INFORMATION FOR USERS (September 2026 – August 2027)

1. About Entrelenguas and the Centre

1.1. Entrelenguas is a centre for teaching Spanish to foreigners, with a registered commercial trademark. Its legal name is *Escuela Entrelenguas SL*, its tax identification number (CIF) is B93335750, and its registered address is Espíritu Santo, 9, 29400 Ronda. The person in charge of the centre is María del Mar Rodríguez Ortega, with NIF 74935154G.

1.2. Entrelenguas is a private entity whose teaching is non-official and does not lead to the award of an official qualification or a professional certificate.

1.3. The premises of Entrelenguas, understood as the physical space where Spanish classes for foreigners are taught and where the general public and students in particular are attended to and informed, are located at Espíritu Santo, 9. These premises have a valid opening licence issued in 2014. At this location, as well as online, information about the courses taught and services provided can be requested.

1.4. The teaching activities included within the scope of application of the Decree regulating the rights to information and the protection of the economic interests of users of private centres providing non-official education, which are delivered by this centre, are considered non-official and do not lead to the award of an official qualification or a professional certificate. The courses offered are:

- General Spanish: face-to-face and online
- Spanish through History: face-to-face
- DELE exam preparation: face-to-face
- Spanish for children: face-to-face
- Intensive Spanish courses: face-to-face and online, on demand
- Private Spanish lessons: face-to-face and online, on demand

1.5. Specific information documents for each of the courses taught, as well as prices and payment methods, are available to the public in the user information or reception area of each centre and premises.

1.6. The full text of the Decree regulating the rights to information and the protection of the economic interests of users of private centres providing non-official education is available to the public and to students in the user information or reception area of each centre and premises.

1.7. Entrelenguas has official complaint and claim forms available to consumers or users who request them.

1.8. The general opening hours of the Entrelenguas premises are from Monday to Friday, from 9:00 a.m. to 2:00 p.m. These hours may be extended during the spring and summer months (high season).

1.9. Students may contact teaching staff via the corporate email address assigned to each teacher, as well as the rest of the team through the following email addresses or telephone numbers:

- General information: info@entrelenguas.com
- Administration: lucia@entrelenguas.com
- Payments: pagos@entrelenguas.com
- Academic management: mar@entrelenguas.com

2. In-person Courses: Entry and Completion Requirements, Enrolment and Fees

2.1. Our Spanish offer is aimed at both children and adult students of foreign origin. No prior requirements are necessary for enrolment.

2.2. Face-to-face sessions will be organised according to the following timetable:

- General Beginner Group (20 hours): Thursdays from 10:00 a.m. to 12:00 a.m., Classroom 2.
- General Pre-Intermediate Group (20 hours): Wednesdays from 10:00 a.m. to 12:00 a.m., Room 2.
- General Intermediate Group (20 hours): Thursdays from 10:00 a.m. to 12:00 a.m., Classroom 2.
- General Advanced Group (20 hours): Mondays 10:00 a.m. to 12:00 a.m., Classroom 2.
- One-to-one lessons: flexible timetable according to student availability. Classrooms 1 and 2.
- Intensive courses and programmes (20 hours): timetable on demand. Classrooms 1 and 2.

For double group sessions and other specific courses with a set duration, the schedules will be announced accordingly on our website.

2.3. With the exception of the *Spanish through History* course, which does not follow a textbook, and private lessons, where the choice of textbook is optional, the textbooks corresponding to the students' level from the *Aula Plus* series by Difusión Publishing House will be used. These materials are not included in the course fee and students may purchase them from their preferred bookshops.

2.4. In order to successfully complete the course and receive a diploma or certificate of attendance, students must complete the 20 training hours of each course, attend at least 80% of the scheduled sessions, and submit a minimum of 80% of the assigned tasks.

2.5. Teaching will be delivered by university-qualified teachers with the academic credentials and ongoing professional development required to ensure the proper delivery of the course content

2.6. Each group will have a maximum of 8 students and a minimum of 3 students.

2.7. Enrolment must be completed prior to the start of the course, within the period between 30 and 7 days before the start date. The reservation of a place will be confirmed upon payment of 100% of the course fee and submission of the duly completed and signed enrolment form.

2.8. The price of each 10-week general course is €185. One-to-one lessons cost from €30 per session. The one-week immersion programme costs €445. As stated in section 2.3, teaching materials are not included in the price.

2.9. Enrolment in all face-to-face Entrelenguas courses requires payment of a single registration fee of €15 per student, which confirms the reservation of the place. This fee is non-refundable.

2.10. Payment may be made by bank transfer or via a payment gateway, allowing payment by credit or debit card. Full payment must be completed no later than 48 hours before the start of the course. Once the course has begun, no refunds will be issued, except in the event of cancellation by Entrelenguas.

