

# FluentinSpain & Enhance Experiences

## Terms and Conditions



### Introduction

Fluentintuition is a Limited Company registered in UK providing events, courses and experiences in UK.

Fluentintuition is agent for selected suppliers abroad, whose products and services are represented within the fluentintuition website. Every effort is made to ensure the descriptions, prices and illustrations contained within the website are a true reflection of the events or products, these do not form part of a contract. Once a specific date has been booked, you will automatically become bound by the suppliers' terms and conditions. Please note that experiences and other products are subject to change without notice. This does not affect your statutory rights.

### 1. Brochure and website descriptions and prices

All descriptions, illustrations and prices displayed on our website and in print are correct to the best of our knowledge and are maintained on a regular basis. We reserve the right to amend or remove information, images or prices relating to the products in the brochure or on the website without notice.

### 2. Payment

All places must be booked and paid for in advance. Full payment is required at the time of purchase. We are unable to delay payment or make provisional bookings unless credit terms have been agreed in writing. We reserve the right to cancel any order where full payment has not been received within credit terms or where payment has defaulted.

### 3. Course and Experience Availability

All courses and experiences are offered subject to availability. It may be necessary to book certain experiences well in advance due to demand. We are unable to make provisional reservations. You are advised not to make travel, hotel or other arrangements until your booking payment has been processed and course viability has been confirmed in writing. Fluentintuition Ltd will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation or any other costs incurred. Once a booking is confirmed it cannot be changed or amended.

### 4. Booking Alterations

Once a date is booked and confirmed with a supplier you are bound by their terms and conditions. Once a booking is made it is a confirmed booking and cannot be changed. In the unlikely event that the supplier cancels the programme/experience after you have confirmed a date, they should contact you direct to reschedule.

### 5. Refunds

Course bookings, experiences, tangible goods and special offers cannot be exchanged or refunded. Bookings are non-refundable unless an event is cancelled. Fluentintuition Ltd reserves the right to cancel an event and in these circumstances will fully refund course fees on UK courses & Spanish courses. Where courses are cancelled, bookings for Enhance and Enhance Plus experiences will also be refunded fully.

### 6. Course Cancellations & Alterations

Fluentintuition Ltd Little Gorsewood Cottage, Saunders Lane, Mayford, Surrey GU22 0NT Reg. no 6335096 Cardiff

Centres: Fielding House 41 Chobham Road, Woking, Surrey GU21 6JD Director N Oliver Pentucci Bed(Hons) Cert Ed ACIL

tel: +44(0)1483 768500 +44(0)844 800 9835 email: info@fluentintuition.co.uk www.fluentintuition.co.uk

All events will run subject to a minimum number of 6 participants. The decision as to whether the course goes ahead is made by the direction approximately one month in advance of the first day of the course in Spain start date or when viability is reached, whichever is sooner, so you are invited to book early. Where courses are cancelled due to lack of viability customers will be notified one month prior to the event. On occasions, where full viability has not been achieved, you will be contacted to discuss possible alternative options (e.g. shortening course length, session length).

The Director's decision is final in determining whether the course will run in this event.

Fluentintuition Ltd nor any associated suppliers, shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond their control including for Acts of God, terror attacks, weather-related reasons, climatic/volcanic eruptions, flight cancellations, or delays, public transport cancellations or delays, mechanical failure, location changes or otherwise.

### **7. UK & Spanish Course Fees: What Is included**

All course fees cover tuition, materials, refreshments, but not lunch/dinner. In-house course resources are included in the fee. Courses in Spain include use of the Ave Cervantes Institute virtual platform whilst in Spain. Exam registration fees, examination fees, registration with awarding bodies, certificate fees are not included in the course fee. Attendance certificates in UK are not included in the fee and are subject to an administrative charge of £15 per certificate. A Common European Framework certificate for the module completed in Spain is included in the price.

### **8. Course Fees: What Is not included**

The fees published on the site and in printed materials do not include:

- flights • transfers • accommodation • insurance • Enhance Experiences

### **9. Accommodation**

Fluentintuition Ltd does not provide booking for accommodation, nor does our Spanish provider Aula Toledo. Where we feature information regarding accommodation every effort is made to ensure the descriptions, and illustrations contained within the website are a true reflection of the accommodation, however these do not form part of any contract with Fluentintuition or our suppliers.

### **10. Enhance Experiences**

Fluentintuition is agent for selected suppliers, whose products and services are represented within the fluentintuition website. Every effort is made to ensure the descriptions, prices and illustrations contained within the website are a true reflection of the events, courses or experiences; these do not form part of a contract. Once the Enhance or Enhance Plus experience package has been purchased, you will automatically become bound by the suppliers' terms and conditions. Please note that experiences and other products are subject to change without notice. This does not affect your statutory rights.

