

TERMS & CONDITIONS
LACUNZA IH SAN SEBASTIÁN
2024

GENERAL

Bookings

Book directly on our website www.lacunza.com or email us at info@lacunza.com. Include a photocopy of your passport or ID card along with your enrollment.

Please consult **starting dates for beginners** and **public holidays**.

You must include a 200€ deposit to secure your spot which can be made via credit card or bank transfer. On receipt of your deposit, we will reserve your Spanish course and accommodation and send you the course confirmation, the student manual with detailed information about the city and the school as well as the remaining balance by email.

Please note that it is not possible to change group classes for individual classes or postpone once you have started your course. Breaks during your intensive weeks are not admitted (exception for long term stays -> 1 week of holiday for 13 weeks of class).

Intensive group classes are reduced from 1.5 hours to 1 hour if your group has 2 students or 45 minutes if you are by yourself.

Outstanding payment is accepted in Euros only and must be received by Lacunza IH 20 days prior to the course starting date. Students who enroll less than 20 working days before the course starts must pay the full amount on enrollment. We offer two payment options:

Bank transfer

Account Name: LACUNZA IH SAN SEBASTIÁN

Bank: BANCO BILBAO VIZCAYA ARGENTARIA (BBVA)

Address: C. Urbieta, 21 - E 20006 San Sebastián –

SpainBankSortCode: 0182.0307.14

Account Number: 0200 528100

BIC/SWIFT Code: BBVAESMMXXX

IBAN: ES3001820307140200528100

Bank charges and fees must be paid by the student. Please state your full name and starting date of course in the transfer details.

Credit card

You may also pay by credit card. We can send you a safe payment link. Please ask for the link and we will create it. Please note that the link is valid only for a limited time frame. We will inform you about expiration date when we send it.

Enrolment cancellations

- 20 working days or more before the course starts, Lacunza IH will refund the full payment less the deposit (€200) which can be used to book another course in the same calendar year.
- 19 working days or less before the course starts, the student will be required to pay for two weeks of the course.
- Cancelling only your accommodation 20 working days or more before your starting date will result in a total refund of the total accommodation price less the 50€ placement fee.
- Cancelling only your accommodation 19 working days or less before your starting date, the school will refund 50% of the total accommodation price.
- If you cancel less than 7 days before arrival or after starting your course and accommodation, there will be no refunds given and postponing the course will not be permitted.

We recommend taking our course cancellation insurance to protect you in the event of unforeseeable incidents. Please contact us for prices.

Public Holidays

- The school is closed, and no classes will be given on the following public holidays in 2024:
• January 6, 20 | March 29 | April 1 | May 1 | July 25, 31 | August 15 | October 12 | November 1 | December 6.
- We do make up for all private lessons. During any week that has one or several public holidays in it, we add 30 minutes to the classes of the intensive course to compensate for the day off. We do not make up for any lessons during public holidays for the extensive courses.
- Office opening hours are from 8.30 until 19.00 (15:30 on Fridays)
- In 2024, our group courses run from Monday January 8th until Friday December 20th. Students who are not complete beginners (they already know some Spanish) can start any Monday. If they are a complete beginner (they don't know any grammar or vocabulary besides 'Hola' and 'adios'), they have limited starting dates.
- Starting dates in 2024 for total beginners are:
• January 8 | February 5 | March 4 | April 02, 22 | May 13 | June 3, 17 | July 1, 15, 29 | August 12, 26 | September 9, 30 | October 28 | November 25

Health insurance

- Citizens and residents of the European Community are insured through the Spanish social security against accident and illness. Please make sure you receive your European Health Insurance Card (HIC) before arriving in Spain. All other international students should take out a health/travel insurance policy that is valid in Spain. We can provide help. Please contact us.

Visas

- If you request an official Confirmation of Enrolment Certificate or 'carta de invitación' from Lacunza IH for a course duration of 4 weeks or more, you must pay 50% of the total course before the certificate is issued. Once the invitation letter is edited, there is no refund for cancelled

courses. Modifications: Once we have sent the invitation letter, you cannot change the course dates or attend fewer weeks. If you attend less weeks than stated on the visa no refund will be given. Students who want to include vacation in their stay need to ask beforehand with administration and vacation will be include in the invitation letter. Should the visa be denied, Lacunza IH will refund the total amount less the deposit (200€) which can be used for another course in the same calendar year or for online classes.

