

Please send this enrollment form (2 pages) to:

Calle Placentinos 2, 37008 Salamanca, Spain

Tel.: +34 923 26 60 40

Email: infocentral@donquijote.org

Fax: +34 923 26 88 15

Enrollment form
www.donquijote.org

PERSONAL DETAILS

Surname First name Sex F M
Address
City State Zip code
Country Nationality Passport N°
Tel. home Mobile Fax
E-mail Date of birth (dd/mm/yy)
2nd address and phone number we should contact in case of emergency: Partner Parents Other

YOUR LEVEL OF SPANISH (test your level at www.donquijote.org/spanishlanguage/test)

- A1 (101): Beginner (absolute) B1 (201-202): Intermediate C1 (401-402): Superior
- A2 (102): Beginner B2 (301-302): Advanced C2 (411-412): Mastery

Please indicate name, address, phone number and e-mail of your Spanish teacher and institution where you have studied Spanish:

HOW DID YOU HEAR ABOUT DON QUIJOTE FOR THE FIRST TIME?

- Friend University / School Government institution www.donquijote.org Link
- Travel Agency Fair Advertisement Search engine Other

Please specify who, which or where of the option you have chosen:

SELECTED COURSE(S) AND DESTINATION(S)

COURSE	DESTINATION	CLASSES/WEEK	N° OF WEEKS	FROM (DD/MM/YY)	TO (DD/MM/YY)
1º					
2º					
3º					
4º					

SPAIN ALL YEAR ROUND ADULT COURSES

- Alicante Madrid Salamanca
- Barcelona Malaga Seville
- Cadiz Marbella Tenerife
- Granada Pamplona Valencia

MEXICO ALL YEAR ROUND ADULT COURSES

- Guanajuato
- Oaxaca
- Playa del Carmen
- Puerto Vallarta

SUMMER CAMPS AND TEEN PROGRAMS IN SPAIN

- Barcelona Salamanca
- Granada Seville
- Madrid Valencia
- Marbella - Other

LATIN AMERICA ALL YEAR ROUND ADULT COURSES

- Buenos Aires (Argentina) Sucre (Bolivia) Heredia (Costa Rica) Santiago de Cuba (Cuba) Quito (Ecuador)
- Bariloche (Argentina) Santiago de Chile (Chile) Monteverde (Costa Rica) Trinidad (Cuba) Antigua (Guatemala)
- Córdoba (Argentina) Coronado (Costa Rica) Playa Jacó (Costa Rica) Santo Domingo (Dominican Rep.) Cusco (Peru)
- Mendoza (Argentina) Flamingo Beach (Costa Rica) Havana (Cuba) Sosua (Dominican Rep.) Other



General Conditions

1. CONTRACT

- 1.1 don Quijote accepts no responsibility whatsoever for cases of force majeure (according to law) or for students' actions.
- 1.2 On formalizing enrollment in a course (and accommodation) over the internet, by fax, online booking or in writing, students must accept the General and Payment Conditions, as well as the norms, rules and guarantees of don Quijote that they have previously been given and read. No signatures are necessary for the agreement. Any payments confirm the acceptance of the agreement with all these conditions.
- 1.3 The contracts are personal and non-transferable.

2. CLASSES

- 2.1 In high season, some classes may be given in classrooms outside of our installations.
- 2.2 don Quijote's management reserves the right to extend the timetable for classes to 9 p.m.
- 2.3 In the exceptional case that only 1 or 2 students are enrolled in a course in the same level group, the school reserves the right to change a group course into One to One tuition. In this case, class hours will be reduced by 50%.

3. HOLIDAYS

- 3.1 Please check our web site (www.donquijote.org/holidays) for updated holidays as they may be subject to change before planning your trip.
- 3.2 don Quijote is not obliged to refund or make up any classes missed due to National or Local holidays. In case of two holidays within one week (Monday to Friday), one day of the missed lessons will be recuperated except for One to One classes which will be recuperated in any case.

4. ACCOMMODATION

- 4.1 The student will be charged for the replacement of broken items due to either negligence or by intention.
- 4.2 If there is damage and no one is directly responsible, the cost of repairs will be divided among all the students in the apartment or residence.
- 4.3 In the case of a serious disciplinary offence or repeated bad behavior, the student will be expelled from the accommodation contracted with don Quijote without the right to any refund.
- 4.4 In high season, the apartments and student residences may be substituted by another type of accommodation at a corresponding price.
- 4.5 If you reserve a shared double room (shared with another student) and there is no other student with whom you can share the room, we reserve the right to change your room at any time.