### **11. Restrictions**

The Enhance experiences may have some kind of restrictions applied to them, these restrictions are decided by the supplier. These restrictions may include age, health, physical, height, dietary requirements, food allergies, and weight

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restrictions. It is your responsibility as the purchaser to purchase a gift appropriate for the intended recipient and it is the responsibility of the recipient to double check that the restrictions are not prohibitive. Where these restrictions have been breached we will cancel the booking and withhold all reasonable costs.

## **12.Liability & Safety**

Fluentintuition Ltd sources highly experienced suppliers to provide your tuition abroad and all other experiences. Fluentintuition shall not be responsible for the safety standards or the quality or delivery of the experience, or any loss or damage suffered by you whilst participating in the language programme abroad for which the supplier shall be solely responsible. Our suppliers reserve the right to refuse any person from participating in any experience should they deem it necessary. Fluentintuition Ltd nor any associated suppliers shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond their control including for Acts of God, terror attacks, weather-related reasons, climatic/volcanic eruptions, flight cancellations, or delays, public transport cancellations or delays, mechanical failure, location changes or otherwise.

## **12. Complaints**

In the unlikely event of a complaint arising you are advised to speak to the supplier on the day of the course/experience to resolve any issues. Should you still not be satisfied please email details of your complaint to [bookings@fluentintuition.co.uk](mailto:bookings@fluentintuition.co.uk)

## **Suppliers Abroad**

Scroll down to view the conditions specific to the country and organization you will be studying with.

### **Spain**



#### ***Aula Toledo - Terms & Conditions***

[Info@aulatoledo.com](mailto:Info@aulatoledo.com) [www.aulatoledo.com](http://www.aulatoledo.com)

#### ***Booking Conditions 2010-11***

##### ***1.Minimum age: 16.\****

*For all students under the age of 18 a legal representative or legal guardian of the minor must request and accept the terms and conditions of AULA TOLEDO. Please make this known before booking so that the appropriate document "Student under 18" can be issued to you for your agreement.*

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## **2. Duration of classes & timetable:**

Course content and programme are described in our Course Descriptions. These are open to revision and amendment and as such may be subject to change. Please see the course description.

## **3. Number of students per class** Minimum of 6 participants

**4. Viability & cancellations** All events will run subject to a minimum number of 6 participants. The decision as to whether the course goes ahead is made by the direction approximately one month in advance of the first day of the course in Spain start date or when viability is reached, whichever is sooner, so you are invited to book early.

Where courses are cancelled due to lack of viability customers will be notified one month prior to the event and their fees will be refunded. On occasions, where full viability has not been achieved, customers will be contacted to discuss possible alternative options (e.g. shortening course length, session length).

Aula Toledo reserves itself the right to cancel any course when insufficient bookings are made or to transfer students to other courses. Refunds will be made only if the course has been cancelled by Aula Toledo and its agent.

The Director's decision is final in determining whether the course will run in this event.

Aula Toledo shall not be liable for the cancellation, postponement or alteration of any experience for reasons beyond their control including for Acts of God, terror attacks, weather-related reasons, climatic/volcanic eruptions, flight cancellations, or delays, public transport cancellations or delays, mechanical failure, location changes or otherwise.

## **5. Booking**

Registration, booking and payment will be made through our UK agent for fluentinSpain courses: fluentintuition Ltd

## **6. Arrivals and departures:**

Students should arrive on Wednesday 6<sup>th</sup> April 2011 a day before the beginning of the course which will commence on Thursday 7<sup>th</sup> April 2011

**7. Travel Insurance :** You are strongly advised to arrange adequate travel insurance to cover yourself whilst travelling to and in Spain. Aula Toledo shall not be liable for any loss or damage arising due to illness, accident, theft, loss of personal effects or any other inconvenience.

**8. Health Insurance:** Aula Toledo students MUST have adequate health insurance before coming to Spain. For European community citizens, please check you have the appropriate reciprocal documents. Non European community citizens should have an international medical insurance policy. Aula Toledo shall not be liable for any loss or damage arising due to illness, accident, theft, loss of personal effects or any other inconvenience.

**9. Missed sessions:** It is the student's responsibility to arrive punctually for the beginning of the course and all other sessions. Aula Toledo will not refund fees for missed sessions.

## **10. Booking Alterations**

Once a booking is made it is a confirmed booking and cannot be changed, or exchanged with other courses. In the

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*unlikely event that the programme/experience is cancelled by Aula Toledo after the date is confirmed ,the learner will be contacted direct to reschedule.*

**11. Accreditation:** *All students who complete 80% of the total guided learning hours of a Spanish course with Aula Toledo will receive a certificate of attendance and achievement mapped to the Common European Framework of Reference for Languages.*

*\*Aula Toledo reserves the right to modify these terms and conditions*

**All bookings on the fluentinSpain programme are subject to these terms and conditions. November 30 2010**

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