

PAYMENT TERMS AND CONDITIONS 2026-2027

What is Included in the Price?

- **Initial Zoom call** with the Transition Spain team, lasting approximately 10 minutes, to check the information provided in the Booking Form, assess the student's Spanish level and confirm their accommodation preferences, in order to provide the most personalised experience possible.
- **Meet and greet** at the airport on arrival and departure.
- **Airport transfers** for arrivals and departures on the official programme dates and within the scheduled transfer times. For students travelling outside the official programme arrival and departure dates, we recommend consulting the section below for further information.
- **Welcome pack** including all the materials needed for the classes. Students are also welcome to bring and use their own materials if they prefer.
- **Spanish lessons** from Monday to Friday from 9:15 to 13:15. Exceptionally, class hours may be reduced to accommodate certain educational activities scheduled in the morning, such as visits to local monuments and cultural sites. Please also note that no classes will take place on Spanish national or local public holidays. The Transition Spain team will inform students of these dates in advance.
- **Final progress report and diploma** prepared by the student's teachers to assess their progress in Spanish, sent to parents and given to students on the final day.
- **Activity-based learning** from Monday to Thursday, approximately from 15:00 to 16:30, depending on the scheduled activity. During the summer months, activity times may be adjusted to avoid outdoor activities during the warmest hours of the day. Additionally, an organised activity with the Transition Spain team will be included every other weekend.
- **Daily updates** on the following day's schedule, as well as photos and videos of students' activities throughout the day.
- **Hosting Service** with a dedicated team to match students with vetted host families from our TS host family network. We offer a support structure for students and parents throughout their stay.
- **Full board** is provided by either the Transition Spain team or the host family, depending on the day and schedule.

What is not Included in the Price?

- **Private medical insurance** is compulsory to join in our programmes.
- **Extra costs derived from personal issues** (e.g. medical appointments, prescribed medication, emergency taxis, or other related expenses) are not included in the programme price. These personal expenses may be deducted from the €200 student's contingency fund, or paid separately by the parents via bank transfer. Receipts or proof of payment will be provided for all such expenses.
- **Flights to/from Spain.** Please contact us before booking and note that arrival and departure official dates may vary subject to flight schedules availability. Please consult our team regarding the official programme dates before booking flights.
- **Extra airport transfers** outside the scheduled programme start and finish dates and times are not included in the programme price. If a student arrives or departs outside the official dates, we can assist with arranging the transfer, although the cost will be charged separately. If more than one student require the same additional transfer, the cost will be shared.
- **Skiing in Sierra Nevada** during winter season is offered as an optional extra activity and is not included in the program fee.
- **Optional trips to different destinations every other weekend**, when no activity is included. Main options are Málaga, Córdoba, Mini Hollywood in Almería, or the Alpujarras of Granada. The Transition Spain team will be responsible for organising and supervising these trips. Students who choose not to participate will have free time in Granada instead. Please note that optional trips and activities are non-refundable once participation has been confirmed and registered, including in cases where a student becomes ill.
- **School uniform:** Students attending Spanish classes at Sagrado Corazón School, where our programmes take place, are required to follow the school's dress code. This includes two white T-shirts featuring the Transition Spain logo and knee-length or longer trousers. Alternatively, students may wear their Irish school uniforms.

Transition Spain can assist families with the organisation and purchase of the T-shirts, while families are responsible for providing the appropriate trousers in accordance with the school's requirements. The cost of the T-shirts is not included in the programme price and may either be deducted from the €200 contingency fund or paid separately by the parents via bank transfer.

Additional Services

Client care services can be arranged upon request and may either be deducted from the €200 contingency fund or paid separately via bank transfer:

- **Local Transport Card Top-Up:** Depending on the location of the host family, students will receive a public transport card for Granada bus and metro services, with enough credit to cover their daily journeys to and from school and scheduled activities with Transition Spain. Students can top up their transport card for their free time, with guidance from our team or their host families if needed.
- **Emergency Taxi Services:** Private taxi services may be arranged in case of an emergency during our programme hours. We recommend that taxis are booked and managed by Transition Spain to ensure that students do not need to pay the driver directly and that pick-up and drop-off points are confirmed in advance. The cost of the taxi will be deducted from the student's €200 contingency fund, with a receipt provided showing the exact amount charged.
- **Gym Membership Assistance:** We assist students with the registration process and accompany them on the first official arrival day. If a student arrives on a non-official programme date, we will provide them with all the necessary information and guidance to help them complete the registration independently. Students arriving on non-official programme dates can request personal accompaniment to the gym for registration, at an additional cost.
- **Personal Item Repairs:** Assistance is provided for repairs to personal items, such as mobile devices. The cost will be deducted from the student's €200 contingency fund, with a receipt provided showing the exact amount charged.
- **Family experiences:** We also offer fully personalised experiences for adults, tailored to their needs, interests and preferences. These can include Spanish language classes, cultural and adventure activities, trips to other Andalusian cities and accommodation options either with carefully selected host families or in hotels associated with us. Families can also plan a surprise visit to their child in Spain! We work with each family to create a flexible and personalised experience that allows them to enjoy Spain while making the most of their time with us.
- **Parental Visit:** We are happy to provide recommendations to parents planning a visit, including suggestions for accommodation, restaurants, transfers, and more. If you would like more detailed assistance and direct organisation by our team, we recommend exploring our "Family Experiences" described in the previous section. If their child will be absent due to their visit, they must inform us at least one week in advance.

Programme Fees

- **Registration and Contingency Fund (deposit):** To secure a student's place in our programme, a **€500 first payment** is required. This includes the **registration fee (€300)** and the **refundable contingency fund or deposit (€200)**. The contingency fund may be used to cover necessary expenses, such as the repair or replacement of personal items, emergency taxis, uniforms, medical appointments, optional organized trips on weekends, or other additional personal services requested by the student. The deposit may also be used to cover costs related to misconduct or, in some cases, the student's expulsion from the programme, as outlined in the final section of this document. Any remaining balance from the contingency fund will be refunded within two weeks of the student's departure date.
- **Course Fees:** Apart from the first payment (€500), the all-inclusive **weekly fee is €800**. Students can opt to register for 2 to 6 weeks. Contact us regarding special offers for mini groups (4 students) and autumn and winter seasons.
- **Dietary Requirements:** Students with special dietary requirements (diabetes, pescetarian, vegan, lactose intolerance, or other dietary restrictions) will be subject to **an additional charge of 10%** of the weekly programme fee for each week of the programme to cover the extra organisation and costs involved.

Cancellations & Late Course Date Changes

Cancellation notices must be submitted by email to info@transitionspain.es. The following refund policy regarding the programme fee will take effect based on the date that the cancellation notice was received:

- **Cancellations made up to 90 days before** the official course dates will receive a **50% refund of the registration fee** (€150 out of €300) and the **full contingency fund** (€200), so a total of €350 out of €500. The rest of the fees, if they have already been paid, will be refunded at 80% of the amount paid.
- **Cancellations made less than 40 days before** the confirmed official course dates are **non-refundable**. However, the reservation may be transferred to another student for the same course dates if requested.
- An administration charge of €100 may apply to **any late changes regarding course dates** which may affect pre-paid activities and host family allocation for others.
- **If Transition Spain Experience cancels the programme** due to unforeseen circumstances, any programme fees will be refunded.

Payment Dates

The first payment (€500), which includes the **registration fee (€300)** and the **deposit (€200)** should be paid in full as soon as possible **to secure a place**. A payment link, which is valid for 7 days, will be sent to parents who would like to register.

Apart from this first payment, **the programme fee**, which consists of €800 per week, can be paid in two instalments based on the number of weeks booked:

- A **first instalment (€1000)** is due **90 days** before the starting dates of the course.
- The **remaining balance** is due **no later than 30 days** before the course date.

Please contact us for options regarding a personalised payment plan.

Additional charges may apply if payments are made after the agreed deadlines. These charges may increase depending on the number of days the payment is overdue.

Payment Methods

- **Card payment:** An individual payment link will be sent via email. This is the fastest way to confirm your payment, which is why we recommend and prefer this method.
- **Bank Transfer:** It is available as an alternative payment method. Please note that payment confirmation may take longer as we need to verify that the funds have been received. There should be no bank charges for transfers within the European Union. Please include the student's full name in the payment details for identification.

Transition Spain Experience, S.L.

IBAN: ES0201822109750201625220

SWIFT/BIC: BBVAESMM

Address: Paseo del Emperador Carlos V, Genil, 18008 Granada, Spain

CONTACT



+34 648 98 58 10



info@transitionspain.es

OFFICE HOURS

Monday to Thursday: 8:00 a.m. – 5:00 p.m.