5. INSURANCE

- 5.1 Medical: we advise all citizens of the EU to bring the European Health Insurance Card EHIC (formerly the E111 document). If you require medical treatment, with this card and the medical bill you will be able to reclaim the medical expenses from your country of origin. We recommend that students from other countries take out a medical insurance policy provided by don Quijote that guarantees coverage for the illnesses stipulated on the above mentioned policy.
- 5.2 Civil Liability: don Quijote has an accident and civil liability insurance policy that covers possible incidents or minor accidents that may occur within its centers. don Quijote is not responsible for the loss or theft of students' personal property, for which we recommend you take out your own insurance policy.

6. ADMISSION OR EXPULSION

- 6.1 The don Quijote management reserves the right to accept students aged 16 or under (Spain) / 13 or under (Mexico) in exceptional cases.
- 6.2 don Quijote reserves the right to cancel the student's place if on the day of their arrival they or their agency have not paid the total sum of the course, accommodation and other services contracted.
- 6.3 In the case of a serious disciplinary offence, repeated bad behavior or infringement of the laws of the country in which the course is taking place, the student will be expelled from the school and accommodation contracted with don Quijote without the right to any refund.
- 6.4 In the case where damages are caused to third parties, all the expenses claimed from don Quijote that originate from the above-mentioned incident will be charged to the student, who will have no right to later claims.

7. LAST-MINUTE RESERVATIONS, CHANGES AND ACCEPTANCE

- 7.1 The advance payment for confirmation of the reservation will be 500 € (for courses in Spain and Cuba) and US\$ 700 (for courses in Latin America).
- 7.2 For the confirmation of reservations made 2 weeks or less before arrival (for Kids, Juniors and Teens programs 4 weeks or less), the total invoice must be paid in full at the time of enrollment.
- 7.3 100 € (Spain and Cuba) / US\$ 150 will be charged for administrative costs for changes to your confirmed reservation, in the two weeks prior to arrival or at any time after arrival (subject to availability).

8. OFFERS AND DISCOUNTS

- 8.1 The enrollment fee is valid for one year from the first reservation made for don Quijote and IEG schools. In other words, any courses reserved during a 12 month period can be made using the same enrollment fee.
- 8.2 Our published offers or other type of discounts cannot be accumulated. All offers or discounts are subject to availability and have a fixed duration period. No changes will be made to bookings that have been received prior to the promotion. All offers and discounts will be applied at the time of booking.

9. VISA

- 9.1 Students from western Europe do not require a visa to enter Spain or Latin America. Students from other countries must enquire about obtaining a visa at the Spanish or Latin American embassies or consulates closest to them.
- 9.2 The certificate certifying enrollment (invitation letter) can ONLY be issued by the school when the enrollment form and a copy of the passport have been received and full payment of the program has been received via bank transfer. Not applicable for citizens of Australia, Brazil, Canada, China*, Israel, Japan, Korea, New Zealand, Russia, Singapore, South Africa, Turkey and the US. *Citizens from China need to pay a deposit of 1,500 € if the invitation letter is needed.

10. PAYMENT CONDITIONS

- 10.1 The total sum (in € for courses in Spain and Cuba and in US\$ for courses in Latin America) must be received at least 2 weeks before your arrival (for Kids, Juniors and Teens program at least 4 weeks). Where payment in full is not received, don Quijote reserves the right to cancel the program, and the student has no right to a refund.
- 10.2 All bank charges will be your responsibility. In the case whereby the bank charges us a commission for receipt of your payment, we reserve the right to charge

this sum on your arrival.

- 10.3 Personal checks won't be accepted in any case. Bank checks will be accepted only if the check is received a minimum of 80 days before arrival and with an extra fee of 35 € / US\$ 50.
- 10.4 These prices are valid until the 31st of December 2013 for courses beginning and ending in the year 2013.
- 10.5 This price list overrules all previous information concerning prices and dates.
- 10.6 don Quijote is not responsible for printing errors that may appear or for errors in publications by third parties about don Quijote.

11. COURSE REDUCTIONS AND CANCELLATIONS

By credit card:

You can pay by credit card through our secure online payment web site: <https://secure.donquijote.org/payment/>
Please ask us for your student number.

By bank transfer to don Quijote Please put the student's name and "don Quijote" on all documents relating to transfers.

