

LANGUAGE CENTRE OF THE UNIVERSITY OF LEON

GENERAL TERMS AND CONDITIONS OF CONTRACTING AND ENROLMENT FOR SPANISH COURSES FOR INTERNATIONAL STUDENTS

1. Nature of the Contract and Scope of Application

1.1. Parties to the contract: This contract for the provision of training, academic and management services linked to international mobility is entered into by the General Foundation of the University of Leon and Business (hereinafter, FGULEM), the managing body of the Language Centre of the University of Leon, and the student (or, where applicable, their legal representative or authorised agency).

1.2. Acceptance of the conditions: Formalising enrolment and/or paying the reservation fee for any programme taught by the Language Centre implies the express agreement to, and full, unconditional and irrevocable acceptance of, these General Terms and Conditions of Contracting.

1.3. Completion of the contract: The contract shall be deemed formalised and legally completed from the moment the Language Centre confirms receipt of payment of the place reservation fee after the official form has been correctly completed.

2. Admission Requirements and Academic Access

2.1. Minimum age: Individuals who are 18 years old by the start date of the selected course may enrol freely.

2.2. Minors: Students aged 16 and 17 may only be admitted after special processing and express written authorisation from their parents or legal guardians arranged through idiomas@unileon.es.

3. Services and Inclusions of the Enrolment Fee

Payment of the official fees entitles the student to the following training, academic and cultural services:

Item	Details and Description of Included Services
Teaching	20 contact hours of face-to-face classes per week structured according to the CEFR.
Teaching Materials	All teaching support materials required for the classes.



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Connectivity and Facilities	Access to the university Wi-Fi network and general use of the Language Centre facilities.
Official Certification	Issuing of the Official Academic Certificate accrediting the completed course (subject to a minimum attendance of 85%).
Cultural Programme and Excursions	Sociocultural package (valued at EUR 200), which includes: • Institutional guided tour of the city of Leon. • Cultural visits: Casa Botines Gaudi Museum, Royal Collegiate Church of San Isidoro, Cathedral, Museum of Leon and Convent of San Marcos / MUSAC. • Excursions: One full-day excursion outside the province and one excursion within the province of Leon.

4. Enrolment Procedure, Prices and Payment Terms

4.1. Place reservation: To formalise the reservation, the student must pay 50% of the total enrolment fee, including all the courses in which they have enrolled, within a maximum period of 10 calendar days after enrolment.

4.2. Cancellation for non-payment of the reservation fee: If payment is not received within that period, the Centre will automatically cancel the enrolment application.

4.3. Identification of bank transfers: The DNI, NIE or passport number provided during enrolment must be clearly stated in the bank transfer reference. Otherwise, the payment cannot be identified.

4.4. Bank charges and currency: All payments must be made in euros (EUR). Any bank charges, transfer fees or exchange-rate differences arising from the transfer shall be borne entirely by the student.

5. Issuing of the Invitation Letter and Visa Management

5.1. Condition for issuing: The Invitation Letter / Proof of Enrolment required for consular procedures will only be issued after the following requirements have been verified:

- Actual payment of 50% of the place reservation fee.
- A legible copy of a valid passport.



5.2. Advance planning for procedures and consular requirements: It is advisable to start consular procedures generally between 3 and 6 months in advance. For students from countries with high-demand consular procedures or longer resolution times (such as several countries on the African continent), it is essential to request the Invitation Letter and start the procedure at least 6 months in advance.

5.3. Mandatory final payment and visa regulations: Once the Invitation Letter has been issued, the remaining 50% of the fee for the first course must be paid at least 2 weeks before classes begin. For each additional course in which the student has enrolled, the remaining amount for that course must also be paid at least 2 weeks before that course begins. In the event of non-payment or unjustified withdrawal, the Centre will notify this circumstance to the Spanish Ministry of the Interior's governmental immigration authorities.

5.4. Exemption from liability for consular appointments: The inability to obtain a prior appointment at the relevant Embassy or Consulate shall not, under any circumstances, constitute force majeure for changing dates or refunding the amounts paid.

6. Strict Policy on Changes, Cancellations and Refunds

6.1. Non-modification of enrolment and visa delays: Once the Invitation Letter has been issued, changes to enrolment dates or modality will not be permitted. If the visa does not arrive on time, the student must enrol for the next available period and pay 50% of the corresponding fees for a new Invitation Letter to be issued.

6.2. Notification deadline: Any formal refund or cancellation request must be submitted in writing to idiomas@unileon.es.

6.3. Table of cancellation and retention conditions:

Request / Notification Timeframe	Invitation Letter Status	Refund Condition and Scope	Deduction / Penalty
More than 3 weeks before the start	NOT issued / NOT requested	Refund of the amount paid is applicable.	Retention of EUR 200
More than 3 weeks before the start	Issued	Only in the event of an official visa refusal (providing a decision signed and stamped by the Embassy/Consulate).	Retention of EUR 500



Request Notification Timeframe /	Invitation Letter Status	Refund Condition and Scope	Deduction / Penalty
Less than 3 weeks before the start of the course	Any situation	No right to a refund of 50% of the fees for the affected course (reservation payment).	50% of the fees for the affected course

6.4. Clarification about linked enrolments or subsequent courses: If a student does not attend or notifies their withdrawal from a course less than 3 weeks before its start date, the fee for the affected course will be retained (50% of the fees or equivalent amount paid).

However, if the student requests a refund for courses enrolled for later dates (where the request is submitted more than 3 weeks in advance), that refund will be processed in accordance with the general conditions and will not include the additional EUR 500 management costs for those subsequent courses.

6.5. Mandatory proof of visa refusal: To process any refund in cases where an Invitation Letter has been issued, it is mandatory to attach the Official Visa Refusal Decision signed and stamped by the Spanish Embassy or Consulate. Without this official document, there will be no right to a refund under any circumstances.

7. Health Insurance and Healthcare Coverage

7.1. Healthcare coverage: Enrolment does not include medical assistance, so all non-EU students are advised to take out health insurance for the duration of their academic stay in Spain.

7.2. EU students: Citizens from the European Union or the European Economic Area must bring the E-111/E-128 form or equivalent documentation.

8. Data Protection, Jurisdiction and Digital Contracting Framework

8.1. Data Protection (GDPR): The personal data collected during enrolment will be processed by FGULEM for the purpose of managing the academic and administrative relationship. Students may exercise their rights of access, rectification, erasure and objection by writing to idiomas@unileon.es.

8.2. Forum and Competent Jurisdiction: For the resolution of any dispute or discrepancy arising from the interpretation or performance of this contract, both parties expressly submit to the jurisdiction of the Courts and Tribunals of the city of Leon (Spain), waiving any other forum that may correspond to them.

