

GENERAL CONDITIONS

GUARANTEES AND PROGRAM CONDITIONS

Enforex is a private company owned by Ideal Education Group (IEG). Enforex schools are accredited by Instituto Cervantes and other institutions. Head Office: Gustavo Fernández Balbuena 11, 28002 Madrid, Spain. Tax Identification Code (CIF) B-79946729. IDEAL EDUCATION GROUP S.L. is registered in the Mercantile Registry of Madrid Volume 868, book 0, folio 154, section 8, page N°-17.285.

Enforex is a member of, accredited by or part of the following national and international organizations: eduSpain, NAFSA, Ideal Quality Certificate, AATSP, ALTO, AMACFE, FEDELE, AECAE, ACTFL and ELITE.

The brochure contains information on international summer camp programs in Spain, including destinations, duration, timetables, transportation, housing and accommodation, prices, and, in general, necessary and adequate information about the features of the different programs. The information contained in this brochure is binding on both parties.

If the client signed the contract before the new brochure was published, he/she will be bound by the changes expressly mentioned in the brochure. If the client signs a contract with modifications to the brochure, these must be agreed upon by both parties and specifically mentioned in the contract.

Enforex guarantees a maximum of 16 students per classroom in the Summer Camps program.

Enforex reserves the right to use all photos and videos taken during the student's stay. Students should be aware that they may appear in IEG's or partner's promotional material, unless the student expressly states upon arrival or during the photo shooting at the school that he/she does not wish to appear.

In the case of a serious disciplinary offence or repeated bad behavior, the student will be expelled from the program contracted with Enforex without the right to a refund.

The personnel in charge of airport transfer and transportation to accommodation are insured, completely familiar with the area, and know exactly where the students are to be dropped off.

Published offers or special discounts cannot be combined. All offers are subject to availability. There will be no changes made to bookings that have been received prior to the promotion. All offers and promotions will be applied upon enrollment. Discounts that became available after the first enrollment are not valid.

Any complaints must be submitted in writing and within the first 24 hours to help@enforex.com. This ensures that we can take care of the issue as soon as possible and seek a quick resolution. Only complaints made during the student's stay have the right to any possible compensation, refund, or changes. Any complaints made after departure will only be accepted as suggestions in order to improve our services.

HOW TO REGISTER AND PAY FOR THE PROGRAM

Please send the completed application form along with payment for the necessary €250 deposit by e-mail to registration@enforex.com or by certified mail to our Head Office in Madrid.

The application to enroll into a program will not be processed if it is not accompanied by proof of having made the payment. This fee will be deducted from the total price of the program.

All program fees must be paid at least 4 weeks prior to arrival. Otherwise, Enforex reserves the right to cancel the student's booking.

Places are limited, and we advise students to be enrolled 60 days before the start of their program.

Reservations are personal and non-transferable.

You may pay the deposit and program fees by bank transfer or send us your credit card information by e-mail to registration@enforex.com

You can also make a reservation and complete the payment at <https://register.enforex.com>

PROGRAM CHANGES AND CANCELLATIONS

For the confirmation of reservations made 4 weeks or less before arrival, the total invoice must be paid in full at the time of enrollment.

The €250 deposit will not be returned for any cancellations made. A penalty of €850 will be applied to cancellations made in the last four weeks prior to arrival.

No refunds will be granted two weeks before or any time after arrival in any case, unless you have purchased and paid our Cancellation Guarantee.

All refunds, under any circumstances, are subject to an administration fee of 9% (or a minimum of €75). I.e., when a refund is issued, Enforex will retain 9% as well as the €250 deposit. Refunds for overpayment will be subject to a minimum €35 administration fee.

All students who wish to cancel their program prior to arrival should notify Enforex in writing by e-mail to registration@enforex.com or by certified mail to our head office in Madrid. Cancellations not received via one of the two aforementioned means will not be accepted.

Enforex cannot be held responsible for cancellations due to Acts of God, health issues, or personal problems.

ALTERATIONS AND INCIDENTS IN THE PROGRAM

Enforex is committed to providing students with all the contracted services contained in the program with all the stipulated conditions; however, you should be aware of the following considerations:

In the event that, prior to the start of the program, Enforex is forced to significantly modify an essential element of the contract (including the price), Enforex must immediately inform the student, detailing the amendments and their impact on the program. The student may choose to terminate the contract without charge or accept the modification in the contract. Students must notify Enforex of their decision at the earliest opportunity, and in any event, within three days of being notified of the change of program. In the event that the student does not notify us with a decision within three days, it will be understood that the student opts out of the program without penalty.

In the event that Enforex is forced to cancel one of its programs through no fault of the student, or in the event that the student chooses to terminate the contract due to significant modifications in the program as mentioned above, Enforex will offer an alternative program of equal or superior quality or refund the student the entire amount paid to Enforex for the program.

Enforex shall have no obligation of any kind when cancellation is due to forced or sufficient cause (this means circumstances that are beyond Enforex's control and are unavoidable, despite having acted with due diligence), or when cancellation is due to not having reached the minimum required number of people enrolled in the program.

