



Terms and Conditions

1. Purpose of the Service

CELIC – Center for Language Teaching and Cultural Exchange, located at Calle Vicente Blasco Ibáñez, 35, 1c, 03181 Torrevieja, Alicante, Spain, and represented by Ms. Irina Sheikina, NIE Y6886298C, offers in-person and online language courses for adults and minors with authorization from their legal guardians.

This document regulates the terms and conditions for contracting the courses, classes, and services offered by CELIC, establishes the rights and obligations of the parties, and sets forth a commercial agreement between CELIC and the user/client who receives or contracts its services.

IMPORTANT: By enrolling in any course, class, or service at CELIC, the user declares that they have read and fully and unreservedly accept the conditions and terms established herein.

2. Prices and Payment Methods

- Course prices are exempt from VAT, based on Article 20.Uno.9º of the VAT Law.
- All our courses must be paid in advance by bank transfer to our account or in cash at our school. In case of non-payment or partial payment, CELIC reserves the right to restrict access to the course.
- Registration is considered valid upon completion of the enrollment process; the place is confirmed only once payment or the corresponding proof of payment has been received.
- CELIC does not charge any enrollment fee at the time of registration. However, in the event of a refund request, €20 will be retained as administrative management costs.

3. Duration and Operation of Courses

- Each course has a specific duration, schedule, and modality indicated in its information sheet.
- CELIC may modify schedules or teaching staff for organizational reasons, always guaranteeing the quality of the service.

4. Cancellations, Refunds, and Right of Withdrawal

- The student may exercise their right of withdrawal within 14 calendar days after registration, provided that the course has not yet started. Once the course has begun, the right of withdrawal no longer applies, even if the student has not attended any class.
- No refunds will be issued if notice is not given at least 7 days before the start of the course, unless the student is within the legal withdrawal period and the course has not yet begun.
- If the student enrolls less than 7 days before the start of the course, they agree to waive their right of withdrawal and acknowledge that they will not be able to request any refund if they ultimately do not attend.
- If the course has already started and the participant stops attending after the start date, the amount paid will not be refunded, regardless of the registration date or attendance.
- In justified refund cases, €20 will be retained as administrative management costs.
- CELIC may cancel a group if the minimum number of students is not reached, offering either a full refund of the amount paid or a transfer to another group.
- To exercise the right of withdrawal, you must communicate your decision clearly before the deadline expires via email to info@celic.es.



5. Class Recovery and Attendance

- Group classes not attended by the student are neither refundable nor recoverable.
- In individual courses, sessions may be rescheduled with at least 24 hours' notice.

6. Materials and Intellectual Property

Materials provided to the student are for personal use, are subject to intellectual property rights, and may not be reproduced, distributed, or shared without CELIC's express authorization.

7. Data Protection

Personal data will be processed in accordance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018. The student may exercise their rights of access, rectification, deletion, and others by sending a request to CELIC's contact address.

Data will be used exclusively for course management and related communications..

8. Certificates and Diplomas

At CELIC, students may receive a diploma at the end of the course, once they have passed it, certifying their level of Spanish and their attendance. This diploma is not an official qualification.

9. Conduct and Internal Rules

CELIC reserves the right of admission or continued participation in cases of behavior that disrupts the normal development of classes.

10. Dispute Resolution

In case of disagreement, the parties may resort to the official complaint system and, ultimately, to the courts and tribunals of the place where the service is provided.

CELIC

Centro de Enseñanza de Lenguas e Intercambio Cultural

Calle Vicente Blasco Ibáñez, 35, 1c, 03181 Torrevieja, Alicante, España

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