

## INTERNAL REGULATIONS: GROUP COURSES

Idealog, Language school

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Accredited by the Cervantes Institute and member of Fedele. Authorized for DELE, CCSE, SIELE, TOEIC, TFI exams, and Cambridge Preparation Centre.

### Acceptance of regulations

By enrolling in one of our courses, the student automatically accepts the rules established in these regulations.

## REGISTRATION AND ENROLLMENT

1. Reservations: Reservations must be made at least 1 week in advance. The reservation will be confirmed once the enrollment payment is made.
2. Customer service hours: Monday to Friday, from 8:30 a.m to 7.30 p.m. Service is offered in several languages.

## GENERAL RULES

1. Class duration: Each class hour lasts 55 minutes. The school remains open year-round, except on national and local holidays. Extensive groups follow the indicated calendar (see rates). Classes that coincide with holidays are not made up.
2. Absences: Classes are not made up in case of student absence. However, the student can request a distance class or the sending of documentation by the teacher. In case of teacher absence, every effort will be made to provide a substitute. Short, unsupervised absences will be made up at other dates.
3. Level test: The level test is free and without obligation. All students (except beginners) must submit the written level test and needs analysis at least 1 week before the course starts. The oral test will be conducted on the first day of class.

4. Evaluation reports: Regular progress and continuous evaluation reports are communicated quarterly.
5. Certificates: Students who have attended at least 85% of the classes will receive a Certificate of Attendance. Those who complete the course and pass the corresponding tests will receive a Certificate of Achievement, which will include the course name, dates, level, number of hours completed, and level achieved. This certificate is not officially valid under current non-regulated education legislation.
6. Teaching material: The school provides all necessary course materials, including the loan of books and novels. (€50/year)

#### SPECIFIC RULES: GROUP CLASSES (EXTENSIVE)

1. Enrollment: The enrollment fee (€30) is personal and non-transferable and is done annually at the time of registration and in subsequent courses, before September 1st.
2. Refund Policy: The enrollment fee is non-refundable in case of student withdrawal for personal reasons.
3. Payment method: Payment for regular courses is made by direct debit. For payments by transfer, card, or cash, consult the school. Language courses are exempt from VAT.
4. Cancellation by the student: In case of cancellation by the student, the refund costs will be borne by the student.
5. Withdrawal notification: To discontinue the next quarter, the student must notify at least 2 weeks before the end of the previous quarter. Failure to do so will result in a 5% surcharge on the quarterly price.
6. Number of Students: Each group must have a minimum of 4 and a maximum of 10 students.
7. Quarterly Payment: The quarterly payment must be made in advance within the first 15 days of the start of each quarter. After this date, a 5% surcharge will be applied for each additional fortnight. Loyalty discounts are canceled if classes are interrupted. Promotions are not cumulative. Courses can be subsidized for employees through the Tripartite Foundation.
8. Holidays: Regular group courses have holidays according to the school calendar (Christmas and Easter). These days are included in the quarterly modules and are not made up. The group calendar is available on the rate sheet.
9. Course cancellation: The school reserves the right to cancel courses with fewer than 4 students of a homogeneous level. If the group has fewer than 4 students, the school may offer a reduced-duration course for the same price, instead of canceling the group.
10. Withdrawal Request: Once the course has started and the quarterly payment has been made, the student may not request withdrawal until the next quarter nor be entitled to a refund of the paid amount.

11. Minors: For minors' classes, the school will notify parents in case of 2 consecutive absences. The school is not responsible for minors outside class hours. It is mandatory to pick up children at the end of class; in case of delay, notify the school.

#### SPECIFIC RULES: GROUP CLASSES (**INTENSIVE**)

1. Prices: Prices include enrollment and teaching material. Each class lasts 55 minutes.

2. Weekly Price: The price is weekly and offers discounts based on the number of weeks contracted.

3. Duration: Intensive courses last from 1 to 52 weeks, depending on the minimum number of students (4 people) and can be 10, 15, or 20 hours per week.

4. Start: Intensive groups start the first Monday of each month, or any other Monday, depending on the minimum number of students (4 people).

5. Course Cancellation: The school reserves the right to cancel courses with fewer than 4 students of a homogeneous level. In the case of fewer than 4 people, a semi-individual course may be offered under different conditions.

6. Reservations: To reserve a place, the full course fee must be paid. For 20-hour courses, in case of visa denial, Idealog will refund the amount paid minus €200 for administrative expenses.

7. Payment Method: Intensive courses can be paid by card, cash, or bank transfer. Language courses are exempt from VAT. In case of cancellation by the student, the refund costs will be borne by the student.

Entity: LA CAIXA

Account Number: 2100 0276 11 0200458630

IBAN Code: ES34 2100 0276 1102 0045 8630

SWIFT Code: CAIXESBBXXX

8. Data Protection: Your electronic contact details are included in a file owned by IDEALOG CENTRO DE IDIOMAS PARA LA EMPRESA, S.L., for sending information, responding to inquiries, and general contacts. You can exercise the rights of access, rectification, cancellation, and opposition established in the LOPD by writing to IDEALOG CENTRO DE IDIOMAS PARA LA EMPRESA, S.L., C/ Castanyer, 41, 08860 Castelldefels, Barcelona. You can also oppose commercial communications (Art. 21.2 of the LSSI) through [info@idealog.es](mailto:info@idealog.es).

Last review: 29/7/2024