The differences and/or claims, according to the student, arising during the program stage must be made known to the organization responsible for the program in order to provide a satisfactory solution with immediate effect. In the event that the solution proposed by the organization is not satisfactory, the student can file a written complaint to Enforex within a period of seven days. Once all relevant documentation has been obtained, Enforex has, in turn, a period of seven days to respond to the complaint. The period shall run from the day the complaint is filed by the

student.

In the case of a complaint, Enforex promises to act with due diligence to find the most satisfactory solution for the student.

BINDING RULES FOR COMPLIANCE

The student must adapt and adhere to the customs, schedule, and lifestyle the program presents. The student agrees to abide by the rules of the organization, in particular rules regarding schedules, attendance, behavior, and correct conduct with teachers, counselors, school staff, and peers. Consumption of alcohol, tobacco, or drugs is strictly forbidden. Failure to adhere to this code of conduct will result in expulsion from the program. If this is the case, the student will bear all the expenses incurred at his/her return, regardless of any other liability.

ACCOMMODATION

All students in the homestay program must inform Enforex or the host family in advance of their approximate time of arrival. In the event that one of the previously mentioned parties is not contacted, Enforex will not be held responsible for greeting or picking up the student upon arrival.

Enforex does not guarantee accommodation for the family members or friends of enrolled students, as priority regarding available accommodation is given to Enforex students.

The student will be charged for property damages caused either intentionally or through negligence.

If there is damage and no one is directly responsible, the cost of repairs will be divided among all students in the residence.

At Enforex, respect for others and for the rules is essential for our programs to run smoothly. Students' failure to follow the established rules will be grounds for withholding the accommodation security deposit. Some examples of behaviors that merit forfeiture of the accommodation deposit include having guests stay overnight, smoking in the bedrooms, consumption of alcohol, consumption of any narcotic or harmful substance, and any other conduct that Enforex's management considers inappropriate.

It is not allowed making loud noises, having parties, or music in our accommodation at any time.

In the case of a serious disciplinary offence, repeated bad behavior or not following the established rules, the student will be expelled from the accommodation contracted with Enforex without the right to a refund.

CIVIL LIABILITY

Enforex has an accident and civil liability insurance policy that covers minor accidents that may occur within its centers. Enforex is not responsible for the loss or theft of students' personal property, for which we recommend you take out your own insurance policy. Enforex merely acts as an intermediary between the insurance company and the students who partake in one of our programs. For any complaint, students must contact the insurance company directly.

MEDICAL INSURANCE

All Enforex students in Spain are covered by a standard insurance policy. To see an overview of the policy you will receive, please visit www.enforex.com/insurance

If you would simply like to obtain a wider coverage, we advise you to purchase this in your own country.

In the event that during the program the student needs medical treatment, and/or needs to be hospitalized and/or undergo surgery, and Enforex is unable to contact the student's parents, guardians, or legal representative, Enforex is authorized to take action it deems fit for the student's health in accordance with the medical center attending to the student, renouncing any liability on Enforex's part. The participant must disclose any information regarding any medical treatment and/or medication taken during their stay in the program. Enforex disclaims any liability for the student's failure to disclose any such medical information, moreover, all participants must attach a photocopy of their health insurance to the application forms.

VISAS FOR SPAIN

Citizens of countries belonging to the European Union do not need a visa to enter Spain.

Students coming from other countries should obtain information regarding the requirements for obtaining a *visado* (visa) at their nearest Spanish Embassy or Consulate. The certificates that accredit and confirm a student's enrollment in a Spanish program at Enforex can only be signed, sealed, and sent by people authorized by Enforex, who will not be responsible for rejected visa applications. These certificates do not have any official validity; they serve only as confirmation of a course to be taken at one of our schools. Such documents will only be sent to cover the amount of course time initially contracted by the student. Enforex will send out, free of charge and to any student who asks for them, the following documents (if and only if the total cost of the program has been paid):

Confirmation of the Spanish program chosen by the student.

Invoice for the total cost of the program in question (course + accommodation).

In the event that the student should urgently need the originals of any of these documents, Enforex will send them and charge the cost of express mail to the student.

If a student visa is rejected, Enforex will refund the cost of the program minus €350, and any additional basic costs. The student must show Enforex formal proof (original copy) that their visa application has been rejected in order to receive a refund. If this original copy is not received by Enforex, 100% of the cost of the program will be charged.

Any refund from Enforex if a student visa is rejected will be subject to a 9% charge (a minimum of €75).

If the student does not obtain the visa on time for the reserved program and expected date of arrival and needs to delay or cancel his/her arrival, we will charge 100% of the first 2 weeks plus all described cancellation fees (see section Program changes and cancellations).

CANCELLATION GUARANTEE

To avoid cancellation expenses in the case of cancellation before and after arrival, Enforex recommends students purchase a Cancellation Guarantee at a (non-refundable) cost of €250 per week. To be valid, the total cost of the cancellation guarantee must be paid upon booking along with the deposit.

This guarantee is personal and nontransferable and must be purchased, signed and paid in full upon enrollment in order to be valid. You can add extra services but not decrease the coverage.

