

# Terms and Conditions

*We understand that plans can change. With our “[Booking without Worrying](#)”-policy, you have the flexibility to modify your Spanish course booking as needed: **up to 15 days before** your program start date you can cancel or adjust your booking **without incurring cancellation fees**; a service fee of USD 50.- will apply. Read more in our **Terms and Conditions** below.*

*If you have any questions, don't hesitate to contact us: [here on our online form](#) or by email to [info@iic-spanish.com](mailto:info@iic-spanish.com)*

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## IIC Terms and Conditions

At Instituto Intercultural del Caribe (IIC), we have designed our language programs with care and expertise gained from years of experience. These Terms and Conditions form the basis of the agreement between you and IIC. They are intended to ensure clarity, prevent misunderstandings, and support your success.

### Enrollment

Course bookings should be made at least four (4) weeks before the program start date. Bookings made less than four (4) weeks before the program start date are subject to availability.

To enroll, participants must complete the online enrollment form, including their full name, date of birth, nationality, mother tongue, estimated Spanish language level, home address, email, and any relevant medical or dietary information.

Upon receiving the booking, IIC will issue a written booking confirmation/ invoice. Bookings are not confirmed until IIC provides written confirmation, and program availability cannot be guaranteed prior to this.

### Payment Terms

The full program cost must be paid within fifteen (15) days from the invoice date. Accepted payment methods include PayPal, credit card, or other methods specified by IIC. We will send you payment instructions by email after we have received your booking and/or along with the booking confirmation/ the invoice.

Short-term bookings (less than four (4) weeks before the program start date) require full payment immediately.

If payment is not received by the due date, IIC will be obliged to cancel the booking.

Payments must include applicable fees; only the net amount received will be considered valid.

Each party is responsible for their respective banking or payment fees. Service fees might apply, depending on the chosen payment method. Reimbursements will be made less applicable fees and fees previously charged.

For payments made in a currency different from IIC's, a currency exchange surcharge may apply.

### Program Changes

Requests for changes to confirmed bookings must be made in writing.

All changes are subject to availability. Changes (e.g. course type or date changes) incur a

USD 50.- service fee. Additional charges may apply if third-party costs arise.

Group courses: Occasionally, it may happen that in a certain week that there is only one student signed up on a certain group level. Should there be less than two (2) students of the same level enrolled to form a group, the course will not be cancelled but carried out as an individual course with a private teacher 1:1. Thus the school reserves the right to provide the individual course at a reduced number of lessons (usually 50% of the total amount of group lessons).

The school retains the right to determine the timetable of the lessons.

### **Cancellation Terms**

Cancellations must be submitted in writing. The cancellation date will be the day IIC receives the notification. If the client cancels parts of his/her booking or the booking in total, IIC reserves the right to charge cancellation fees for previous services. Depending on the day of receipt, IIC charges the following cancellation fees which apply to the full program cost:

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- 15 and more days before the program start date: no cancellation fee; a service fee of USD 50.- will be charged.
- 8–14 days before the program start date: 50% of the full program fee.
- 7 days or fewer (or no-show): 100% of the full program fee.

**Our recommendation:** Students should obtain insurance to protect against unforeseen changes.

### **Unclaimed Services**

No refunds will be provided for services not used due to early departure, illness, or other reasons beyond IIC's control. Deposits and fees are non-transferable.

### **Information & Services**

IIC is responsible only for information and services provided on its website [www.iic-spanish.com](http://www.iic-spanish.com) or in official brochures. Information and services provided by third parties, e.g. external providers like hotels, property management of apartments, providers of leisure time activities etc. are outside IIC's responsibility.

Examination fees, airport transfers, and optional activities are not included in course prices unless specifically stated.

Examples of activities/ excursions running during the language courses are merely an indication of possible activities. Some activities may not take place or may be substituted by others. In low season, there may be no activities at all.

### **Course Starting Dates & Public Holidays**

Courses typically begin on Mondays and conclude on Fridays.

Courses begin every Monday across the four main language levels (beginner, elementary, intermediate, and advanced) all year-round, including during the Christmas holidays.

