Enrolment RULES 2027



From the moment a student enrols at TARONJA, it is understood that the student has read and agrees with everything stated below. Enrolment in a course at TARONJA implies acceptance of these rules.

ENROLMENT

Minimum age

The minimum age to enrol in the school is **18.**

Students **under 18 will only be accepted in special cases.** For these students, the school requires the **legal representative** or guardian of the minor to **sign the acceptance** of the school's terms and conditions in an attached document.

Registration procedure

There are several ways to reserve a place in a Spanish course:

1. Through our **website**: www.taronjaschool.com
2. By requesting the registration form by **email** at info@taronjaschool.com
3. By **phone**: +34 963 258 545

Once we receive your enrolment, we will send you a **confirmation.** To confirm your place, a **€150 deposit** must be paid, which will be deducted from the total. The remaining balance must be paid **at least 15 days before your first lesson.**

Receiving the payment indicates that the school's **Terms and Conditions** have been read and accepted.

ACCOMMODATION

Arrival

Students must arrive at their accommodation on the **Sunday before** the course starts, **before 20:00.** If they arrive after 20:00, they may be required to book and pay for the airport service.

Students must inform the school of their arrival details (day, time, flight number, etc.) **at least one week before** arrival. This way we can arrange for someone to be waiting for them at the accommodation.

One week before the course starts, Taronja will provide the student with the **name and address** of their accommodation.

Keys

Keys are collected from the **lockbox located next to the school.** On the Friday before arrival, a code and instructions to open the box will be sent by email.

Once the key is collected, the student can go directly to their assigned accommodation. Access to the apartment is available **from 14:00.**

Please note that the school is closed at weekends; in case of an emergency, you can call the **emergency number: +34 671 69 05 28.**

If the keys are lost, a fee of **€100** must be paid at reception before a new copy can be provided.

Departure

Students must check out **before 11:00** on the **Saturday after** the end of their course.

Arriving and departing on days other than those specified above is possible by paying the supplement as an **Extra Day**, subject to availability.

Deposit and changes

Students staying in apartments must leave a **deposit of €100.**

Changes of accommodation are subject to availability. They must be requested **5 days in advance.** They can be made on the Sunday following the week in progress and will incur an **additional cost of €50.**

Any accommodation change without a justified reason that requires moving on the same day will incur a **cost of €120.**

Airport transfers VLC

The school offers a pick-up service (arrivals and departures) **only at Valencia airport**, at an extra cost. See our price list. This service must be booked **before the Wednesday prior** to the start of the course.

If you have a departure transfer, you must give us your pick-up details (time and address) **one week in advance.**

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INSURANCE

Insurance

Students are **insured by the school** against third-party damage inside the school, and outside the school in the **activities it organises** (trips, excursions and stays outside the school premises).

Students are **not insured** by the school against illness, accident, theft, damage or loss of personal possessions, and the school will not accept any responsibility for such occurrences.

Medical insurance

Students should check whether their home country has a **medical agreement with the Spanish Social Security.** EU and Swiss citizens should obtain the **EHIC (European Health Insurance Card).** This individual card certifies the holder's right to receive healthcare during a temporary stay in any country of the European Economic Area or Switzerland; its period of validity is shown on the card.

Students from non-member countries must take out an **international health insurance** policy valid in Spain.

The school can arrange **medical insurance** for students who wish it, at an extra cost. See price list.

CANCELLATIONS

Course cancellations

For internal organisational reasons, all cancellations must be notified to the school **by email.**

More than 15 days before

For cancellations made more than 15 days before the course starts, the amount paid will be refunded **except for the €150 deposit**, which will be kept as **credit** for a future on-site or online course.

Less than 15 days before

For cancellations made less than 15 days before the course starts, the school will refund only **60%** of the total course price; the remaining **40%** will be kept in the student's account for an on-site or online course at a later date.

Under no circumstances will course fees be refunded **once the course has started.** Of course, cases of illness of the student or a close family member, always supported by a **medical certificate**, will be considered as special cases.

Cancellations by the school

The school reserves the right to cancel courses when **insufficient bookings** are made. In such cases, the student may choose an **alternative course** or a **full refund** of the amount paid, **including the deposit.**

Visa courses

For courses requiring a visa, once the **visa letter has been issued and sent**, it is not possible to cancel or modify the course, the accommodation or any other service included in it. This condition **overrides the general cancellation policy.**

Cancellation insurance

The school offers **optional cancellation insurance** (ask for conditions).

