

Transition Spain Experience, SL (Ltd)

Terms & Conditions 2024/2025

What's included in your Spanish Immersion Experience?

- **Meet & greet** at the **airport** in Spain
- **Airport transfer** to / from the host family meeting point
- Tailored **Spanish lessons** in a private academy with experienced teachers
- **Activity-based learning** Monday to Thursday
- Minimum **1 excursion** during the programme (Saturday or Sunday)
- **Host family stay** and an experienced **hosting team** to match students with vetted families who offer **full-board accommodation** and a supportive network throughout the programme.

What's not included?

- Private **medical & travel insurance** – compulsory to partake in all Transition Spain Experience programmes.
- **Extra airport transfers** outside scheduled programme start/finish date (contact us about extra transfers fees).
- **Flights to/from Spain** should be booked with our collaborating travel agent (Platinum Travel)
- Extra **costs derived from a health issue** (e.g. appointments with specialists, tests, medication, etc.)
- **Pocket money** for personal use on items such as socialising, clothing, cosmetics and snacks, etc.

Insurance

All visiting students are required to take out **private medical** and **travel insurance** for the **full duration of their stay**. In addition, students must bring their **European Health Insurance Cards (EHIC)**. Should medical assistance be required, or any health issue arise, the local programme provider and/or host family reserve the right to choose private or public health care with the best interest of the student in mind.

Allergies, medical needs and special requirements

Transition Spain Experience, Host Families (directly or through the Hosting Team) and the local programme provider **must be informed prior to the trip** of all **relevant medical requirements, allergies, and/or special needs**, including behavioural or other conditions which may require additional care. Parents hereby state that they will **ensure to send the most updated relevant information by the time of travel**.

Marketing

By enrolling in this programme, parents and students **consent to the reasonable use of the student's details** and achievements, including images and recordings. Generally, images or recordings are used as a means of creating photo albums to share the experience with family and friends, and, occasionally, for promotional purposes by Transition Spain Experience, SL, in keeping with current data protection laws within the EU. Please notify us at any time if you do not agree to any aspect of this.

Limited liability

Transition Spain Experience, SL. has the obligation to take reasonable skill and care to arrange for the provision of services included in a Spanish Immersion Programme: Spanish language classes, activity-based learning, host family and/or other appropriate accommodation. Given the nature of the programme and the services included, Transition Spain Experience, SL, may use third party suppliers and local providers to carry out services including, but not limited to, transportation, classes, activities, excursions, accommodation, etc. We take our **upmost care** to limit any risk involved, however, Transition Spain Experience, SL cannot be liable for any loss, injury, or damage to any participant or their belongings in connection with any service supplied (or not supplied) resulting directly or indirectly from any occurrence beyond our control. Parents and students confirm that they understand the inherent nature of the programme and, consequently, exempt Transition Spain Experience, SL from any injury or damage that may be suffered during the programme period, not resulting from the fault or negligence of the Transition Spain Experience, SL.



Payment conditions and pricing

- **Non-refundable** payment of **€300** per student is required for registration and to secure your booking.
- The **balance** of payment is **due 4 to 6 weeks** before the programme start date.
- Our prices are indicative and will be reviewed, particularly for programmes the following academic year. We reserve the right to increase prices in line with inflation and cost of living. Please contact us directly regarding programme prices depending on the duration of the course.

Cancellation and Refund

All cancellation notices must be submitted by email to info@transitionspain.com. The following refund policy 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
- Cancellations made up to 20 days before the confirmed arrival date will receive a 25% refund
- Cancellations made less than 20 days before the confirmed arrival date will receive no refund, 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 Transition Spain Experience 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.

Duty of care and of responsible behaviour

Transition Spain Experience SL, local programme providers, teachers, monitors, the hosting team and host families have a **duty of care** towards the students under their supervision and are **committed to ensuring their well-being**. The level of this duty of care can be measured as being that of a reasonable and responsible adult.

Students are expected to act responsibly in classes, during activities and in the Host Family home. We encourage parents to remind their son/daughter of the terms of their participation in the programme. Likewise, the team will offer guidelines and recommendations to students, however, we cannot be held responsible for their behaviour during unsupervised free time. The Host Families are the main point of contact outside of scheduled classes and activities. As an additional measure to promote the safety and welfare of all students, the host families are encouraged to offer a common curfew time at weekends. Parents will be informed of any irresponsible behaviour that is officially reported. Likewise, parents and/or students should notify relevant parties if they are aware of any issues likely to cause danger or distress to themselves or their peers.

The legal drinking age in Spain is 18 years old. Students must not purchase or consume alcohol, smoke tobacco products or take any illegal substances during the programme. Transition Spain Experience and official collaborators have the right to terminate a student’s participation, without liability, if they commit an illegal act while enrolled on the programme. Any additional costs incurred due to misconduct, including possible change of accommodation/travel arrangements, will be at the expense of parents/guardians.

These terms & conditions, updated and fully effective as of **1st July 2024**, are governed by Spanish law and the parties agree to submit to the exclusive jurisdiction of the courts of Spain. Occasionally we may modify the conditions for valid reasons such as improving the existing programme and services we offer. **In booking your Spanish Language and Cultural Immersion Programme** with Transition Spain Experience, S.L. (C.I.F. B72921620), located in Calle Tierno Galván 1, local 4, Granada 18006, Spain, **students and parents/guardians are agreeing to abide by these terms and conditions.**



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