

### TERMS AND CONDITIONS 2025

#### Expanish

- Expanish is not liable for any damage resulting from or compensation related to incorrect or withheld information received from the student at the point of booking.

#### Terms & Conditions

- These terms & conditions apply from the moment the student has submitted and completed the Expanish booking form.

#### Visas

- Expanish cannot be held responsible for decisions taken by embassies or immigration police regarding entry visas or visa extensions. Visa advice can only be given by the appropriate Embassy or Consulate.

- Students must maintain a valid visa status and their course will be terminated without a valid tourist or student visa. It is the responsibility of the applicant to ensure that the most updated regulations/processes are being followed.

- Expanish cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then-existing regulations.

- A visa document courier fee is charged each time documents have to be sent by courier.

- In order to issue course confirmation documents for student visas for Spain, Expanish requires the full payment of a course.

#### Insurance

- An insurance policy is included in the program fee.

#### Program Adjustments

- Expanish requires a minimum number of students to confirm a

Junior Program course. In the rare case that this minimum is not met, Expanish reserves the right to modify the course dates or offer an alternative program.

- Any changes will be communicated in advance, and decisions will be made based on academic and operational criteria.

#### Class Information

- Classes are held Monday to Friday and are scheduled in the morning and/or afternoon.

- Expanish reserves the right to use classrooms in alternative premises of the same standard.

- Expanish may change course structure and timetables at its discretion without notification. The student is entitled to a refund

of tuition fees for those courses that Expanish is not able to provide.

#### Housing Information

- For registration received less than 2 weeks prior to the start date, Expanish cannot guarantee requested accommodation options.

- Expanish reserves the right to charge a housing deposit upon check-in and students will be informed accordingly.

- The official check-in day is the Sunday before the course start date and the official check-out day is the Saturday after the course end date. Students may add on up to 1 extra night if needed.

- All students should adhere to all rules and policies provided, which may include deposits, security precautions, use of facilities, guest policies, etc.

- Students are responsible for any damage to the housing property

or damage or loss of personal belongings of hosts/owners that occur as a direct result of the student's actions. If something occurs, the student must replace or repair the affected item(s) or reach a monetary agreement with the owner.

- Students in housing will be provided keys, and in case of loss or theft, they are responsible for replacing them and covering other related costs.

- Special dietary requirements will be accommodated. Availability and any applicable fees will be confirmed upon request.

#### Changes to Enrollment

- Expanish reserves the right to charge an administration fee of 50€

for the course and 100€ for the accommodation each time the program is changed or postponed after Expanish has confirmed the

initial enrollment. Any changes should be made in writing two weeks before the requested change or postponement. This also includes requests for changes while the student is at the school.

- Any postponement within two weeks of the start date will be considered a cancellation of the original program.

- Changes between different services, such as substituting one service for another, are not permitted and will be considered a cancellation.

#### Course Cancellations

- For cancellations received 30 days or more in advance of the program start date, Expanish will refund minus 250€ cancellation fee.

- For cancellations received between 30 and 15 days in advance

of the program start date, the student will be charged a cancellation fee equivalent to 50% of total reservation

- For any cancellation received less than 15 days before the start

of the program, on or after the program start date, there is no refund.

#### Payments

- Final payments must be received in full one month prior to the program start date.

- Payment instructions are provided with the invoice.

- The payer is responsible for all bank and transaction fees.

#### Refunds

- Any refunds due will be paid to the original payer.

- The financial cost of 5% of the refund will be automatically taken

out of the amount refunded of all refunds.

- In the event that a refund is due, prorated refunds will be calculated on a weekly basis.

#### Level of Spanish

- If a student does not have the minimum level of Spanish required

to follow a specific course, as determined by the Expanish placement test, Expanish reserves the right to move the student to a course that is appropriate for their level.

#### Materials

- Materials are included in the program fee.

#### Transfers

- Expanish will provide a flight arrival window for students to use our group transfer service at €90 per way.