When you purchase this guarantee, the time period covered by this guarantee is from the day of enrollment until the finalization of the program with Enforex. We will refund the cost of your program and extras if you cancel.

Students who purchase the Cancellation Guarantee can cancel all or part of their program for any reason without justification. I.e. homesick, course break, returning back to home country, examination, work, illness of either the student or an immediate direct family member, damage to your property requiring your presence, cancellation of the trip by the airline, ...

Student will be refunded 100% of the unused part of the program in case the cancellation is made during your stay.

Cancellations not communicated before Monday of the previous week will be charged for one week of course and accommodation.

An administration fee of €250 will be charged for any and all refunds.

In order to cancel a program, the student must give notice via e-mail to seg@iegrupo.com. The day after the e-mail is sent will be considered the day the course has been officially canceled. Cancellation is only valid once an e-mail has been received. For this reason, it is important that the student is certain that the e-mail has been received. The money will be returned within 30 days of the official cancellation date.

Students who require and have obtained their visa through Enforex can purchase the cancellation guarantee, however their cancellation will only be considered once the student provides proof of having left the host country. In these cases, 9% of the amount to be refunded will be charged plus an administration fee of €75 and €35 bank charges to cover administrative costs.

Only valid for our Ideal Education Group Summer and Junior Programs in Spain.

AIRPORT SHUTTLE SERVICES

Flight information (place, date, time, and flight number) must be confirmed in writing at least one week prior to arrival. Otherwise, Enforex will not be held responsible for picking up the student at the airport and there will be no refund.

If the student cancels the airport shuttle service less than one week prior to arrival, he/she will lose the right to a refund of the cost of that service.

In the exceptional case that upon arrival, other students who have reserved a private airport transfer service with us and arrive around the same time, our driver reserves the right to combine the transfers.

In the event of delays or changes in flight information without previous notification, Enforex will not be held responsible for picking up the student at the airport and there will be no refund.

PROTECTION OF PERSONAL DATA

In compliance with Spanish legislation (Organic Law 3/2018 of December 5th, on Personal Data Protection), Enforex would like to inform you that your personal details within these general conditions will be stored in a database (that IEG is liable and responsible for) and used solely for the commercial and operative purposes of the company. By accepting these general conditions, you give your consent to the aforementioned treatment of your personal details and their use for the aforementioned purposes. At the same time, you have the right to request that we inform you of your rights to access, correct, and cancel such information within the established terms of the prevailing legislation, by writing to the following address: Enforex, Gustavo Fernández Balbuena 11, 28002 Madrid (Spain).

CONFLICT RESOLUTION AND JURISDICTION

Any dispute relating to the programs will be resolved by the courts under applicable law. This excludes any other form of dispute resolution (administrative bodies, arbitration, etc.). Any conflict that may arise between the parties in regards to the interpretation, completion, and execution of this contract will be subject to the jurisdiction of the judges and courts of Spain, where these services are given.

AGREEMENT

Upon signing the registration form or paying the program fees, the student accepts all of the conditions described above. If, under any circumstances, outside of Enforex's control, accommodation prices increase, Enforex will notify the student ahead of said changes. This brochure supersedes the previously existing prices and is valid from January 1, 2026 to December 31, 2026 for all programs taking place between these two dates. Enforex is not responsible for typographical errors and/or misprints contained in this brochure. Updated in August 2025 and subject to change. Find the most updated version online at: www.enforex.com/brochures/summercamps.pdf

ENFOREX CAMPS EMERGENCY PHONE

+34 636 451 017

CUSTOMER SERVICE

help@enforex.com



AGENCY INTERMEDIATION TERMS (SUPPLEMENTARY TO ENFOREX TERMS & CONDITIONS)

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 a program provided by **Enforex** (the "Provider").

1. Nature of the Agency's role

The Agency acts solely as an **intermediary** between the Client and Enforex for the purpose of facilitating enrolment and providing pre-departure support.

The Client acknowledges and accepts that the program is **provided, operated, and managed by Enforex**, including, without limitation, classes, accommodation, activities, supervision, transportation, discipline, health and safety procedures, and all on-site decisions.

These Terms are supplementary to Enforex's own Terms & Conditions. In the event of any inconsistency, **Enforex's Terms & Conditions shall prevail** in all matters related to the delivery and operation of the program.

2. Scope of the Agency's support

Before the start of the program, the Agency may assist the Client with:

- general guidance regarding the enrolment process;
- reminders concerning documentation and deadlines;
- communication support with Enforex;
- general informational guidance on visas, entry requirements, and travel documentation where applicable;
- general information regarding optional additional insurance, if requested by the Client.

Any assistance provided by the Agency is **informational and supportive only** and does not replace official instructions, policies, or decisions issued by Enforex, airlines, insurers, embassies, consulates, immigration authorities, or any other competent authority.

3. Payments

The Client understands and accepts that all payments for the program are made **directly to Enforex**. The Agency does not receive, hold, process, or refund Client funds related to the program, unless expressly agreed otherwise in writing for a separate additional service.

