International House Madrid

General Terms and Conditions 2027

International House Madrid - Spanish School

Below are the **General Terms and Conditions** of **International House Madrid,** which must be read and accepted prior to making a booking.

Our services are categorized as follows, as different terms and conditions apply:

Language Courses:

Intensive and Super-Intensive courses (Intensive 20, Super-Intensive 25, 30, Speaking 30) Seniors 50+, Pathway, Spanish Lifestyle, Language Teachers

Evening courses (Extensive)
Private courses (online or face-to-face)
Closed group courses – subject to their own general terms and conditions, which will be provided with the formal offer.

Accommodation:

Host families (self-catering, breakfast only, half board, full board)
Shared apartments (self-catering)
Student residence (breakfast only, half board, full board)

Other Services:

Airport transfers
Insurance

Calendar

In 2027, our school will be open from **Monday 4th January** to **Friday 17th December**, and will reopen on **Monday 3rd January 2028**.

However, the school will remain closed on the following official public holidays:

January 1 (Friday): New Year's Day
January 6 (Wednesday): Epiphany (Three Kings' Day)
March 26 (Friday): Good Friday
May 1 (Saturday): Labour Day
May 2 (Sunday): Community of Madrid Day
August 15 (Sunday): Assumption of Mary
October 12 (Tuesday): National Day of Spain
November 1 (Monday): All Saints' Day
December 6 (Monday): Spanish Constitution Day
December 8 (Wednesday): Immaculate Conception
December 25 (Saturday): Christmas Day

⚠️ Please note that we are currently still awaiting official confirmation of the 2027 public holidays from the

authorities. We will update this document as soon as we receive them. Please feel free to contact us for more information. ⚠️

If one or more public holidays coincide with the student's stay, those days will automatically be deducted from the price of the (Super) Intensive course.

(Super) Intensive course weeks run strictly from Monday to Friday; individual days cannot be booked.

Start Dates

Open group classes are available throughout the year for students aged 16 and over.

Students with at least an A1 level (who can introduce themselves in Spanish) may start on any Monday of the year. Total beginners (those who have never studied Spanish before) must start their (Super) Intensive course on one of the following dates in 2027:

- 4th and 25th January
- 8th and 22nd February
- 8th and 29th March
- 5th and 19th April
- 3rd and 17th May
- 7th and 21st June
- 2nd and 16th August
- 6th and 20th September
- 4th and 18th October
- 8th, 22nd, and 29th November

Schedules and Lesson Duration

Intensive group classes consist of 15 hours (20 lessons of 45 minutes) per week, scheduled in the morning (09:30 to 11:00 and 11:30 to 13:00) or afternoon (13:30 to 15:00 and 15:20 to 17:00) subject to morning availability.

Super-Intensive add-ons (private or mini-group lessons) comprise 5 or 10 private afternoon hours per week.

Private lessons (online or face-to-face) last 1 hour and can be booked Monday to Friday between 14:00 and 20:00. Availability is guaranteed year-round Monday to Friday from 14:30 to 16:00, and at other times upon request with the Director of Studies.

Students must complete the Needs Analysis Questionnaire upon registration to assist their teacher in preparing the lessons.

Private Lesson Vouchers

Individual lessons are strictly purchased in vouchers of 10 or 20 lessons, including for course extensions. Vouchers must be used within 6 months (for 10-lesson vouchers) or 12 months (for 20-lesson vouchers).

On public holidays, the school will be closed and no classes will take place; the teacher will reschedule the class with the student for another day.

Class Sizes

A minimum of 3 students is required to form an open group, with a maximum of 12 students (8 for mini-groups). If fewer students are enrolled, fewer sessions will be scheduled, but on a (semi-)private basis at no extra cost.

Intensive Course:
If ≥ 3 students: 4 lessons of 45 minutes per day
If 2 students: 3 lessons of 45 minutes per day
If 1 student: 2 lessons of 45 minutes per day

Speaking 30 Add-on:
If ≥ 3 students: 2 hours per day
If 1 or 2 students: 1 hour per day

Evening Course:
If ≥ 3 students: 3 hours per week
If 2 students: 2 hours per week
If 1 student: 1.5 hours per week

Placement Test and Assessment

Our digital written placement test is available free of charge to all students on our website. It is mandatory for all group students and must be completed by the Thursday prior to the course start date. Students who fail to complete the test in advance must take it on their first day and may miss their first Monday class. All (Super) Intensive course students will also undergo an oral placement test on their first day.

Every week, teachers of (Super) Intensive courses conduct a "Weekly Quiz" in class to evaluate students' progress and understanding of taught concepts.

Holidays and Absences

Attendance and punctuality are mandatory. Students must ensure their full availability prior to booking, as group classes cannot be paused or placed on hold.

