

GENERAL CONDITIONS

PAYMENT METHODS

Beneficiary: LC Idiomas GC SLU

Account number: 2100 7008 51 0200119537

IBAN: ES69 2100 7008 5102 0011 9537

1. COURSE PROVISION

1.1 LC Idiomas GC SLU, with registered office at Calle República Dominicana, 17, 35010, Las Palmas de Gran Canaria, offers language courses subject to these Conditions, the reservation and acceptance of which shall constitute the "Contract".

1.2 The academy may modify these Conditions at any time in relation to future courses, which will be published on this website.

1.3 If the Course booked by the student is no longer available, the Academy will inform the Student and will endeavour to offer an alternative Course which is reasonably acceptable to the Student, but if this option is not possible, the Academy is entitled to cancel the Contract.

1.4 In the exceptional case that only 2 students enrol on group course at the same level, the school reserves the right to convert the course into a semi-private programme, which will result in a 50% reduction in class hours. And in the exceptional case that only 1 student enrolls, the school reserves the right to convert the course into a private programme which will result in a 70% reduction of the class hours.

2. COURSE BOOKINGS AND CONDITIONS

2.1 Bookings for General Courses, Academic Year and Action English. The booking fee must be paid in full before the start of the course in order to guarantee a place on the requested course.

2.2 Bookings for individual and mini-group classes. The academy reception reserves the right to release the timetable for individual or mini-group sessions if no response is received from the student to renew the voucher within 24 hours of notice of the end of the voucher.

2.3 Reservation of places in conversation classes. The process to book your place in a conversation class, either in person or online, must be done through the following link: <https://lcampus.co/clases-de-conversacion-de-ingles/> at least 24 hours before the scheduled class.

2.4 Cambridge exam preparation courses. All students are required to take the mock exam in order to access the preparation courses. Access to the course will be subject to the result obtained and the recommendations made by the Academic Coordination team.

2.5. In the General Plus, Action English Plus, Conversation Plus and Intensive courses, it is compulsory to complete the individual sessions within the 4 weeks of the course. Once this period has elapsed, it will not be possible to make up the sessions not taken.

*Preservation of certificates. Cambridge certificates are kept on file for a maximum period of 1 year from the notification of arrival.

3. CANCELLATION, NON-PRESENTATION AND/OR ABANDONMENT OF THE PROGRAM BY THE CONSUMER

In the event that a consumer decides to cancel the contracted program, they must notify Language Campus in writing. The consumer will have the right to a refund of the amounts paid to Language Campus. However, the consumer must pay and, where appropriate, Language Campus may withhold the amount corresponding to the damages caused to Language Campus, including expenses of all kinds incurred by Language Campus to date, including but not limited to: payments to third parties involved in the program: schools, residences, insurance companies, telephone calls, as well as any other infrastructure and/or logistics expenses, among others. In order to inform the consumer of the approximate amount of the withholdings or charges that will be made and regardless of their subsequent determination, the withholdings or charges for withdrawal will amount to:

- Management expenses that are calculated at a minimum of €300 non-refundable.
- 50% of the total amount of the program, if the cancellation occurs between 20 and 45 days prior to the start date of the program.
- 75% of the total amount of the program, if the cancellation occurs between 10 and 20 days prior to the start date of the program.
- 85% of the total amount of the program, if the cancellation occurs between 3 and 10 days prior to the start date of the program.
- 100% if the cancellation occurs in the previous 48 hours, or in case of non-appearance by the consumer at the exit or once the program has started, abandons it of their own free will, of their parents or legal representatives, or be expelled from the program.

4. DECLARATION OF HEALTH STATUS

4.1 Students must state on the application form whether they suffer from any type of: i) physical or mental illness; ii) allergy; iii) disability; or iv) any other condition that:

- * may interfere with their ability to complete the course satisfactorily;
 - * may affect the health or well-being of any other student, teacher or member of staff;
 - * may require medical follow-up, treatment or emergency intervention of any kind during the training.
- Language Campus reserves the right to refuse to accept any student, or to terminate their training, if their continued participation in the training could pose a risk to their own

health and safety, or that of any member of staff. In such cases, Language Campus will decide on the refund policy to be applied, at its sole discretion.