- Make sure that you can attend all classes and they are not overlapping with private activities (work, studies,...) before signing up. The normal schedule being from Monday to Friday from 9.30 AM to 1 PM.

- Additionally, the school reserves the right to expel students whose behavior is unacceptable, disruptive, or preventing the smooth running of the course or who do not attend classes. This also applies to the behavior in the accommodation provided by the school. Students must attend all classes and dedicate at least 30 minutes per day to homework to ensure that the class progresses. If there are not enough students to form a group for a certain level or course, the school will find an equivalent solution. Reduced prices for long term stays only apply when the course weeks are continuous and full payment is received before the course starts.

Transfers:

Upon request we can organize a private or shared (when travelling together) transfer service from nearby airports (San Sebastian, Bilbao, Biarritz) or train stations (Irun & Hendaya) to San Sebastian for individuals or groups. Send us your complete flight itinerary, airport, and day and time of your arrival at least 10 days in advance. If you do not, we uphold the right to cancel the service without a refund. Our transfer service takes the student directly to their accommodation. The student is obliged to notify the driver of any delay at the airport. The Bilbao airport has an excellent connection with 1 bus leaving per hour (2 during the summer) and takes a student directly to San Sebastián in 75 minutes for only €17 (safe & highly recommended).

Groups:

We can also organize group stays at Lacunza IH. These have separate conditions and group discounts. Please write grupos@lacunza.com for more info on group trips.

Marketing:

To promote our school, in our marketing materials, our website and social media, we normally take photographs and videos of our students while they are participating in activities and occasionally while in class on in their housing. Let us know if you do not want your (or your child's) photograph or video to be used before your first day of class.

ACCOMMODATION



General

Accommodation is booked from the Sunday before the course begins to the Saturday after the

course ends. Extra nights may be available (extra cost) and can be booked on Saturday (arrival) or Sunday (departure).

Our host families will give you sheets and towels (no beach towel). Our shared apartments give you sheets but don't have towels (please bring your own). All accommodation is located within 5 to 30 minutes from the school either by walking or by public transport.

Change of accommodation will only be admitted under extenuating circumstances which will include if the family/apartment is not meeting the school's expectations in accommodating the student. If the student wishes to change for personal reasons (better location, is not communicating with the family, etc), they will be charged a 50€ change fee. The student changing for personal reasons will have to change on the weekend and pay an extra night for the accommodation that is selected (Saturday night). Ability to change depends on housing availability.

Pricing

All our accommodation types have a booking fee of 50€ per person that must be paid prior to arrival.

There are two different prices depending on the period of the year for our accommodation. High season runs from 2nd of June to 14th of September 2024.

Students in shared apartments with other students must pay a 150€ housing deposit with a credit card. The deposit is returned at the end of their stay if there is no damage to the apartment. Students staying in shared apartments with locals do not need to pay a deposit.

Communication

No later than 10 days before your course starts, and once we have received full payment and all necessary documents for the course we will send you your accommodation details.

Shared apartments and host families include a shared bathroom. The student's residence includes a private bathroom. Most of our accommodation consists of flats in apartment blocks that average in size between 70-90 square meters, usually with 2-3 bedrooms and one bathroom, a living/ dining space, and a small kitchen with a washing machine for clothes. Not everybody has dishwasher or clothes dryer, and space can often be tight in the bedrooms. In Spain, due to Spanish construction standards, many rooms might not have a window that overlooks the street. The windows are opened to small ventilation patios so rooms can be quite dark. This has the advantage of avoiding the street noise, which can be heavy as we are used to making most of our lives outside our houses. Brighter houses are found in the suburbs on the hill that surround the city center or newly build up areas. Those areas are efficiently communicated by bike lanes and bus/ train service. Most of the residents limit the use of their cars for weekends and use public transport, walk, or cycle as the city is safe and easy to move around by bike.

Check in and Check out

>Check-in times:

Residence Hall: Your room will be available from 2pm. As the reception is open 24 hours you can store your luggage if you arrive earlier.

