

## TERMS AND CONDITIONS

Please take the time to carefully read our terms and conditions before booking your course with us. If you are unclear regarding any matter please do not hesitate to contact us.

1 No course will be reserved until a fully completed Booking Form, together with the appropriate deposit/balance and evidence of insurance has been received by us. If the balance due for any course has not been received within 2 months of the course start date we reserve the right to cancel the course, forfeit any deposit paid and bill for cancellation charges below.

2 For courses due to take place more than two months (60 days) at the time of booking a 20% deposit is required to confirm. For courses due to start within two months the full cost of the course is payable immediately.

3 Cancellation charges are as follows:  
Within 1 month of course start date - 100% of course fee  
1 month and over - 25% administration costs

The above charges include any deposit paid. Where cancellation is due to illness or other insurable reason we will co-operate with any reasonable inquiries your insurer may have.

4 All payments must be made by Bank Transfer (Full details will be provided on your invoice). It is your responsibility to ensure that full payment arrives within the appropriate time.

Payment may only be made by Bank Transfer (including all bank costs) ensuring that the full Euro amount of the course is received in our bank without any deductions.

5 At the time of completion of the booking form you must confirm that you do not have any illness or infectious disease, that you have not travelled to any country where there has been or continues to exist any form of epidemic within the past 30 days and that you have not been exposed to infection from another person. If your circumstances change between the date of booking and the commencement of your course you must advise us with medical evidence noting the cancellation charges above.

6 Invoices will be addressed to the person/company/school and at the address named on the Booking Form unless we are requested in writing to do otherwise.

7 It is your responsibility to make your travel arrangements. We do not arrange flights or make reservations for your transportation to and from Spain.

8 Course fees include full board and accommodation for the course duration, tuition for the days booked and all the transport and museum fees. If airport transfers are needed then it is your responsibility to properly advise us of your arrival time at Madrid Airport. If your flight is delayed for any reason you must advise us immediately by phonecall or SMS to +34 667470680. If you don't contact us and our representative

travels to the airport then a second pick-up will not be possible and the amount paid by you will not be refunded.

9 It is your responsibility to arrange adequate personal insurance for your trip to Spain to include cancellation or curtailment of your trip due to your illness or other reason, flight delays, loss of baggage and illness or accident necessitating medical assistance and/or hospital admission during your course. Possession of adequate insurance is a prerequisite for all courses. No liability shall attach to Immersion arising out of any accident or mishap you may have during your course.

10 No contract shall come into existence until such time as a properly completed Booking form together with the appropriate deposit/amount payable is received and accepted by us following written confirmation by us that a proposed course is available.

11 Complaints must be notified to us immediately so that we may address them properly.

12 All contractual matters concerning your course booking will be subject to the laws and jurisdiction of the courts of the city of Burgos.

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