5 PUBLIC HOLIDAYS

5.1 There will be no classes on public holidays and the academy facilities will remain closed. All scheduled group course start dates fall on a Monday, unless it is a public holiday, in which case they will start on the following day, Tuesday. No compensation will be made for classes not offered on public holidays.

6. SUBSTITUTION POLICY

6.1 In the event that, following the placement test, it is considered that a student has been placed in a level that is not appropriate for the type of programme or course chosen, the academy reserves the right to relocate the student to a class appropriate to their level, which may have a lower number of teaching hours and different content. We also reserve the right to cancel any programme or course at short notice due to lack of demand.

6.2 In the event that a teacher notifies a change of availability or termination of employment with the school, Language Campus reserves the right to assign a substitute teacher to the course.

7. PAYMENT

7.1 Individual, Mini-Group, Intensive, General Plus, Exam Preparation, Online and Blended Learning courses. Payment of the full course fee must be made to the centre no later than 4 weeks before the course start date (due date).

7.2 Any reservation is subject to acceptance by Language Campus.

7.3 The fee will be automatically renewed if one of the following cases is not requested 10 days before the end of the term:

*Change the account number

*Applying for cancellation of your course

7.4 Language Campus reserves the right to invoice the course fee at any time after acceptance of the booking.

7.5 All course fees must be paid in Euros.

7.6 The centre reserves the right to increase the course fee by such amount as is reasonable in the circumstances, informing the Student at any time prior to the course start date. Any increase in the Course Fee will be the result of any increase in costs to the Centre due to factors beyond its control, such as, but not limited to, increases in: tax increases, government measures and labour costs.

7.7 Any increase in the price of the course shall not affect the legal right of students to cancel the contract.

7.8 Enrolment: at the beginning of all courses offered in the Language Campus catalogue, students are required to pay an enrolment fee. This registration fee includes the administration costs. In the case of trimester courses, the registration fee is paid at the beginning of the course and must continue to be paid for each new trimester. In the case of the Academic Year and Action English or Action German, the registration fee must be paid at the beginning of each academic year.

7.9 Proof of payment. Language Campus may require the client to present documentary proof of payment of the course fee, both prior to the start of the course and at the start of the course. Failure to provide such proof may result in the denial of access to the course.

8. BOOKS AND LEARNING MATERIALS

8.1 During the course of their programme, learners will have the necessary resources (photocopied or books) and learning materials available to them at all times. Some specialised programmes may require the purchase of additional books or manuals.

8.2 The cost of books will be reflected in the academy catalogue according to the level and purpose of the course. In addition, those students in individual or mini-group classes who do not wish to purchase a book may request the delivery of photocopiable material for a fee of €15.

9 CANCELLATIONS

9.1 Individual and Mini Group classes. Individual classes, mini-group classes, Conversation Plus, General Plus and Intensive courses may be cancelled and rescheduled as long as there is a formal notification at least 24 hours prior to the scheduled class. This notification must be made by writing (E-mail or WhatsApp) directly to the school's reception. Classes cancelled outside this period will be discounted and cannot be made up, rescheduled or reassigned.

9.2 All bank charges incurred by the centre in relation to the refund of any course fees or deposits will be reimbursed by the Student without delay.

10. REFUNDS

10.1 Refunds for Action English and Academic Year courses: Students who have decided to pay their course fees by direct debit will receive a receipt from their bank on the 1st of each month. If the receipt is returned, a penalty of 5€ + the monthly payment returned will be charged.

10.2 In the case of individual/mini group lessons there is no refund.

10.3 For group courses there is no refund of the amount paid.

11.CHANGE OF COURSE

11.1 Language Campus reserves the right to change or cancel a course, venue or facilities without notice in the event of unforeseen circumstances beyond its control; or where the level of bookings received does not reach the minimum number necessary to operate a course viably.