Host families: you can enter your accommodation on your arrival day from 8 pm until 11:30 pm. If

you need to arrive earlier / later than that time, please contact your host family (or us) by Tuesday before arrival so that we can plan. The school will decline any responsibility for students waiting outside that have not informed us about their arrival time by that deadline.

Students that have booked a transfer just need to send us their flight information and we will inform their host.

Shared apartments: You can access your accommodation on your arrival day after 2pm. We will leave you the keys to access your apartment at Restaurante el Rincon here (behind the cathedral "Buen Pastor" in city center – on Reyes Católicos street, number 20. You will be able to enter the apartment after picking up the keys. Your room might not be available if you arrive before check in time, but you can keep the luggage there in the meantime.

If you have booked a transfer, the driver will give you the keys at the airport and you don't need to pick up the keys at "Restaurante Rincon".

>Check-out at accommodations: Check out at all our accommodation is at 11 AM. Informing your host or school is necessary if you need to leave later to receive further instructions. When leaving a shared apartment, please leave your keys in the house.

>Extra nights & stay extensions: if you need to arrive one day sooner or leave one day later, extra nights are available for an extra charge, but they must be reserved. We only allow 1 extra night on arrival and 1 extra night on departure.

Also, if you are thinking about extending your accommodation, please let us know ASAP as there might be another student assigned to your room after you. Extensions will not have priority over students that have already been confirmed their accommodation. When the student needs to change the accommodation for the extension it will be necessary to pay 50€ (placement fee) and one extra night. If you don't change the accommodation, you only pay the extra night.

>Visitors & double rooms: Visitors will not be accepted at Lacunza IH Accommodations; neither in host families nor in shared apartments or the residence. No guests are allowed in any of our accommodations, not even for one night. Double rooms are only available for students coming together to do a course.

>Rules & customs: Our host families and San Sebastian residents in shared apartments are opening their houses to you to share their culture and experiences. They are not guest houses, B&B or professionals making their living on this, but a service just for our students with specific conditions. Therefore, we expect students to adapt to their rules and customs. This includes but is not limited to being on time for dinner or telling them in advance if you are not having dinner at home, keeping your room/ common areas tidy, not leaving the wet towels on the floor of the bathroom, not having showers 3 times a day or after 8:00 pm, taking down the trash in shared apartments and not smoking in your rooms. The areas of common use must be treated with respect especially referring to their cleanliness. Below you will find more detailed information about the rules of each kind of accommodation that we recommend you to read carefully.

- **Locks & Safety:** for security reasons the student's bedrooms cannot be locked. Host families hosting young students are police checked.
- **Assistance on arrival phone number at weekends:** in the event that there is a serious problem on your arrival, you can reach us at (+34) 627747818- Only available at weekends (Saturday and Sunday) from 10 am to 11 pm and only for real emergency situations that require immediate action from the school.
- **Damages at the accommodation:** students will be responsible for any damages or property loss caused by them. This includes but is not limited to: losing house keys (and replacing lock if necessary), losing the bus pass, replacing / fixing damaged property.

Host families

We have a large variety of responsible and trustworthy families of different types and lifestyles to ensure that we find the perfect match for you. The main criteria for selecting a host/host family is that they are caring, friendly, open-minded and will be able to offer the student a welcoming home stay, who supports and encourages their Language Learning and cultural immersion.

We will do our best to fulfil the request of the parents/ students regarding their host family, if those are reasonable and do not imply any discrimination towards host families. We are aware that most people expect a nuclear family with a mother, father and as far as possible, children. Unfortunately host families with children/ teenagers are not that frequent. Those who accommodate our students tend to be families with children who have either departed for university or have an extra room for other reasons. We also collaborate with different types of hosts that are happy to welcome you such as a lady living alone, a young couple without children, a man alone with/ without children (not frequent), Gay couple (not frequent).

Boarding options:

- Self-catering: No meals included. Includes: normal use of water, gas, and electricity. Bed linen and a set of keys for student. All apartments have a washing machine, fridge, cooking facilities, crockery and WIFI.

Not included: bath towels & beach towels, commodities such as oil, salt, toilet paper or washing power. You are sharing with a local resident so they might offer to share the expenses for all that. Otherwise, you need to purchase your own.