However, (Super) Intensive courses entitle students to optional holiday leave (every 7 weeks of a (Super) Intensive course earn 1 week of holiday — please note that school closure dates count towards holiday allowance). Students wishing to take holiday leave must confirm their dates upon registration; these weeks will be added to the end of the stay. Holiday dates must be specified in the invitation letter for visa-required students and no changes will be admitted.

Long-term stays (from 3 weeks onwards for (Super) Intensive courses and full term for evening courses) benefit from discounted rates; therefore, weeks must be taken consecutively. Students unavailable for certain weeks must book shorter course blocks.

Payment

A deposit of €250 must be received within 7 days of registration to confirm the course, with the remaining balance due at least 15 days prior to arrival. Payment can be made via bank transfer or credit card. Instalment payments are not permitted for (Super) Intensive courses; students are advised to reduce the length of their course blocks if necessary.

Evening courses can be paid in full for the entire term at registration to benefit from the maximum discount, or paid monthly in advance.

Individual private lessons must be paid in full upon registration.

Cancellations

We strongly recommend that all students purchase cancellation and medical insurance, which is available through our partner insurance provider. Cancellations must be submitted in writing to spanish@ihmadrid.com.

Group Classes:

If written cancellation notice is received:

≥ 15 days prior to start date:
Full refund minus the €250 deposit, which may be applied to another course within the same calendar year.

≤ 15 days prior to start date:
The €250 deposit plus 2 weeks of service fees will be charged.

≤ 7 days prior to start date:
No cancellations or changes are permitted.

Course modifications are permitted provided notice is given by email at least 8 days prior to arrival. Remaining credit can only be used within the same calendar year. Single group classes cannot be cancelled.

Private lessons may be rescheduled provided notice is given by email to spanish@ihmadrid.com at least 24 hours prior to the lesson. Rescheduled lessons must be taken within 6 months (for 10-lesson vouchers) or 12 months (for 20-lesson vouchers). Shorter notice will cause the cancellation of the class without refund or rescheduling.

Pre-booked extra activities (e.g. cooking) cannot be cancelled ≤ 7 days prior to the start date.

Registration Fee

All students enrolling in a (Super) Intensive course must pay a registration fee.

The registration fee is €50 (€10 for former students) and includes:
Booking administration
Welcome pack
Welcome coffee on the first day
Written and oral placement test
Digital resources accessible via the Student Handbook
Wi-Fi access and use of school facilities
Access to academic tutoring and cultural/social activity programme (2 to 5 free cultural activities per week; additional activities available at extra cost)
Certificate of Attendance and end-of-stay progress report (upon request)

Access to library books for free use
The registration fee for evening courses and private lessons is €10 and includes booking administration, written placement test, and Wi-Fi/facility access for face-to-face classes.
Students require a course textbook from day one. Textbooks can be purchased for €25 or rented free of charge against a €25 refundable deposit (students must not write in rented books and must return them on their final day in original condition). Digital private lesson students may purchase the digital textbook for €25 or view the teacher's materials during class free of charge.

Tutoring

Students enrolled in (Super) Intensive courses can sign up for one hour of free group tutoring per week to review class material. Students must sign up at the beginning of the week, indicating the specific topics they wish to review.

Visa Process and Special Conditions

We strongly advise applicants to verify visa requirements (realistic dates and duration) directly with the Spanish Embassy/Consulate in their home country, as visa processing is outside our scope of responsibility. Following local authority guidance, the student must complete the registration form, submit a passport copy to reserve their place, and indicate if an invitation letter is required.

Upon receipt of the registration form, we confirm the place and request full payment in advance. Once full payment is received, we issue the Acceptance Letter required for embassy submission. Once issued, no course changes or cancellations are permitted.

In the event of visa refusal, the student may reapply for alternative dates or request a refund. Refunds are subject to valid official proof of refusal and will be issued minus a €250 administrative fee.

Accommodation

Accommodation is booked from the Sunday prior to course commencement until the Saturday following course completion. Extra nights may be booked (at additional cost) for Saturday arrival or Sunday departure.

Host families provide bed linen and towels. Shared apartments include bed linen, but towels are not provided (students must bring their own).

All accommodation options are situated within 5 to 30 minutes of the school, either on foot or by public transport.

Accommodation changes are permitted only under exceptional circumstances, including cases where host families or apartments fail to meet school standards. Requests to change accommodation for personal reasons (e.g. location preference or personal compatibility) incur a new €75 administration fee and are subject to availability.

Fees and Security Deposits

All accommodation types carry a €75 booking administration fee per person, payable prior to arrival. Students staying in student-shared apartments must pay a €150 damage deposit via credit card prior to arrival. This deposit will be refunded at the end of the stay provided no damage has occurred. Deposit is not required for students staying in shared apartments with local residents.

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Communication

Accommodation details will be sent a maximum of 10 days prior to course start date, provided full payment and required documentation have been received. Shared apartments and host family accommodations feature shared bathrooms. Student residences may offer private en-suite bathrooms.