Any questions relating to deposits, balances, payment deadlines, cancellation charges, refund amounts, or payment guarantees shall be governed exclusively by **Enforex's own Terms & Conditions**.

4. Cancellations, changes and refunds

All cancellations, changes, penalties, refunds, guarantees, and compensation requests are governed exclusively by **Enforex's Terms & Conditions** and shall be handled by Enforex in accordance with its own policies and procedures. The Agency shall not be responsible for issuing refunds, waiving cancellation fees, or altering any contractual conditions established by Enforex.

5. Accuracy of information and Client responsibility

The Client confirms that all information provided regarding the student is accurate, complete, and up to date, including but not limited to personal details, passport information, health information, allergies, medication, emergency contacts, travel details, accommodation details, and any special needs or requirements.

The Agency shall not be responsible for any delay, denial, additional cost, loss, or issue arising from incorrect, incomplete, outdated, or omitted information provided by the Client.

6. Visa, immigration and travel requirements

The Agency may provide general informational guidance regarding visa and travel requirements; however, the Agency does **not guarantee** visa approval, entry clearance, immigration outcomes, or compliance with border requirements.

Final decisions are made exclusively by embassies, consulates, immigration authorities, border authorities, airlines, and other competent bodies. The Client remains solely responsible for ensuring that the student holds valid travel documentation, meets all entry requirements, and complies with all applicable deadlines and legal procedures.

7. Incidents and communication during the program

For any urgent, operational, disciplinary, medical, accommodation, transport, or safety issue arising during the program, the Client and/or student must contact **Enforex staff first**, as the Provider responsible for immediate action and on-site management.

The Agency may assist as a communication and support channel, but does not control the operation of the program and cannot guarantee any particular outcome in relation to decisions made by Enforex or third parties.

8. Conduct, discipline and expulsion

The Client acknowledges that participation in the program is subject to Enforex's rules of conduct, discipline, attendance requirements, accommodation rules, and general program policies.

The Agency shall not be liable for any disciplinary action, expulsion, loss of services, additional costs, or loss of refund rights resulting from the student's failure to comply with Enforex's rules and policies.

If the student is expelled, suspended, or required to return early, any related costs, including but not limited to travel changes, accommodation adjustments, supervision, or additional arrangements, shall be borne by the Client, subject to Enforex's applicable Terms & Conditions.

9. Insurance

The Agency is not an insurer and does not provide insurance coverage unless expressly stated in writing.

Where insurance is included or arranged through Enforex, the Agency is not responsible for the scope, exclusions, administration, or settlement of that policy.

If the Client requests information regarding additional insurance, the Agency may provide general guidance or refer the Client to third-party providers. Any such insurance contract shall be concluded directly between the Client and the relevant insurer or intermediary.

10. Force Majeure

The Agency shall not be liable for any delay, failure, interruption, or inability to perform its intermediation or support role where such delay or failure results from events beyond the Agency's reasonable control, including but not limited to government action, legal or regulatory changes, visa or entry rule changes, war, civil unrest, strikes, epidemics, pandemics, natural disasters, severe weather, transport disruption, airline cancellation,

or any other force majeure event.

In such circumstances, any change, cancellation, refund, delay, penalty, or alternative arrangement relating to the program shall be governed by **Enforex's Terms & Conditions**.

11. Limitation of liability

The Agency shall not be liable for the acts, omissions, decisions, delays, failures, or services of Enforex, school staff, accommodation providers, host families, transport companies, insurers, public authorities, or any third party outside the Agency's control.

The Agency shall not be liable for any loss, injury, damage, delay, cancellation, missed transport, disciplinary consequence, accommodation issue, medical situation, visa refusal, immigration issue, or operational problem arising from the Provider's performance of the program or from third-party services connected to the program.

If the Agency is found liable, its liability shall in any event be limited to **direct damages arising solely from the Agency's negligent performance of its intermediation role**, excluding indirect damages, consequential losses, loss of opportunity, emotional distress, or any losses arising from the Provider's operation of the program.

12. Data sharing and administrative processing

The Client authorizes the Agency to process and share with Enforex any personal data necessary to manage the enquiry, booking, enrolment, and coordination of the program, including student information, emergency contacts, and travel-related information.

The Client acknowledges that Enforex may require additional forms and may process personal data in accordance with its own privacy policy and legal obligations.

13. Acceptance

By signing below, the Client confirms that they have:

- 1.read and understood these Agency Intermediation Terms;
- 2.read and accepted Enforex's own Terms & Conditions; and
- 3.understood that the Agency acts solely as an intermediary/support contact and that the program is operated by Enforex.