## SUMMER CAMPS

- All flight details are required 15 days before arrival. Flight details include arrival time, flight number, airline, and point of origin.
- No refunds will be granted on transfers if flight details are not sent to Expanish in time.
- In the event of any changes to the time or day of arrival, an additional transfer fee may be charged.

### **Supervision**

- Expanish provides 24/7 supervision for any student participating in the summer camp program. All participants are required to complete a parental liability and waiver form prior to arrival.

### **Force Majeure**

- Expanish will not be liable for any failure to comply with obligations (and therefore shall not be required to pay compensation) if the failure is accompanied by any cause beyond Expanish's reasonable control; nor shall Expanish be responsible for any costs incurred by or on behalf of the student as a result of any such case. Such causes shall include but are not limited to fire, flood, war, riot, embargo, organized labor stoppage, unusually adverse weather conditions, acts of civil or military authorities, acts of terrorism, acts of god, pandemics, etc.

### **Liability**

- Expanish will not be held liable for loss, damage, or injury to persons or property. Expanish will not be liable in the event that any service contracted to be supplied by Expanish becomes impossible to supply for any reason or any cause outside the control of Expanish.

### **Code of Conduct & Expulsion**

- Students are expected to attend 100% of classes and activities in order to continue each week. They should inform the school in case of absence and missed classes are considered lost.
- Students should act in a respectful manner towards fellow students, teachers, staff, and third-party providers such as accommodation hosts and/or activity guides.
- Expanish reserves the right to expel students from the program/accommodation at its sole discretion if it sees students in breach of its basic code of conduct (supplied during the enrollment process) and no refund will be given. Students must pay the full cost of any damage to property and are expected to obey the laws and adapt to the customs of their host family (if applicable).

### **Photography & Filming**

- Expanish may take promotional photographs and video footage of students. If students do not wish to participate, Expanish will respect their wishes if Expanish has been notified.

### **Agents**

- Expanish Terms and Conditions apply to all students and agents representing students.



## AGENCY INTERMEDIATION TERMS (SUPPLEMENTARY TO EXPANISH T&C)

These Terms govern the relationship between **the Agency** (the “Agency”) and the **Client** (parent/legal guardian and/or participant), solely with respect to the Agency’s **intermediation and advisory services** for the booking of the summer camp program provided by **Expanish** (the “Provider”).

### 1. Nature of the Agency’s service and priority of the Provider’s T&C

The Agency acts as an **intermediary** between the Client and the Provider to facilitate the booking/enrolment process.

The Client acknowledges and agrees that the **program is delivered and operated by the Provider**, including (without limitation) classes, accommodation, activities, supervision, rules of conduct, discipline, and on-site operations.

These Terms are **supplementary** to the Provider’s Terms & Conditions. In the event of any inconsistency, the **Provider’s T&C shall prevail** regarding program delivery, changes, cancellations, refunds, discipline, and any operational matters.

### 2. Scope of the Agency’s support and advice

Before the start date, the Agency may assist the Client with, for example:

- general guidance on the enrolment process;
- reminders regarding commonly required documentation;
- coordination of information with the Provider;
- general informational guidance on entry/visa requirements where applicable;
- guidance to purchase, upon Client request, **additional insurance** (separate from the Provider).

Any information provided by the Agency is **informational and supportive** in nature and does not replace official instructions from the Provider, airlines, insurers, or competent authorities.

### 3. Payments, agency commission and refunds

The Client makes all program payments **directly to the Provider**, in accordance with the Provider’s T&C. The Agency **does not receive, hold, or manage** Client funds for the program, unless expressly agreed in writing for a separate additional service.

The Agency’s remuneration/commission (if any) for intermediation is paid to the Agency by the Provider under a separate commercial agreement. The Client understands that this **does not modify** the program price and payment conditions set by the Provider.

**Cancellations, changes, and refunds** (if applicable) are governed by the Provider’s T&C and shall be processed and paid by the Provider to the **original payer**.

