

Booking and payment

- ◆ To book a course, students must complete the enrolment form and pay the required fees by the date stated in the booking confirmation.
- ◆ A 50% deposit is required to confirm the booking; the remaining 50% must be paid 1 week before the course starts.
- ◆ A preliminary reservation may be held for 48 hours. The place is confirmed when payment of the deposit, or proof of payment of the deposit, has been received.
- ◆ Payments are accepted in USD by bank transfer, card or secure payment link. Bank charges are paid by the student.
- ◆ A 50 USD registration fee is charged once per booking. Course books are not included unless stated in the booking confirmation.

Course changes and holidays

- ◆ Students with previous Spanish can normally start any Monday, subject to level availability. Beginner students must use the published start dates.
- ◆ There are no group classes on Mexican public holidays. Classes missed due to public holidays are not made up, except private lessons.
- ◆ If only one student is enrolled at a level, the school will provide 10 hours of private lessons instead of the full group timetable.
- ◆ The school may change timetables, teachers or classrooms when operationally necessary while maintaining the academic content of the course.
- ◆ During Easter week, Intensive 20 courses have a special rate of 175 USD.

Accommodation

- ◆ Accommodation is subject to availability and is normally arranged from Sunday before the course starts to Saturday after the course ends.
- ◆ Extra nights, special diets, private bathrooms and late arrivals are subject to availability and may carry a supplement.
- ◆ Students must respect the rules of the host family, residence or apartment. Damage, lost keys or extra cleaning may be charged to the student.

Cancellations

- ◆ Cancellations received 5 days or more before the course start date: fees are refunded minus a 50 USD course cancellation fee.
- ◆ The deducted course cancellation fee may be used towards a new course starting within one year of the original cancellation date.
- ◆ Cancellations received less than 5 days before the course start date: fees are non-refundable.

Responsibility and documents

- ◆ Students are responsible for obtaining any visa or travel documents required for entry into Mexico.
- ◆ Airport transfers must be requested in advance with complete flight details. Waiting time or changes caused by incorrect information may be charged.
- ◆ Prices, dates and availability may change before booking confirmation. Confirmed bookings are governed by the written confirmation issued by the school.
- ◆ The school does not provide insurance. We strongly recommend that students arrange their own travel, health and personal insurance before arrival.