Agency / Intermediary Details

SoulTripAdventure (trade name), operated by **Pei Shan Huang** as a sole trader (autónoma) in Spain.
NIE / Tax ID: **Y8317182M**
Address: **Travesía Castrifios N17, Illa de Arousa, 36626 Pontevedra, Spain**
Email: **info@soutripadventure.com**

Signatures

Parent / Legal Guardian 1 (Name): _____

Signature: _____

Date: _____

Parent / Legal Guardian 2 (Name): _____

Signature: _____

Date: _____

GENERAL CONDITIONS

保證與課程/計畫條件

- Enforex 為 Ideal Education Group (IEG) 旗下之私人公司。
- Enforex 學校通過 Instituto Cervantes 及其他機構之認證。總部地址：Gustavo Fernández Balbuena 11, 28002 Madrid, Spain。稅務識別碼 (CIF)：B-79946729。IDEAL EDUCATION GROUP S.L. 已登記於馬德里商業登記處，卷冊 868、冊別 0、頁次 154、第 8 節、頁碼 N° 17.285。
- Enforex 為下列國內及國際組織之會員、認證機構成員或合作單位：eduSpain, NAFA, Ideal Quality Certificate, AATSP, ALTO, AMACFE, FEDELE, AEGAE, ACTFL 及 ELITE。
- 本手冊包含有關西班牙國際夏令營課程之資訊，包括地點、期間、時間表、交通、住宿、價格，以及一般而論關於各項不同計畫特色之必要且適當資訊。本手冊所載之資訊對雙方均具有拘束力。
- 如客戶於新版手冊公布前即已簽署契約，則仍受新版手冊中明確載明之變更約束。若客戶簽署之契約內容與手冊有所不同，該等變更須由雙方同意，並於契約中明確載明。
- Enforex 保證夏令營計畫每班最多 16 名契約。
- Enforex 保留使用學生於停留期間所拍攝之所有照片與影片之權利。學生應知悉，除非學生於抵達時或拍攝當下向學校明確表示不希望出現在相關素材中，否則其影像可能出現在 IEG 或合作夥伴之宣傳資料中。
- 如發生重大違紀行為或屢次行為不當，學生將被取消參加與 Enforex 簽訂之課程/計畫資格，且無權要求退款。
- 負責機場接送及送往住宿地點之工作人員均已投保，熟悉當地環境，並清楚知道應將學生送達之地點。
- 已公布之優惠或特別折扣不得合併使用。所有優惠均視名額供應情況而定。對於促銷開始前已收到之預訂，將不作任何變更。所有優惠與促銷均於報名時適用。首次報名之後才出現之折扣不適用於先前已完成之報名。
- 任何申訴均須於最初 24 小時內以書面方式寄送至 help@enforex.com。如此可確保我們盡快處理問題並尋求快速解決。僅於學生停留期間提出之申訴，方有可能獲得補償、退款或變更。學生離開後提出之申訴，僅作為改善服務之建議參考。

如何報名及支付課程費用

- 請將填妥之申請表，連同必要之 250 歐元訂金付款證明，以電子郵件寄送至 registration@enforex.com，或以掛號郵件寄至我們位於馬德里之總部。
- 若申請報名課程時未附付款證明，申請將不予受理。該費用將自課程總費中扣除。
- 所有課程費用必須至少於抵達前 4 週付清。否則，Enforex 保留取消學生預訂之權利。
- 名額有限，我們建議學生於課程開始前 60 天完成報名。
- 預訂為個人專屬，且不得轉讓。
- 您可透過銀行轉帳支付訂金及課程費用，或將信用卡資料以電子郵件寄送至 registration@enforex.com。
- 您亦可於以下網址完成預約及付款：
<https://register.enforex.com>

課程變更與取消

- 若於抵達前 4 週內或更短時間內確認預訂，則須於報名時全額支付整張發票金額。
- 無論任何取消情況，250 歐元訂金均不退還。
- 若於抵達前最後 4 週內取消，將收取 850 歐元之違約金。
- 除非您已購買並支付取消保證 (Cancellation Guarantee)，否則於抵達前兩週內或抵達後任何時間取消，一律不予退款。
- 在任何情況下，所有退款均須扣除 9% 行政手續費 (最低 75 歐元)。亦即，一旦退款，Enforex 將保留 9% 費用及 250 歐元訂金。若屬超額付款退款，則至少收取 35 歐元行政手續費。
- 所有欲於抵達前取消課程之學生，皆須以書面方式透過電子郵件寄送至 registration@enforex.com，或以掛號郵件寄至 Enforex 馬德里總部。未以以上兩種方式提出之取消申請，均不予受理。
- Enforex 對於因不可抗力、健康問題或個人因素所導致之取消，不承擔責任。

課程之變更與事件處理

- Enforex 承諾依照約定條件提供課程中所載之一切服務；然而，您仍應知悉下列事項：
- 若於課程開始前，Enforex 被迫重大修改契約中之重要內容 (包括價格)，Enforex 必須立即通知學生，並詳細說明變更內容及其對課程之影響。學生可選擇無須支付費用終止契約，或接受契約變更。學生應儘速通知 Enforex 其決定，且最遲須於接獲變更通知後 3 日內回覆。若學生於 3 日內未通知其決定，則視為學生選擇無須退出課程。
- 若 Enforex 因非學生之原因而被迫取消某項課程，或學生因上述重大變更而選擇終止契約，Enforex 將提供一項品質相同或更優之替代課程，或退還學生就該課程已支付予 Enforex 之全部款項。
- 若取消係因不可避免且超出 Enforex 控制範圍之情況所致 (即儘管已盡合理注意義務，仍無法避免之情形)，或因報名人數未達課程最低開班要求，Enforex 不負任何義務。
- 學生於課程進行期間所發生之差異或申訴，必須告知負責該課程之單位，以便立即提供令人滿意之解決方案。若該單位所提出之解決方案仍不令人滿意，學生可於 7 日內以書面方式向 Enforex 提出申訴。Enforex 收齊所有相關文件後，亦有 7 日期間回覆申訴。期間自學生提出申訴之日起算。
- 就任何申訴，Enforex 承諾將盡合理努力尋求對學生最滿意之解決方案。