Check-in and Check-out

Student Residence:
Each residence maintains its own rules. Check-in and check-out times will be specified in the course confirmation.

Host Families:
Students must coordinate their arrival time directly with their host family. Host families may not be at home if arrival details are not communicated in advance. Standard check-in is between 14:00 and 22:00. Arrival outside these hours must be explicitly agreed with the host family in advance.

The school accepts no responsibility for students waiting outside accommodation due to failure to report arrival times within the required deadline.

Students booking an airport transfer simply need to submit their flight details to us; we will inform the host family accordingly.

Shared Apartments:

Check-in is available from 14:00 on arrival day.

Check-out across all accommodation options must be completed before 11:00. Students requiring a later check-out must inform their host or the school for further instructions. When checking out of a shared apartment, keys must be left in a visible location inside the property (e.g. on the bed).

Extra Nights and Stay Extensions

Students requiring arrival a day early or departure a day late may book extra nights at an additional charge, subject to prior reservation. A maximum of 1 extra night upon arrival and 1 extra night upon departure is permitted.

Students intending to extend their stay must notify us as early as possible, as rooms may be assigned to incoming students. Extensions are subject to availability and cannot take priority over confirmed bookings.

If extending a stay requires moving accommodation, a €75 administration fee plus an extra night fee (Saturday to Sunday) will apply. If no accommodation change is required, only the extra night rate will be charged.

Visitors

Visitors are strictly prohibited in all accommodation types.

Weekend Emergency Arrival Helpline

In the event of a serious arrival emergency that cannot wait until Monday, students may contact our emergency phone line. The phone number is provided in the accommodation confirmation and must be used exclusively for genuine emergencies requiring immediate school intervention.

Accommodation Damage

Students are financially responsible for any loss or damage to accommodation property or keys during their stay.

Host Family Profiles

Host families hosting our students may include:

Families whose children have left home for university
Families with a spare room
Groups of friends living together
Single female hosts
Young couples without children
Single male hosts, with or without children (less common)
Same-sex couples

Host families may keep pets; students must declare any allergies at the time of booking.

Special Dietary Requirements

Students are expected to adapt to host family meals. Special dietary requirements must be notified in advance and may incur a surcharge. A €50/week supplement applies to special diets (gluten-free, pork-free, vegetarian, vegan, lactose-free, pescatarian).

Kitchen Facilities

Kitchen use is strictly restricted to students on Self-Catering options. Students on catered board plans are not permitted to cook or store personal food items in the kitchen.

Guaranteed Accommodation Services

The school guarantees the following minimum standards (though many host families provide additional amenities):

Bath towels
One daily shower (deep baths/soaking are not permitted; showers prohibited after 20:00)
Weekly bed linen change
Basic laundry service
House key allowing independent access
Single room
Wardrobe
Study desk/table
Wi-Fi connection

Shared Apartments

Shared apartments may be occupied by fellow school students or local residents, subject to availability. Students receive a single room with access to shared common areas.

Included services:
Standard utility consumption (water, gas, electricity)

Bed linen
Personal set of keys
Washing machine
Refrigerator
Cooking facilities & kitchenware
Wi-Fi connection
Weekly communal area cleaning

Other Services

Insurance:

We strongly advise students to obtain course cancellation insurance for unforeseen circumstances. All international students must hold valid health/travel insurance coverage in Spain. EU/EEA citizens and residents are covered by Spanish public healthcare for sickness/accidents upon presentation of a valid European Health Insurance Card (EHIC). Students may contact us for rates and details regarding our partner insurance policy.

Transfers:

Fixed taxi fares apply from Madrid Airport to the city centre. Private hire vehicles (Uber, Cabify, Bolt) and public transport (metro/bus) offer direct access to the city centre. Individual airport transfer services to accommodation are available via the school only for accommodation booked through us. Host families may provide transfers directly where applicable.

Transfer requests must be submitted to spanish@ihmadrid.com at least 2 weeks prior to arrival, including full flight details (flight number, arrival time, baggage count, and an a contact number active in Spain). Requests submitted under 2 weeks prior to arrival will not be processed. The school accepts no liability for incorrect, missing, or unstated transfer details.

In cases of flight delays, cancellations, or diversions, students must call the driver immediately to prevent unnecessary waiting and fees. Notice must be given at least 2 hours before scheduled arrival. Failure to notify within 2 hours will incur waiting fees or additional transfer charges. Drivers will wait up to 60 minutes for justified delays (e.g. minor delays, lost luggage); subsequent waiting time is billed at €10 per 30 minutes.

Use of Image and Data Protection

Acceptance of these General Terms and Conditions includes granting International House Madrid permission to use student image rights for commercial and marketing purposes (website, brochures, promotional material).

Personal data is used exclusively for booking administration and internal marketing by International House Madrid.

Students objecting to image or data processing must notify spanish@ihmadrid.com in writing prior to course commencement.

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