### 4. Documentation, accuracy of information and Client responsibilities

The Client is responsible for providing **true, complete, and up-to-date** information (e.g., identity/passport details, emergency contacts, relevant medical information, allergies, medication, special needs, flight details where applicable).

Any consequence arising from incorrect, incomplete, or omitted information (including additional costs, delays, denial of services, or inability to deliver services) shall be the Client’s responsibility.

The Client agrees to meet any deadlines and documentation requirements communicated by the Provider and/or relayed by the Agency as intermediary.

### 5. Entry requirements, visas and border control

The Agency may provide general informational guidance regarding entry/visa requirements; however, final decisions are made by **consulates and border authorities**.

The Client acknowledges that admission to the country is subject to the competent authorities and that the Agency **does not guarantee** entry, nor assumes responsibility for refusals, delays, or regulatory changes.

For certain nationalities (e.g., Taiwanese participants visiting for tourism purposes), a visa may not be required; nevertheless, the Client remains responsible for complying with **all applicable requirements** (passport validity, authorizations, forms, insurance, return ticket, etc.).

### 6. Insurance

The program may include an insurance coverage arranged by the

Provider (as described in the Provider’s T&C and related documents). The Agency is not the insurer and does not process claims under the Provider’s policy.

If the Client requests **additional insurance**, the Agency may provide guidance and/or facilitate options with third parties. In such case, the insurance contract is entered into between the Client and the insurer/broker, and any claims must be addressed to that third party under its own terms.

### 7. Communications, incidents and support during the program

During the program, any **urgent or operational incident** (accommodation, discipline, cohabitation, health, activities, schedules, lost items, etc.) must be communicated **first** to the Provider’s on-site team, who is responsible for immediate management.

The Agency may assist as a **support and coordination channel** but does not direct or control camp operations and cannot guarantee specific outcomes where decisions rest with the Provider.

To enable proper handling of issues, the Client agrees to provide requested information in writing when needed (dates, description, evidence if available, contact details) and to follow the Provider’s procedures.

### 8. Conduct, discipline, expulsion and damages

The participant must comply with the Provider’s rules. The Provider may apply disciplinary measures, including **expulsion**, in accordance with its T&C.

In case of expulsion, early return, or disciplinary measures, the Client acknowledges that:

- the Provider’s refund policy (if any) may apply; and
- any additional costs (earlier flights, escort/accompaniment, alternative accommodation, logistical changes, etc.) shall be borne by the family.

Any material damage caused by the participant (in accommodation, facilities, third parties, etc.) may result in charges to the Client as determined by the Provider and/or affected third parties.

### 9. Force Majeure

**Force Majeure.** The Agency shall not be liable for any delay, failure, or interruption in performing its intermediation/support obligations where such delay or failure results from events beyond the Agency’s reasonable control, including but not limited to acts of government, changes in laws or entry requirements, war, civil unrest, strikes, epidemics/pandemics, natural disasters, severe weather, transport disruptions, or other force majeure events. In such cases, the Provider’s Terms & Conditions shall govern any changes, cancellations, or refunds (if applicable).

### 10. Limitation of the Agency’s liability

The Agency shall not be liable for acts, omissions, or decisions of the Provider, on-site staff, host families, transport carriers, insurers, public authorities, or any third party outside the Agency’s control. The Agency shall not be liable for delays, cancellations, or program changes due to circumstances beyond its control, including those described under Force Majeure.

In any event, the Agency’s liability, if any, shall be limited to **direct damages** arising solely from the Agency’s negligent performance of its intermediation role, excluding indirect damages, loss of profit, or losses arising from the Provider’s delivery of the program.

### 11. Data protection and information sharing

The Client authorizes the Agency to process and share with the Provider the personal data necessary to manage the enrolment and coordination of the program, including participant data and emergency contacts.

The Client acknowledges that the Provider may require additional forms and will process data under its own policies.

### 12. Acceptance

By booking/confirming a place, the Client confirms that they have read and accepted: the Provider’s Terms & Conditions (Expanish), and these Agency Intermediation Terms.