必須遵守之規範

學生必須適應並遵守本課程所規定之風俗、作息與生活方式。學生同意遵守主辦單位之規則，尤其是關於時間表、出席、行為，以及對教師、輔導員、學校工作人員及同儕應有之適當行為規範。嚴禁飲酒、吸菸或使用毒品。若未遵守本行為守則，將導致學生被取消課程資格。若發生此情況，學生須自行負擔返程所產生之一切費用，且不得影響其他可能之責任。

住宿

- 所有參加寄宿家庭計畫之學生，皆須事先通知 Enforex 或寄宿家庭其大約抵達時間。若未聯繫上述任何一方，Enforex 不負責於學生抵達時迎接或接送。
- Enforex 不保證已報名學生之家屬或朋友可獲安排住宿，因可用住宿名額將優先提供給 Enforex 學生。
- 學生如故意或因疏忽造成財物損害，將被收取賠償費用。
- 若發生損害且無法明確判定責任人，則維修費用將由宿舍內所有學生共同分攤。
- 在 Enforex，我們非常重視對他人及規則之尊重，這對課程順利進行至關重要。若學生未遵守既定規則，可能導致住宿保證金被扣留。足以沒收住宿保證金之行為例子包括：留宿訪客、在房間內吸菸、飲酒、使用任何麻醉品或有害物質，以及 Enforex 管理方認為不適當之其他行為。
- 在住宿內任何時間皆不得製造噪音、舉辦派對或播放音樂。
- 若發生重大違紀、反覆行為不當或未遵守既定規則，學生將被取消與 Enforex 簽訂之住宿資格，且無權要求退款。

民事責任

Enforex 具有意外事故及民事責任保險，可涵蓋於其中心內可能發生之輕微意外。Enforex 對學生個人物品之遺失或失竊不負責，我們建議您自行投保相關保險。Enforex 僅作為保險公司與參加本公司課程之學生之間之中介。若有任何申訴，學生須直接聯繫保險公司。

醫療保險

- 所有在西班牙就讀 Enforex 學生皆享有標準保險保障。欲查看您將獲得之保險內容概覽，請參閱：
www.enforex.com/insurance
- 若您希望獲得更廣之保障範圍，我們建議您於自己國家另外購買。
- 若學生於課程期間需要接受醫療處置、住院及/或手術，而 Enforex 無法聯繫學生之父母、監護人或法定代理人時，Enforex 有權依照就近醫療中心之建議，採取其認為適合學生健康之措施，且 Enforex 對此不承擔責任。參加者若未揭露其於課程期間所接受之任何醫療處置及/或服用之藥物資訊，若學生未揭露該等醫療資訊，Enforex 概不負責。此外，所有參加者皆須於申請表中附上其健康保險影本。

西班牙簽證

- 歐盟成員國公民入境西班牙無需簽證。
- 來自其他國家之學生，應向最近之西班牙大使館或領事館查詢取得簽證 (visado) 之相關要求。能證明並確認學生報名 Enforex 西班牙語課程之文件，僅能由 Enforex 授權人員簽署、蓋章及寄送；對於簽證遭拒之情況，Enforex 不負責。此類證明文件不具有任何官方法律效力，其僅作為學生將於本校某一校區修讀課程之確認。此類文件僅涵蓋學生最初所簽約之課程期間。Enforex 將免費寄送以下文件予任何有需要之學生，但前提是課程總費用已全額支付：
 - 學生所選西班牙語課程之確認函。
 - 該課程總費用之發票 (課程 + 住宿)。
 - 若學生急需上述任何文件之正本，Enforex 可寄送，但快遞費用由學生自行負擔。
 - 若學生簽證遭拒，Enforex 將退還課程費用，但須扣除 350 歐元及任何額外基本費用。學生必須向 Enforex 提供其簽證遭拒之正式證明 (正本) 方可獲得退款。若 Enforex 未收到該正本，則將收取課程費用 100%。
 - 若因學生簽證遭拒而由 Enforex 退款，將另收取 9% 費用 (最低 75 歐元)。
 - 若學生未能及時取得簽證，以致無法如期參加所預訂之課程並需延後或取消抵達，則將收取前兩週 100% 費用，另加所有適用之取消費用 (請參閱「課程變更與取消」段落)。

取消保證 (Cancellation Guarantee)