ACCOUNT NAME: don Quijote S.L.
BANK NAME: Bankinter
BRANCH ADDRESS: C/ Marques de Urquijo 11, 28008 Madrid

€ account for courses in Spain and Cuba

Account nr: 0128-0023-19-0500006124
IBAN: ES25 0128 0023 1905 0000 6124
Swift code: BKBKESMMXXX

US\$ account for courses in Latin America

Account nr: 0128-0023-12-0140001941
IBAN: ES62 0128 0023 1201 4000 1941
Swift code: BKBKESMMXXX

- 11.1 Cancellations before arrival will only be accepted up to and including the last working day before arrival and must be in writing (letter, telegram, e-mail or fax). Written evidence of the cancellation is required and therefore cancellations made by telephone will not be deemed valid.
 - 11.2 For cancellations prior to two weeks before the arrival date, there will be a penalty of 250 € (Spain and Cuba), US\$ 350 (Latin America) of the advance payment.
 - 11.3 For cancellations made during the last two weeks before arrival the advance payment of 500 € (Spain and Cuba), US\$ 700 (Latin America) will not be refunded.
 - 11.4 For the Spanish + Hotel Internship Program there will be a cancellation fee of 450 € for cancellations made 4 weeks before arrival. For cancellations in the last four weeks before arrival, we will charge the whole program price.
 - 11.5 For the Kids, Juniors and Teens programs the penalty for cancellations made during the last four weeks prior to arrival will be 1000 €. For cancellations made before this date, there will be a penalty of 250 €.
 - 11.6 In no case whatsoever will money for the course or accommodation be refunded once the course has started (except in the case of the refund guarantee). In the event that a credit note is granted due to exceptional circumstances, the credit will only be valid for up to 12 months (from the date the credit note is granted). Once this period of 12 months ends, the student loses the right to the credit.
 - 11.7 For all reimbursements we will charge an administrative fee to cover the administrative costs of returning your money (see point 13.4), as well as the standard fee for changes in the reservation (100 € / US\$ 150) as stated in point 7.3.
 - 11.8 Refunds must be requested during the 30 days following the completion of the course or cancellation. Once this period is complete, the student no longer has the right to request any refunds.
 - 11.9 In the event of a cancellation or course reduction, original prices will be applied whether or not the student has opted for a special discount or promotion. For example, if due to the length of the course, the student received a discount at the time of booking, on cancellation this will be lost.
 - 11.10 Students who require any type of invitation letter to obtain a student visa for their course and have to cancel due to denial of the visa, must send an official original certified document directly from the Embassy. If this copy is not received by don Quijote, 100% of the cost of the program will be charged.
 - 11.11 For cancellations after an invitation letter is issued, the penalty will be the one explained in points 11.2, 11.3, 11.5 and 11.7, plus the cost of sending the invitation letter if the express courier option was selected.
 - 11.12 For students who already have visas, cancellations will only be considered once the student provides proof of leaving the country and once the visa obtained through don Quijote is no longer valid. In addition, the cancellation will only be valid on the student's return to their country of origin.
- ## 12. GOLD OR SILVER CANCELLATION GUARANTEE
- 12.1 We recommend one of our special cancellation guarantees if you are taking a course in Spain or Mexico that is longer than 2 weeks. The cost of this guarantee is 6% (Silver) or 10% (Gold) of the total sum of the full program invoice (non-refundable) and the cancellation guarantee must be signed and paid in full upon at least 15 days before arrival in order for it to be valid.
 - 12.2 With the "Silver" cancellation guarantee you will be able to cancel your program under certain circumstances: securing a job with a duration of at least one year; serious illness or accident resulting in hospitalization; death of the insured, their spouse, direct ascendants, descendants, siblings; being called to court proceedings or as a member of an electoral board; summons for major surgery with hospitalization of the insured and their spouse; placement for the adoption of a child; organ transplant to or from the insured, their spouse, direct ascendants, descendants, siblings, brother/sister-in-law, son/daughter-in-law, father/mother-in-law; the cancellation of a registered and insured companion obliging them to travel alone; bankruptcy of the travel agency or cancellation of the trip by the airline; natural disaster.
 - 12.3 With the "Gold" cancellation guarantee you can cancel all or part of the course for any reason.
 - 12.4 When a cancellation is made and you need to use the cancellation guarantee, we will refund the cost of your course and accommodation if you cancel your course at any time from your arrival date until the end of your course. Your guaranteed refund will NOT include: your enrollment fee, the cost of one week and services already used at the time of cancellation (if the student makes that cancellation on a Monday, otherwise both the week of cancellation and the following week will be charged), the cost of the guarantee itself and 4% of the amount to be refunded

(minimum of 65 € / US\$ 90) to cover administrative costs.

- 12.5 In order to cancel a language program, the student must give notice via e-mail to seg@grupo.com. We will take the day following the day on which the e-mail is sent as the official cancellation day of the course. Until an e-mail is received the cancellation will not be valid. For this reason it is important that the student is certain that the e-mail has been received. If the student is covered under the Silver Cancellation Insurance then they will have a maximum of 15 days starting from the day the e-mail is sent to produce the necessary evidence to back up the motive for their cancellation. If the student is covered by the Gold Cancellation Guarantee, this step is not necessary. The money will be returned within 30 days of the official cancellation date.