You can access your accommodation on your arrival day after 2pm. We will leave you the keys to access your apartment at Restaurante el Rincon here (behind the cathedral "Buen Pastor" in city center – on Reyes Católicos street, number 20. You will be able to enter the apartment after picking up the keys. Your room might not be available if you arrive before check in time, but you can keep the luggage there in the meantime.

This is only valid for students that booked the self catering option in a host family.

- Bed & breakfast: includes a light, continental breakfast (coffee, toast and juice or a fruit). In case you want to ensure time of quality and conversation with your host, we recommend you to choose the half board option as it is common for hosts have to go to work and they will not be there during breakfast at home.

- Half board: includes a light continental breakfast AND dinner, which encourages conversation with the family.

- Full board: only for students participating in the Junior Summer Course. Includes light breakfast, dinner, AND a packed lunch (for example: sandwich, fruit and drink)

Special Diets supplement: there will be an extra fee of 25€ per week for the following special diets: gluten free, vegetarian & others, Lactose intolerance, vegan, pescatarians.

The use of the kitchen is only allowed in the self catering option.

Students that choose any other option than self catering are not allowed neither to cook, nor to store food for his/her own use.

Host families for children in the junior program: we are aware that some of the children will be leaving their own families and travelling abroad for the first time and therefore may be unaware of the cultural differences. Therefore, when visiting and assessing our host families we make them aware they must do all they can to help them to overcome any fears or difficulties they may feel and to offer a warm, secure, and welcoming family environment. For that reason, we prioritize offering them a nuclear family even if not so close to school and city center. As families with children tend to live in suburbs around the city center, where students will need to use public transport to come and go to school, we offer the possibility of getting a bus pass that will reduce the price of the trip to come and go from school. To get the bus pass students must give a deposit

of 5€ to their host family on their first day. The family will charge the card with enough money for 5 days return trip from school and activity program (Saturday). After that the student must recharge the card with his/her own money.

Inclusions - the school guarantees the following, although most of our host agree to provide more than this minimum:

- Bath towels, but not beach towels.
- A daily shower, but not baths and no showers after 8pm.
- A weekly change of bed linen & basic laundering of clothes.
- A key so that the students may let themselves in and out.
- An individual room (unless you come accompanied with another student) with a wardrobe and a table/desk to study.
- Wi-Fi connection

Shared apartments

Shared apartments can be shared with Lacunza students or other people depending on availability. You will have your own bedroom but share communal facilities.

Includes: normal use of water, gas, and electricity. Bed linen and a set of keys for students. All apartments have a washing machine, fridge, cooking facilities, crockery and WIFI.

Not included: bath towels & beach towels, commodities such as oil, salt, toilet paper or washing power. If you are sharing with a local resident, they might offer to share the expenses for all that. Otherwise, you need to purchase your own.

Housing deposit: the accommodation in shared apartments with other students implies the payment of a housing deposit of 150€ to be paid only with credit card.

Cleaning: we will send somebody to clean the common areas weekly if the apartment is full and every 2 weeks if it's not full. In case of sharing with a local resident he/she will be responsible for the cleaning, but students must collaborate keeping the apartment tidy and free of trash, food gone off or dirty dishes and/or cooking tools in the kitchen. If not, there will be no cleaning service.

If you have any questions about our conditions, please don't hesitate to contact us.

ACTIVITY COURSES



General information

Spanish + gastronomy: min 4 students

3-hour course in the most prestigious cooking school in San Sebastián. Non-suitable for vegan people.

Includes a 4-meal cooking class + diner + drinks and recipes. It could be the same recipe several weeks, so we recommend to book only 1 week first and if students want to repeat, they can book another week on spot.

Spanish + surf: min 4 students

5 hour of surfing a week. Board and neoprene such as the insurance is included.

It is indispensable that students know how to swim to do a surf course. In case of renting material at the surf school the insurance is NOT included.

Surf and Gastronomy course are available all year and every week.

Should our partner school not be able to organize the course; the amount would be refunded, or an alternative will be offered.

Cancellation

If you cancel one of the activities by email to info@lacunza.com :

-more than 2 weeks before the surf course starts: -> full refund of total amount

-more than 1 week before the surf course starts: -> 50% refund of total amount

-The week that the course starts:-> NO REFUND

This includes cancellation of the full course or part of the course. For example, you cannot cancel the two last weeks of a 5-week course even if you let us know the first week.