- 為避免在抵達前或抵達後取消所產生之費用，Enforex 建議學生購買取消保證，每週費用為 250 歐元 (此費用不退還)。若要使該保證有效，取消保證之全部費用必須於預訂時與訂金一併支付。
- 此保證為個人專屬且不得轉讓，且必須於報名時購買、簽署並全額支付，始具效力。您可以增加額外服務，但不得減少原有保障範圍。
- 當您購買此保證時，其保障期間自報名當日起至 Enforex 課程結束日止。若您取消課程，我們將退還課程費用及額外加購項目之費用。
- 已購買取消保證之學生，可基於任何理由、無須提出正當理由而取消全部或部分課程，例如：想家、課程暫停、返回母國、考試、工作、學生本人或直系親屬生病、財產受損需本人在場、航空公司取消行程等。
- 若取消發生於停留期間，學生可獲退還未使用部分之課程費用 100%。
- 若未於前一週之星期一前通知取消，將被收取一週課程及住宿費。
- 所有退款皆須收取 250 歐元行政手續費。
- 如欲取消課程，學生必須以電子郵件通知 seg@ieggrupo.com。電子郵件寄出之次日將視為課程正式取消日。僅於 Enforex 收到該電子郵件後，取消始生效。因此，學生務必確認電子郵件已被收到。退款將於正式取消日起

30 日內退還。

- 透過 Enforex 協助辦理並已取得簽證之學生，亦可購買取消保證；惟其取消僅於學生提出已離開接待國之證明後方予受理。在此情況下，退款金額須扣除 9%、75 歐元行政手續費及 35 歐元銀行費用，以支付行政成本。
- 此保證僅適用於我們在西班牙之 Ideal Education Group 夏令營及青少年課程。

機場接駁服務

- 航班資訊 (地點、日期、時間及航班號碼) 必須至少於抵達前一週以書面方式確認。否則，Enforex 對於未能至機場接學生不負責任，且不予退款。
- 若學生於抵達前一週內取消機場接駁服務，將喪失該服務費用之退還權利。
- 在特殊情況下，若其他已預訂本公司私人機場接送服務之學生於相近時間抵達，司機保留合併接送之權利。
- 若發生航班延誤或資訊變更而未事先通知，Enforex 不對未能至機場接學生負責，且不予退款。

個人資料保護

依西班牙法律 (2018 年 12 月 5 日第 3/2018 號《個人資料保護組織法》) 規定，Enforex 特此告知您，本一般條件中之個人資料將被儲存於資料庫中 (由 IEG 負責與管理)，並僅用於本公司之商業與營運目的。接受本一般條件，即表示您同意上述個人資料之處理及其於前述目下之使用。同時，您有權依現行法令規定，在既定期限內要求我們告知您有關查閱、更正及刪除資料之權利，並可書面寄送至下列地址：Enforex, Gustavo Fernández Balbuena 11, 28002 Madrid, Spain。

爭議解決與管轄權

與本課程相關之任何爭議，均應依適用法律由法院解決。這排除其他任何形式之爭議解決方式 (如行政程序、仲裁等)。雙方之間關於此契約之解釋、完成及履行所生之任何爭議，均受西班牙法院及法官之管轄，亦即本服務提供所在地之法院。

協議

- 一旦簽署報名表或支付課程費用，學生即視為接受上述所有條件。若在任何超出 Enforex 控制範圍之外之情況下，住宿價格上漲，Enforex 將事先通知學生。本手冊取代之前所有價格資訊，並適用於 2026 年 1 月 1 日至 2026 年 12 月 31 日期間進行之所有課程。Enforex 對本手冊中之排版錯誤及/或印刷錯誤不負責任。最後更新於 2025 年 8 月，內容如有變更恕不另行通知。最新版本請參閱：
www.enforex.com/brochures/summercamps.pdf



代理機構居間條款 補充 Enforex 條款與細則

本條款規範本代理機構（以下稱「本代理」）與客戶（家長／法定監護人及／或參加者）之間的關係，僅適用於本代理就 Enforex（以下稱「服務提供者」）所提供課程或計畫之居間（中介）與諮詢協助服務。

1. 本代理之角色性質

本代理僅作為客戶與 Enforex 之間的中介人，以協助完成報名、註冊及出發前之支援服務。客戶理解並同意：本計畫之實際提供、執行與管理均由 Enforex 負責，包括但不限於課程、住宿、活動、督導、交通安排、紀律管理、健康與安全程序，以及所有現場決策。本條款屬於 Enforex 自身條款與細則之補充文件。如本條款與 Enforex 條款與細則之間有任何不一致，凡涉及計畫之提供、執行與營運者，均以 Enforex 條款與細則為準。

2. 本代理協助範圍

在計畫開始前，本代理可協助客戶處理下列事項：

- 提供報名流程之一般性說明；
- 提醒相關文件與期限；
- 協助與 Enforex 溝通；
- 於適用時，提供簽證、入境規定與旅行文件之一般性資訊；
- 如客戶有需要，提供額外保險之一般性資訊。

本代理所提供之任何協助，僅屬資訊性與支援性質，不得視為取代 Enforex、航空公司、保險公司、大使館、領事館、移民機關或其他主管機關之正式規定、政策或決定。

3. 付款

客戶理解並同意，本計畫所有費用均由客戶直接支付予 Enforex。除非另有書面明確約定之其他加值服務，本代理不代收、不保管、不處理，亦不退款任何與本計畫相關之客戶款項。

