

ACCOMMODATION

Terms and conditions

GENERAL TERMS AND CONDITIONS FOR ANY TYPE OF ACCOMMODATION (HOST FAMILY, SHARED FLAT OR RESIDENCE):

☒ Our school only participates as a mediator between students and families or accommodation companies to facilitate accommodation for our students. The school only participates as a depository of the payment made by the students and which is subsequently paid to the families or accommodation companies. Therefore, any disagreement on the part of the student with the accommodation or in the event of any legal action being taken, must be addressed directly to the owner or company that provided the service and from which our school is completely dissociated. However, in the mediation service that our school provides, we are committed to helping the student find new accommodation without any financial charge.

☒ The school will provide the students' details to the families or accommodation companies at the time of booking this service (name and surname, nationality, age, special requests, date and time of arrival and departure, flight number, contact and emergency telephone number, etc.). It will also provide students who have made the reservation with information about the assigned accommodation (address, name and contact number of the host)

☒ Students will be asked to sign the documentation relating to their accommodation, as requested by the accommodation companies.

☒ vive SPANISH will include in the proforma invoice or budget of the course requested by the student the part corresponding to the chosen accommodation, also including the amount that the student has to pay as a deposit (if applied).

☒ The host family or company will contact the student shortly before arrival in order to provide important information such as key collection, door opening codes, schedules, etc.

☒ In the event that the student is not satisfied with the accommodation chosen, the reasons will be analysed and the school will evaluate the possibility of changing the accommodation, provided there is availability.

☒ The managers of each of the accommodations will inform the students about the cancellation policies.

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SPECIFIC TERMS AND CONDITIONS FOR HOST FAMILY:

All students who book accommodation with a host family must respect the general rules set out in our general terms and conditions of accommodation plus those set out below:

- The school will send all the accommodation details: name, full address and telephone number at least one week before the student's arrival, who must inform the family of the approximate time of arrival.
- The family will give the student a complete copy of the keys. In case of loss, the student must pay the amount of the new copy. We recommend that you do not bring the address of the accommodation with your keys.
- The family provides the student with towels and sheets for their stay. There will be a change and complete cleaning of the room by the family once a week. The student must always keep his/her room tidy.
- The student can choose between half board (breakfast and lunch) or full board (breakfast, lunch and dinner) and the family will offer a varied weekly menu.
- The student must inform the school or family in advance if they have a special diet for health or religion. If you need special products other than the usual ones of the family, you will have to buy them yourself.
- Meal times will be set by the families and the student has to respect these schedules.
- The student must notify in advance, at least 24 hours before, in case of not attending or varying the time of a meal. Picnic lunch may be requested in advance if you are going to make a trip.
- The family will treat the student as a member of the family. The student must treat the house and other members of the family with respect, and will have a tidy room and bathroom.
- We recommend taking advantage of meal times so that the student can practice their Spanish and share experiences with the family.
- The family's rest hours must be respected, so it is not possible to turn on the radio, television or talk on the phone after 11:00 p.m. If devices are used at night, it will be respecting silence and rest.
- Other students are not allowed to visit the house, except for exceptions authorized by the family.
- The family's common areas such as the living room can be used, respecting the family's customs.
- Students must use electricity and water responsibly. You should turn off the lights in the room and other rooms when you leave and make reasonable use of personal appliances: hair dryers, chargers, laptops, etc. In case of excessive use of electricity, gas or water, payment of part of the bills can be claimed.
- The student must maintain an acceptable level of hygiene and order in the bathroom.
- Laundry is an extra service that must be contracted with the school/family. The family will not iron the student's clothes under any circumstances.
- In case of any involuntary breakage or damage to any element of the house, we recommend that the student immediately speaks to the family and offers to pay. In case of intentional breakage or improper use, payment is mandatory on the part of the student.
- If any conflict arises, both parties should contact the school as soon as possible to avoid arguments. Simple situations are easier to resolve if they are notified in time. It should also be

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remembered that linguistic misunderstandings occur due to the fact that Spanish is not the student's mother tongue.

- The school undertakes to change accommodation if there is any problem or dissatisfaction on both sides (family - student) This change will depend on the availability of accommodation.
- If the student wishes to extend their stay, they must contact the school, which will be in charge of processing the new dates subject to availability.

SPECIFIC TERMS AND CONDITIONS FOR FLATSHARE ACCOMMODATION:

All students who hire accommodation in shared flats must respect the general rules set out in our general accommodation terms and conditions plus those set out below:

- The student will have a single room for private use and will share the rest of the common areas of the house (bathroom, kitchen) They have the right to a space in the fridge and kitchen furniture for their food.
- All floors are equipped with furniture and a fully equipped kitchen.
- The student must respect the basic rules of hygiene and order for a perfect coexistence, as well as treat all members of the house with respect and courtesy.
- The school will send all the data related to the shared flat: address and telephone number of the accommodation more than a week in advance. You will need to let the school know the day and time of arrival so that they can meet you.
- Upon arrival, the student will receive a copy of the key or an access code through the corresponding App.
- The apartment must be left before 12:00 noon on the day of departure and the keys must be handed over.
- If you want to extend your stay, you will have to contact the school, which will be in charge of managing the extra nights and charging for the service. These extensions are subject to availability.
- The room will be clean on the first day, then it is the student who takes care of its cleaning. They are equipped with full bed linen.
- The student will need to bring their own towels.
- It is important not to dirty the common areas and it should be cleaned immediately after cooking and eating, as well as leaving the bathroom in good condition after use. All students sharing the flat are responsible for keeping the common spaces in order and cleanliness.
- Trash should be taken out daily to avoid hygiene problems. It is important to establish shifts among the roommates. Cleaning products are not included.
- The price includes electricity, water and heating costs. The student will make moderate use of all of them to avoid unnecessary energy consumption: turn off the lights when leaving, do not leave taps running, moderate temperature in winter, etc. Excessive use of any of these services will be reported to students.
- No noise is allowed after 11:00 p.m., as any neighbor could notify the police and file a complaint. The fine imposed will be paid by the students living in the flat.
- It is not allowed to have house parties. Throwing a party will be grounds for expulsion with no possibility of refund.

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- Other people cannot be invited to live in the room. If this exceptional case exists, you must notify the school and pay for the part of its accommodation.
- In case of stays of more than 12 weeks, if you wish to leave the assigned accommodation, you must notify at least 20 days before leaving the room for the school, in order to manage it.

SPECIFIC TERMS AND CONDITIONS FOR UNIVERSITY RESIDENCE ACCOMMODATION:

All students who contract accommodation in a residence must respect the general rules set out in our general accommodation terms and conditions.

The school works with different university residences located in Valencia and surrounding areas.

Prices vary depending on the type of accommodation chosen by the students.

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