11.2 In the event of a change of course by Language Campus, the centre will offer an alternative course, venue or facilities or a refund (of fees paid) and you agree that you shall have no further claim against Language Campus in respect of any change of the course.

12. LIABILITY

12.1 Language Campus shall not assume any liability to the Student for any loss, damages, costs, expenses or other claims for compensation arising in connection with the Student's participation in the Courses provided by Language Campus, except in relation to death or personal injury caused by the negligence of the centre or its employees.

12.2 Language Campus shall not assume any liability to the Student for any loss, damage, costs, expenses or other claims for compensation arising in connection with the cancellation or delay of classes or as a result of any event or action beyond the control of the centre, including, but not limited to, traffic jams, adverse weather, public transport and illness.

13. STUDENTS

13.1 Illness of students. In the event of illness or injury, Language Campus will follow the directions of the attending medical personnel, unless otherwise instructed by parents/guardians. In the event of a medical emergency, all students will be taken to the nearest hospital or outpatient clinic.

13.2 Language Campus reserves the right to take such fair and reasonable action as it deems appropriate in the event of a situation not covered by these Conditions.

13.3 Absenteeism. Any participant who fails to attend each and every class that makes up the programme shall not be entitled to any refund for classes missed. Likewise, participants will lose the right to receive their course completion certificate unless they have attended 80% of the classes.

14. EXCLUSION AND EXPULSION

14.1 A Pupil shall be excluded from participation in courses provided by Language Campus if, in the reasonable opinion of the Centre, the Pupil has behaved in a manner amounting to gross misconduct.

The student will be expelled from the course with immediate effect and must return home, at the expense of his/her parents in the case of minors, as soon as possible. No refunds will be offered for the remaining days that the student is expelled from the training.

Grounds for expulsion may include, but are not limited to, the following:- Purchase or use of illegal drugs;- Purchase or use of alcohol;- Involvement in violent or abusive behaviour;- Possession of weapons;- Any other serious offence.

14.2 Student Code of Conduct:

During their stay at Language Campus, students agree to abide by the policies and rules of the student code of conduct. As part of Language Campus' commitment to our students, we strive to provide them with the best possible learning environment, and as such, we expect them to behave in an exemplary and respectful manner towards others. Behaviour that is considered inappropriate includes the following:

- * Disruption of the learning environment (foul language, bullying, or use of mobile phones in class, among others);
- * Deliberate destruction, misuse or theft of any property belonging to Language Campus or other students;
- * Violence or threats against other students, Language Campus staff or their property;
- * Inappropriate use of the Internet;
- * Failure to comply with local criminal copyright laws that prohibit the appropriation, copying or modification of any copyrighted material; or
- * Failure to disclose any pre-existing medical or mental health condition.

15.COMPLAINTS

We work hard to ensure that you receive a service that meets the student's expectations. However, it is possible that, on occasion, a student may not be completely satisfied with the service provided. All Language Campus staff are ready to help there are any queries or problems. If a student not satisfied with the services provided, please follow the steps below in order to find the best solution to your problem.

*Training: If you have any problems or queries regarding the lessons or your learning, please discuss them with your teacher in the first instance. If, after discussion with the teacher, you have not found a satisfactory solution or answer to your problem, please speak directly to reception.

*Administration: If you are unhappy with any matter relating to the administration of your course, such as payment management or course dates, please contact reception directly.

16. PROTECTION OF PERSONAL DATA

Your privacy is important to us. It is important that you carefully read our privacy policy, in which we inform you about how we process your personal data, which is available at the following link <https://lcampus.co/politica-de-privacidad-espanol/>

17. JURISDICTION

For any dispute that may arise between the parties due to the interpretation, compliance and execution of this contract, they submit to the jurisdiction of the Courts and Tribunals of Gran Canaria. All suggestions or claims made will be addressed by written communication to: LC Idiomas GC SLU. C/ República Dominicana, 17, Las Palmas de G.C.