Schools are closed on designated public holidays (see [Dates & Prices](#)). No lessons will take place on such public holidays. No refund of fees will be made for these days. Private lessons will be fully rescheduled; groups will be offered an optional 2-hour "Spanish & Culture"-activity instead. Please note that local and national holidays are subject to change and new ones may be added. If Monday is such a selected public holiday, courses start on Tuesday.

### **Course Schedule**

Group courses are typically held in the morning, while private lessons, intensive and PLUS

classes are scheduled in the afternoon. Regular class hours run from 9:00 AM to 12:30 PM, including a 30-minute break at 10:30 AM. Afternoon classes begin at 1:30 PM (13:30). The school reserves the right to adjust the class timetable as needed.

If only one student is enrolled at a group level for a given week, the course will be conducted as private lessons with a 50% reduction in class hours. Class schedules may also shift to a four-day morning format (Monday to Thursday, 9:00 AM to 12:00 PM, including a 30-minute break) with Friday off, or to an afternoon schedule of two hours per day, Monday through Friday.

### **Bildungsurlaub (Germany)**

IIC's intensive Spanish courses are accredited in several German states (Bundesländer) for [Bildungsurlaub](#). Clients who request Bildungsurlaub shall contact the IIC Office to confirm eligibility and availability with IIC before booking. Once IIC confirms eligibility and availability, a written booking confirmation will be supplied including the required documentation ("Anmeldebestätigung") for the employer. Upon successful completion of the course, the client will receive a certificate of participation and the required documentation ("Teilnahmebestätigung") for the course to be handed to the employer.

IIC is not responsible for an employer's decision to accept or reject IIC's course accreditation or approve a booking. If an employer unexpectedly denies the course, IIC will typically refund any program fees already paid. To qualify for a refund, clients must provide evidence that the denial was due to factors beyond their control (e.g., timely application submission and accurate completion of required documents) and notify IIC in writing at least three (3) weeks before the program start date. If the course is rejected due to reasons within the client's control (such as insufficient time allowed for approval or incomplete documentation), our regular terms and conditions will apply.

### **Courtesy Rules**

IIC promotes a respectful and inclusive environment. Students are expected to adhere to school rules, local laws, and the regulations of any third-party partners.

IIC will not discriminate against any person on the basis of race, creed, color, national origin, marital status, gender, sexual orientation or disability. We kindly ask our guests to be respectful, tolerant, and open towards each other and towards the information they will receive when being immersed in this new culture. We expect from each client to respect the rules and regulations of IIC and of our home country, the Dominican Republic, following those rules, along with following the laws of the country, the school, and all other third party partners involved in the program. With respect to accommodation, rules can contain to not being allowed to bring over visitors.

IIC expects students to be considerate and act respectfully towards other students, members of the IIC team and business partners alike. Alcohol abuse and the consumption of illegal substances will not be tolerated by our schools. IIC reserves the right to refuse tuition to students who behave inappropriately or who violate the school rules. Any students who act improperly or cause offence to others will be asked to return home at their own cost and without refund.

### **Liability**

IIC is not liable for illnesses, accidents, or the loss of personal property (neither at their accommodation, on tours, with service providers, nor in or out of the classroom). Students should obtain insurance to cover these risks.

### **Photos & Videos**

Photos or videos taken during excursions, activities, or daily school life may be used for

promotional purposes. If you do not consent to your pictures to be published on our website, social media or other media related to IIC, you must notify IIC in advance.

### **This Agreement**

This agreement is legally binding from the moment the client submits/sends us the completed enrolment form or any other written form of registration. By submitting/sending the registration, the client accepts our Terms and Conditions.

When booking through third parties (like agencies), their Terms and Conditions may apply to the client; IIC retains the right to apply our own Terms and Conditions.

Neither this Agreement, nor any claim arising under this Agreement, shall be transferred or assigned by either party without prior written consent by the other party.

### **Governing Law**

This Agreement shall be governed in all respects by the law and statutes of the City of Santo Domingo, Dominican Republic. The venue for any action hereunder shall be in the Superior Court for Distrito Nacional, Santo Domingo.

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