

Transition Spain Experience, SL (Ltd)

Terms & Conditions

What's included in our Transition Spain Experience?

- **Meet & greet** at the **airport** on arrival
- **Airport transfers** to our offices and/or host family homes
- Tailored **Spanish lessons** in a private academy with the **TS Academic Team**
- **Activity-based learning** Monday to Thursday
- Minimum **1 excursion** during the programme (Saturday or Sunday)
- Personalised **Hosting Service** with a dedicated Team to match students with host families from our **TS Host network** and offer a support structure for students and parents throughout the programme.
- **Full-board** (lunchtime may be with the **TS Team** Monday to Thursday depending on the activity)

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)
- **Flights to/from Spain** which can be booked individually or 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

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, Transition Spain Experience, SL, our Hosting Service and Host families 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, SL and Host Families (directly or through the Hosting Team) **must be informed** at the time of registration 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's obligation is to take reasonable skill and care to arrange for the provision of services included in our Spanish language, culture and activity-based learning immersion course. Given the nature of the programme, Transition Spain Experience, SL, may use third party suppliers to carry out services such as transportation, activities, excursions, accommodation options, among others. 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 **€500** per student is required for registration and to secure your booking.
- The balance of payment is **due 6 weeks before the arrival** of the student.
- 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 prices.



Cancellation and Refund

All cancellation notices must be submitted by email to admin@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 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.

GENERAL RULES

Transition Spain Experience, SL, our Hosting Service and Host families have a **duty of care** towards the students under our 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 parent' and Host Families have a common 'curfew' agreement in place as an additional measure to promote their safety and welfare.

We cannot be held responsible for student behaviour in unsupervised free time and parents will be informed of any irresponsible behaviour that we are aware of. 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. Any costs incurred due to behavioural issues will be at the expense of parents/guardians, and Transition Spain Experience, SL may terminate involvement in the programme with immediate effect without any liability on our part.

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 Team and/or Host Families have the right to expel a student who commits an illegal act while on our programme, and any additional costs, including possible change of accommodation/travel arrangements, will be at the expense of parents/guardians.

Parents and/or relatives are welcome to visit during the programme, but certain programmed activity and/or class lesson plans may be affected by student absence so please contact the Transition Spain team by email with the dates of your visit and confirm any possible absence in advance.

These terms & conditions, updated and fully effective as of **19th April 2023**, 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, and signing below, both students and their parents/guardians are **agreeing to abide by these terms and conditions**.

Student name: _____

Parent name: _____

Parent signature: _____

Date: _____

Signed Terms and Conditions should be returned by e-mail to admin@transitionspain.com