

# General Terms and conditions 2024

**Scope:** These terms and conditions apply to all offers made by **ECOS Escuela de Español y Salsa** (= the school).

**Our Code of Conduct:** We always aim to offer our clients an optimum solution to any unforeseen problems that may occur.

**Enrollment:** Please send the enrolment form to the school. We will confirm your enrolment within 24 hours. In order to book and ensure your place, a deposit of 30 % from the total price is necessary. This deposit will be deducted from the total price at your arrival. The rest of the payment has to be made on the first day of school, before the first class starts. All our prices are in USD. We do accept credit card, bank transfers, cash in USD, in EURO or COP (Any transfer costs will be borne by the student).

A legally valid enrolment binds you to pay the course fees. Not paying the course fees does not count as a cancellation.

**Cancellation of the course:** No refunds of money will be made under any circumstances. In case the reservation is canceled, it will be possible to coordinate with the student and try to get another date to postpone the reservation; this notice must be given 3 weeks beforehand. It should be noted that this deferral maintains 100% of the price of the reserve as long as it is done within a period of less than or equal to 6 months. After spending 6 months you can only redeem 50% of the price of the reservation. Taking into account that only redeem in time but not money.

In the event that the student cannot make use of this reservation, it can be transferred to another person, sending an explanatory letter of the reason and details of the person who will use the reservation.

**Cancellation of accommodation:** No refunds of money will be made under any circumstances. The student must pay any cost for the postponement or movement of dates in the reserves such as: administrative expenses, location expenses, among others.

In case the reservation is canceled, it will be possible to coordinate with the student and try to get another date to postpone the reservation, this notice must be given 3 weeks beforehand. It should be noted that this deferral maintains 100% of the price of the reserve as long as it is done within a period of less than or equal to 6 months. After spending 6 months you can only redeem 50% of the price of the reservation. Taking into account that only redeem in time but not money.

**Change of accommodation:** If during your stay you decide to change the kind of accommodation, the 30% of the booking will be retained. The difference of price between the different accommodations has to be paid by the student. This can be applied depending on the availability. The change is possible if you booked a home stay and want to change to an apartment. We are always interested in finding a good solution for the student.

**Changes:** the school reserve the right to modify their course programs and prices. Transfer services: If you book the transfer service, you have to inform the school (date/hour/flight number) latest 10 days before the arrival date. In case of delay or cancellation, the student must inform the school by phone, by WhatsApp or by email. Without the amended information, the school can not ensure the service.

**Data Protection:** Our school takes the protection of your personal data very seriously and will strictly adhere to the codes and regulations of data protection law. Under no circumstances will your personal data be sold or forwarded to a third party.

**Insurance:** We will assume no liability for any damages resulting from any courses or events on our premises. We do however expect you to make sure that you have your own adequate insurance cover. Please note that the use of our premises is at your own individual risk. We shall not be made responsible or liable for any theft or loss of personal belongings on our premises.

**Governing Law and Place of Jurisdiction:** These terms of use shall be governed by and interpreted in accordance with Colombian law with the place of jurisdiction being Cartagena de Indias, Colombia.

updated on October 31st, 2023