Friday: 8:00 a.m. – 3:00 p.m.

Weekends: During scheduled or optional activities.

Programme Rules & Student Commitment (1/2)

Transition Spain Experience has a set of guidelines designed to ensure the safety, wellbeing and positive experience of all students. We kindly ask students and their families to read and sign these guidelines.

Serious or repeated breaches may result in a curfew adjustment or a partial or full deduction from the €200 contingency fund. Any deduction will be proportionate to the seriousness of the incident.

1. Required documentation:

All required documents, including a student's recent photo, a valid passport, a European Health Insurance Card (EHIC), and private health insurance, must be provided before arrival. For their own safety, students cannot travel to Spain without these documents.

2. Punctuality & attendance:

Students are expected to be punctual and to attend all Spanish classes and organised activities. Absences are only permitted for medical reasons, with prior permission and at least one hour's notice, and must be supported by written confirmation from their family.

3. Respectful behaviour:

Students are expected to treat Transition Spain staff, teachers, host families and fellow students with kindness and respect, including in the shared WhatsApp group. Violence will result in the full contingency fund being retained. Depending on the seriousness of the incident, Transition Spain reserves the right to require the student to leave the programme immediately.

4. Alcohol & prohibited substances:

The purchase, possession or consumption of alcohol, cigarettes or other drugs is strictly prohibited throughout the programme. Any purchase or consumption will result in the student's immediate removal from the programme and the full contingency fund being retained. Any additional costs arising from the student's removal or return home will be the responsibility of the legal guardians.

5. Care of materials & facilities:

Students must take care of all materials, equipment and facilities. Damage caused by a student may be deducted from the contingency fund. If the cost exceeds €200, the remaining amount will be covered by the legal guardians. A receipt or proof of cost will be provided where applicable.

6. Appropriate clothing & equipment:

Students must wear suitable clothing and footwear for each activity. For example, closed-toe footwear is required for horse riding. If a student is not appropriately dressed or equipped for a particular activity and this may pose a risk to their safety, the Transition Spain team reserves the right to prevent the student from taking part in that activity. The Transition Spain team will send a message to the students' WhatsApp group each day with the plan for the following day, including details of clothing and schedule.

Programme Rules & Student Commitment (2/2)

7. Free time:

Students may not leave the city of Granada during their free time without an accompanying responsible adult and prior approval from Transition Spain. Students must keep their mobile phone charged and operational during their free time until they return safely to their accommodation.

8. Curfew:

Curfew times are established by Transition Spain for the safety and appropriate supervision of minors and cannot be changed without the team's prior approval. This also helps us respect the routines of host families and ensure appropriate emergency support.

- **Sunny months:** from Sunday to Thursday at 23.00
- **Winter months:** from Sunday to Thursday at 22.00
- **Fridays & Saturdays:** 30 minutes later.

9. Public Transport:

Students must take care of and return their transport card at the end of their stay. Transition Spain covers programme-related journeys, while personal journeys are the student's responsibility. The TS team can help with topping up the card if needed.

10. Host family rules:

Students must respect the individual rules, routines and expectations of their host family.

11. Sagrado Corazón School Rules:

Sagrado Corazón, where Spanish lessons and meals take place, is a large school community. Following its rules is essential to ensure an organised, respectful and safe environment for everyone:

- **Mobile phones:** In accordance with Spanish Educational Laws, mobile phones may not be used inside the school, including classrooms, corridors and bathrooms, unless authorised by a Transition Spain teacher for an educational activity. Parents should contact the Transition Spain team if they need to reach their child during school hours.
- **Uniform or Dress Code:** Our students should always wear their Transition Spain t-shirt, together with trousers, shorts or a skirt that reach at least to the knee. Alternatively, students may wear their Irish school uniforms. For school standards, caps and hats, clothing above the knee and very thin-strap tops are not permitted.
- **Food & drinks:** Students may bring food or drinks with them in their backpacks and may only take them out during Spanish classes when their teacher gives permission.
- **Canteen:** Students are encouraged to approach meals with an open mind, as trying local food is an important part of the cultural experience. We kindly ask them to take a small portion, give it a try and then clear their place before leaving. This simple gesture shows appreciation for the people who have prepared the meal.

By participating in the programme, students and their families confirm that they have read, understood and agree to respect these guidelines.