12.6 The cancellation guarantee is personal and non-transferable and is only valid upon the students' arrival at the school. Students who require and have obtained the visa through don Quijote can buy the cancellation guarantee but cancellations will be only considered once the student provides proof of leaving the country. In these cases 8% of the amount to be refunded will be charged to cover administrative costs.

12.7 If you have enrolled for a course that is over 5 weeks long and you use the cancellation guarantee, you should be aware that prices may change depending on how many weeks you'll be doing eventually. That is, if you enrolled for 12 weeks and unfortunately you need to reduce your course to 4 weeks, the 4 week prices will be applied.

13. REFUNDS

- 13.1 Refer back to points 11 and 12 (cancellations).
- 13.2 Following the request or after the examination of all documents in the case of the cancellation guarantee by bank transfer, a refund will be given within 30 days.
- 13.3 Refunds can only be made and money can only be transferred to the student who booked the course or to the account from where the payment has been made. Refunds will never be made out to anyone other than the student or the tutor who paid for the reservation.
- 13.4 For all refunds we will charge an administrative fee of 10% of the amount to be refunded (a minimum of 55 € / US\$ 95). Refunds of small amounts (less than 100 €) will be paid by Spanish check at no extra cost whilst the student is still in Spain otherwise the refund will be made by bank transfer and will carry a minimum administration fee of 35 €.

14. CUSTOMER SERVICE

- 14.1. Notwithstanding the provisions of this agreement excluding any legal obligation or liability on its part, don Quijote will, in the event of a complaint by a student against an overseas body in connection with its preferred course or associated accommodation, endeavor to use its best means to rectify the situation of the student involved, provided that such a complaint is notified to the appropriate body abroad as soon as is reasonably possible, and that the student has exhausted all other feasible solutions in the overseas country involved.
- 14.2. Any complaints need to be given in writing and within the first 24 hours. Otherwise students will lose the right to any compensation, refund or changes. don Quijote will accept any suggestions after departure date or requests only on a information level and to improve our services.

15. COPYRIGHT

The management of don Quijote reserves the right to use all possible photos taken during the student's stay unless the student declares otherwise on his arrival at the school.

PROTECTION OF PERSONAL DATA

In compliance with Spanish Law 15/1999, December 13, regarding the protection of personal data, don Quijote would like to inform you that your personal details within these general conditions will be stored in a database (whose liability and responsibility is don Quijote, S.L.), solely for the commercial and operative purposes of the company. By accepting these general conditions you give your consent to the above said treatment and for their use for the aforementioned purposes. At the same time, you have the right to request that we inform you of your rights to access, correct and cancel such information within the established terms of the prevailing legislation, by writing to the address: Calle Placentinos 2, 3700 Salamanca, Spain.



CONDITIONS OF OUR TRIPLE GUARANTEE

There is no risk in choosing a don Quijote or IEG Program (partner schools are excluded) because you'll get the best program, best price!

1. **100% PRICE GUARANTEE** - For purposes of invoking the 100% Price Guarantee (applicable to Spanish language courses only, accommodation is excluded), the other program's price needs to be at least 10 € less than don Quijote's/IEG's published price AND the program needs to be comparable. Comparable means: in the same city, an equal amount (or more) of Spanish instruction time, same (or fewer) maximum students per class, same quality of instruction. don Quijote/IEG reserves the right to disqualify certain programs where the quality instruction may be in question. This is determined by several factors including teachers qualifications, years in business, international recognition and qualifications. Simply include a copy of the other organization's price sheet or a link to their web site where the price is in print. As long as the program is equivalent to our program we will honor their price and discount another 20% of your enrollment fee!
2. **SATISFACTION GUARANTEE** - Your satisfaction is our main concern. If on your arrival you are not satisfied with any of our services, just notify the school secretariat in writing within 24 hours of your first course day (these apply as well as for any problems that might occur during your stay). We'll rectify the situation within 2 working days. If you still feel that the services are not in accordance with the brochure description, we'll sit down and talk it out, with 2 possible outcomes. Either we'll agree that the service has not met our guarantee and refund your course and lodging fees or if we can't agree, we'll allow an independent arbitrator appointed by the regional Spanish government to determine if the situation warrants application of our money back guarantee.
3. **CANCELLATION GUARANTEE** - When you purchase one of our cancellation guarantees, you protect yourself against the unexpected events that might cause you to cancel your course. For full details see point 12 on this page.

Customer Service
helpdq@donquijote.org

Emergency phone
+34 636 450 998

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