancellations made **less than 30 days before** the confirmed arrival date **cannot be refunded**, but the reservation may be transferred to another student for the same course dates.
- **No refund** will be made for **students who are expelled** due to behavioural issues and any additional costs incurred are at the expense of parents/guardians.
- Fees will not be refunded or waived for any cause other than in a case of genuine hardship (at the sole discretion of **TS** to determine), or where there is a legal liability under a Spanish court order or under the provisions of this agreement to make a refund.
- An administration charge of €100 may apply to any late changes regarding course dates which may affect pre-paid activities and host family allocation for others.
- If the provider, **TS**, cancels the programme due to unforeseen circumstances, such as but not limited to "Force Majeure", then the refundable programme fees will be refunded.