2.11. If places are available in face-to-face groups, users may join groups that have already started. In such cases, a fee of €22 per individual class will apply.

2.12. Student absences do not entitle the student to make-up classes or compensation.

2.13. Packs of private lessons must be used within a maximum period of three months from the date of purchase. Cancellations must be notified at least 24 hours in advance; otherwise, the lesson will be charged. If Entrelenguas or the teacher needs to cancel a lesson, it will always be rescheduled.

2.14. Users have the right to request an invoice for the total amount of the teaching or services received, as well as for any partial payments made on account thereof.

3. Online Courses: Organisation, Enrolment and Conditions

3.1. The training offer is aimed at both children and adult students of foreign origin. No prior requirements are necessary for enrolment.

3.2. Online group sessions will be organised according to the following timetable:

- General Beginner Group (A1 level according to the CEFR): Tuesdays and Thursdays from 17:00 to 18:00 CET, via Zoom.
- General Lower- Intermediate Group (A2 level according to the CEFR): Mondays and Wednesdays from 17:00 to 18:00 CET, via Zoom.
- General Intermediate Group (B1 level according to the CEFR): Tuesdays and Thursdays from 18:00 to 19:00 CET, via Zoom.
- General Upper-Intermediate Group (B2 level according to the CEFR): Mondays and Wednesdays from 18:00 to 19:00 CET, via Zoom.
- General Advanced Group: Mondays from 18:00 to 19:30 CET, via the Zoom platform.
- One-to-one lessons: flexible timetable according to student availability.
- Intensive courses and programmes: timetable on demand.

3.3. With the exception of private lessons, where the choice of textbook is optional, the textbooks corresponding to the students' level from the *Aula Plus* series by Difusión Publishing House will be used. These materials are not included in the course fee and students may purchase them from their preferred bookshops.

3.4. In order to successfully complete the course and receive a diploma or certificate of attendance, students must complete the 20 training hours of each course, attend at least 80% of the scheduled sessions, and submit a minimum of 80% of the assigned tasks.

3.5. Teaching will be delivered by university-qualified teachers with the academic credentials and ongoing professional development required to ensure the proper delivery of the course content.

3.6. Each group will have a maximum of 8 students and a minimum of 3 students.

3.7. To enrol in online group classes, students must complete the corresponding enrolment form and take out either a monthly (€68) or quarterly (€190) subscription. This amount will be automatically charged each month or every three months, depending on the type of subscription. Subscriptions may be managed and cancelled at any time; however, amounts already paid will not be refunded under any circumstances unless the course is cancelled by Entrelenguas, in which case the proportional amount corresponding to the period during which classes cannot be delivered will be refunded.

3.8. Enrolment in all Entrelenguas online courses requires payment of a single registration fee of €10 per student, which confirms the reservation of a place. This fee is non-refundable.

3.9. Private lessons may be purchased individually or in the form of packages of 5 (140€), 10 (245€) or 20 lessons (480€). Packages must be purchased prior to the start of the first session and paid for in a single payment via our website or by bank transfer. Packages may be used and/or transferred to third parties within a period of 45 days in the case of the 5-lesson package, or three (3) months in the case of the 10- and 20-lesson packages, counted from the date of purchase. Packages of 20 lessons may only be purchased by students who take two or more lessons per week.

3.10. In the event that Entrelenguas offers any type of promotion or discount, the package must be used within the period established by the centre.

3.11. If a student is unable to attend a class on the originally agreed date, it may be rescheduled within the same week and month.

3.12. If it is necessary to cancel a class, such cancellation must be made in writing to the teacher, with a copy sent to info@entrelenguas.com, more than 24 hours in advance; otherwise, the class will be considered as "delivered".

3.13. If a class cannot be delivered due to technical problems on the student's side (for example, internet connection, microphones, etc.) that cannot be resolved within the first 15 minutes of the session, an additional 30-minute session will be rescheduled at no extra cost to the student.

3.14. Users have the right to request an invoice for the total amount of the teaching or services received, as well as for any partial payments made on account thereof.

4. Public Holidays

4.1. If a class coincides with an official public holiday, the teacher may reschedule it. The public holidays for the 2026–2027 course are: 12 October 2026, 2 November 2026, 7 and 8 December 2026, 25 December 2026, 1 January 2027, 6 January 2027, 25 and 26 March 2027, 16 August 2027.

4.2. The Entrelenguas premises in Ronda will remain closed from 21 to 27 December 2026 (Christmas break).

4.3. According to Spanish legislation, additional local and regional holidays may exist, depending on the teacher's place of work. We recommend confirming these dates directly with your teacher.