凡與訂金、尾款、付款期限、取消費用、退款金額或取消保證相關之一切事項，均專屬適用 Enforex 自身條款與細則。

4. 取消、變更與退款

所有取消、變更、罰則、退款、保證方案及補償請求，均專屬適用 Enforex 條款與細則，並由 Enforex 依其政策與程序處理。

本代理不負責退款、免除取消費，亦無權更改 Enforex 所制定之任何契約條件。

5. 資料正確性與客戶責任

客戶確認，其就學生所提供之所有資料均為正確、完整且最新，包括但不限於個人資料、護照資料、健康資訊、過敏、用藥、緊急聯絡方式、旅行資訊、住宿資訊，以及任何特殊需求或要求。

如因客戶提供之資訊不正確、不完整、過時或遺漏，而導致任何延誤、拒絕、額外費用、損失或其他問題，本代理不負責任。

6. 簽證、移民與旅行要求

本代理可提供有關簽證與旅行要求之一般性資訊；惟本代理不保證簽證核准、入境許可、移民審查結果，或符合邊境規定。最終決定均由大使館、領事館、移民機關、邊境主管機關、航空公司及其他有權機關作成。

客戶仍應自行負責確認學生持有有效之旅行

文件，符合所有入境要求，並遵守所有適用期限與法定程序。

7. 計畫期間之事件與溝通

如在計畫期間發生任何緊急、營運、紀律、醫療、住宿、交通或安全相關問題，客戶及／或學生應優先聯繫 Enforex 工作人員，因其為負責即時處理與現場管理之服務提供者。本代理得作為協助溝通與支援之窗口，但不控制計畫之實際運作，亦無法保證 Enforex 或任何第三方所作決定之特定結果。

8. 行為規範、紀律與退訓

客戶確認，參加本計畫須遵守 Enforex 所訂之行為規範、紀律要求、出席規定、住宿規定及一般計畫政策。

如學生未遵守 Enforex 規定而導致任何紀律處分、退訓、服務喪失、額外費用或喪失退款權利，本代理概不負責。

如學生遭退訓、停權或被要求提前返國，相關一切費用，包括但不限於交通變更、住宿調整、額外陪同、監督或其他安排費用，均由客戶自行負擔，並依 Enforex 適用條款與細則辦理。

9. 保險

除非另有書面明確說明，本代理並非保險人，亦不提供任何保險保障。

如保險係由 Enforex 提供或安排，本代理不負責該保險之承保範圍、除外條款、管理程序或理賠結果。

如客戶要求額外保險資訊，本代理可提供一般性資訊或轉介第三方保險業者。任何此類保險契約均由客戶與相關保險公司或中介機構直接成立。

10. 不可抗力

若本代理因超出其合理控制範圍之外之事件，而延遲、無法、中斷或不能履行其居間或支援角色，本代理不負責任。該等事件包括但不限於政府措施、法律或法規變更、簽證或入境規則變更、戰爭、社會動亂、罷工、流行病、疫情、天然災害、惡劣天候、交通中斷、航班取消，或其他不可抗力事件。於此等情況下，凡與計畫相關之任何變更、取消、退款、延誤、罰則或替代安排，均依 Enforex 條款與細則處理。

11. 責任限制

本代理不就 Enforex、學校工作人員、住宿提供者、寄宿家庭、交通運輸業者、保險公司、政府機關或任何非本代理可控制之第三方之行為、疏忽、決定、延誤、無法履行或服務內容負責。

本代理亦不就因服務提供者執行本計畫或與本計畫相關之第三方服務所導致之任何損失、受傷、損害、延誤、取消、錯過交通、紀律處分、住宿問題、醫療狀況、簽證遭拒、移民問題或營運問題負責。

如本代理依法需負責，其責任範圍在任何情況下僅限於因本代理於居間角色中之過失所直接造成之損害；不包含間接損害、衍生性損失、機會損失、精神損害，亦不包含因服務提供者執行本計畫所產生之任何損失。

12. 資料提供與行政處理

客戶同意本代理為處理諮詢、預訂、報名及計畫協調事宜，得蒐集、處理並提供予

Enforex 必要之個人資料，包括學生資料、緊急聯絡方式及旅行相關資訊。

客戶理解 Enforex 可能要求額外文件，並將依其自身之隱私政策與法律義務處理個人資料。

13. 同意與接受

客戶於下方簽署即表示：

1. 已閱讀並理解本《代理機構居間條款》；
2. 已閱讀並同意 Enforex 自身之《條款與細則》；以及
3. 已理解本代理僅作為中介／支援聯絡窗口，而本計畫之實際執行與營運均由 Enforex 負責。

代理機構／居間中介資料

SouTripAdventure（商業名稱），由 Pei Shan Huang 以西班牙個體經營者（autónoma）身分經營。

NIE／稅務識別號碼：Y8317182M

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父母／法定監護人 1（姓名）：

簽名：_____

日期：_____

父母／法定監護人 2（姓名）：

簽名：_____

日期：_____