TRANSFER SERVICE



What is a transfer service?

A transfer is a transport service for students of LACUNZA from their arrival airport (San Sebastian – Bilbao or Biarritz) to the door of their accommodation in San Sebastián (arrival transfer) or the other way round for a departure transfer. The transfer driver will wait at the arrival gate with a sign stating the student's name and the school: LACUNZA IH SAN SEBASTIÁN.

We will have sent the name and contact details of the transfer driver to the student and the transfer driver will have the contact number of the student.

Note for students: it is important to make sure your phone is not blocked in Spain. If you would like to book a transfer from and/ or to the airport, we need to receive the following information 2 weeks before your arrival or earlier:

ARRIVAL		DEPARTURE	
Airport		Airport	
Time of arrival		Time of departure	
Flight number		Flight number	
Nr of suitcases		Nr of suitcases	
Surfboard/ skateboard?		Surfboard/ skateboard?	
Contact Number (that works in Spain)		Contact Number (that works in Spain)	

If we do not receive all this information at least 2 weeks before arrival, we will not process your transfer request, and if there is any missing information or special requests that have not been communicated, we will not take responsibility.

For example: If you bring a surfboard without letting us know in advance, it may not fit in the car. Therefore, you will lose your transfer and it will be your responsibility to find another vehicle to get to your destination.

Luggage: Maximum of two suitcases and one piece of hand luggage per person.

INCIDENTS: DELAYS, ADDITIONAL WAITING TIME AND LOST OF LUGGAGE

If your flight is delayed, cancelled, or diverted to another airport, CALL YOUR TRANSFER DRIVER ASAP. The contact number can be found on the transfer confirmation document. You must call as soon as possible to avoid unnecessary travel & additional cost for you. ALL notifications must be received at least 2 hours before the scheduled arrival time. In case you don't inform the driver, or you inform less than 2 hours before the scheduled arrival time, you will need to pay either for the waiting time or for an additional transfer service.

Waiting time: The transfer driver will wait up to 60 minutes at the airport, but only in justified cases such as minimal delays, lost luggage or missed flight connections and only if advised. Beyond the 60-minute wait at the airport, we will charge 10€ for every additional 30 minutes.

Lost Luggage on arrival: if at arrival to the airport, your luggage is lost and you need to make a claim, please contact the transfer driver so that he/she knows you have arrived, and he/she can wait for you.

Contact number:

The contact number of the driver for your transfer service will be in your transfer confirmation document.

If you cannot reach your driver - the school arrival emergency phone number is: +34 627 747 818. It is available on Saturdays and Sundays from 10AM to 11PM.

Minors escort service: -

If you have requested this service from the flight company, it is particularly important that we have this information. It requires a specific procedure to pick up the minor which makes our service more expensive. Lacunza declines responsibility of any incidence that occurs from the lack of information provided to the school or from the lack of requested service by the parents, agency of other representatives of the minor. The purchase of a plane ticket with the minor's accompaniment service is compulsory with SOME airlines for minors under the age of 15. We offer the option of the minor's escort service for all minors up to the age of 17, but it is compulsory for all minors aged 15 or less even if it is not booked with the airline. Each airline has different requirements, it is the responsibility of the parents to know if this service is required by the airline and to inform the school of any special condition or changes which affect the transfer service that is required for their child. It is essential that we have the following information at least one week before the arrival of the minor: Name of the person responsible for the minor in their country of origin, address and contact number.

We are responsible for sending the name, address and contact number of the person responsible for the child when they arrive to Spain, and a copy of their passport.

INCLUDED IN THE MINOR'S ESCORT SERVICE:

ARRIVAL:

We will send the necessary documentation of the person responsible to the airline at least 48 hours prior to arrival.

The driver will arrive to the airport with sufficient waiting time for the flight arrival and show the necessary documentation to the airline representative to collect the child.

PRICE: 20€

DEPARTURE:

The driver will arrive at the airport with a minimum of 2 hours before departure time, help the child with check-in (including their luggage), accompany the child through Passport Control and Customs and accompany him/her to the Departure Gate.

The person responsible will wait at the airport until they have confirmation that the plane has taken off.

In the case that the person responsible is not given access to accompany the child to the departure gate, they will stay in the airport lounge until the plane takes off
Price: 50€