Accommodation cancellations

Cancelling accommodation involves not only an administrative charge: in many cases it requires a payment to the provider for the room, at least for part of the booking. For this reason **we do not give refunds** if the cancellation is made **within 15 days prior** to the start of the course.

No accommodation refund will be made once the course has started. Of course, cases of illness of the student or a family member, supported by a **medical certificate**, will be considered as special cases.



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POSTPONEMENTS – BREAKS

Students can **postpone the start** of their course to another date as long as they notify the school at least **7 days before** the planned start date.

Students can take a **break** in their course as long as they notify the school by email **no later than the Wednesday** before the week in which they wish to start the break.

If the student notifies the school after Wednesday, the break can only be granted with a **surcharge of €50**; a break will never be granted once the week the student wishes to postpone has started.

If a student arrives later than the start date, misses class days or does not attend lessons for personal reasons, **they cannot demand** make-up classes or any financial refund from the school.

COURSE REDUCTIONS

This clause applies to all courses in general:

The number of students per class is **maximum 14, minimum 4** (average of 8 students per class). If there are fewer than 4 students per class, the total number of lessons will be reduced as follows:

Intensive course

If there are fewer than 4 students in this course (that is, 1, 2 or 3 students), the number of lessons will be **reduced by half**: from 4 daily lessons of 50 minutes to 2 daily lessons of 50 minutes.

Complementary conversation workshop

Special reductions will apply:

If there are only **3 students**, the course will be reduced to 3 lessons of 50 minutes per week.

If there are only **1 or 2 students**, the course will be reduced to 2 lessons of 50 minutes per week.

LEVEL TEST

To organise your course and assign you to the right group, it is very important that you do a **level test before coming**.

The test has a written part and an oral part. It is easy and quick to complete, and we need it **at least 3-4 weeks before** you start the course.

Even if you are a beginner, we need you to complete it. If you can't answer some of the questions, just leave them blank: this is useful for us too!

You can take the online level test here:

LEVEL TEST →

With this system you won't lose any time on the first day and can start your classes straight away.

This test is for internal school use only; the results will not be sent to students. Without this level test, we cannot guarantee that the student will be placed in a course at the appropriate level.

PUBLIC HOLIDAYS

The school is **open all year**, except for certain public holidays. These days can be found in the dates section. **Optional cultural activities** will be proposed for these days.

Check out our **special offers** for weeks with a public holiday.

NEW TECHNOLOGIES

Taronja is committed to new technologies. We work on and develop materials for devices such as tablets, digital whiteboards, etc.

The school provides all the necessary materials **on paper**, which you can keep in a folder provided by the school.

We also have an **online platform** you will have access to for downloading materials during the week. So, if you like, you can bring your tablet and use it as your notebook in class.

CERTIFICATES

All students who complete a course at Taronja will receive a **certificate** of their studies at the end of the course. This certificate follows the guidelines of the Instituto Cervantes combined with the Common European Framework of Reference for Languages.

To receive the certificate, students must have attended **at least 80% of the lessons**.

Certificates will be emailed to the student approximately **two weeks** after the end of the course.

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LESSONS TIMETABLE

The school expects all students to comply with class and activity schedules, thus respecting their classmates.

Lessons last **50 minutes.**

School office hours: **Monday to Thursday from 09:00 to 18:30** and **Friday from 09:00 to 17:00.**

09:00–10:40	**Intensive course (morning pass, T1)**
10:40–11:00	**Break**
11:00–12:40	**Intensive course (morning pass, T1)**
12:45–13:35	**Private lessons**
13:35–14:25	**Conversation workshop / Private lessons**
14:25–14:30	**Break**
14:30–16:10	**Intensive course (afternoon pass, T2)**
16:10–16:30	**Break**
16:30–18:10	**Intensive course (afternoon pass, T2)**

We offer a **rotating zig-zag timetable**: some groups will have morning classes on Monday, Wednesday and Friday, and afternoon classes on Tuesday and Thursday; the other groups, the opposite. This will generally rotate, so that every student can enjoy **two free mornings and three free afternoons**, or vice versa, every week. Students should check their timetable for the following week every weekend.

The first day

On the first Monday of the course, students go directly to the school according to the following schedule:

T1 pass: at 08:30.
T2 pass: at 14:00.

Students report to reception, where they will receive their **welcome pack** and be taken to the information meeting. At 09:00 or 14:30, depending on their course pass, students go directly to their Spanish classes.

NB: on the first day everything is new. Please stay calm and, if you have any problems, come to reception once your classes have finished: you can explain the situation there and we will try to find the best solution.

DIDACTIC MATERIAL

Our teaching team selects and creates worksheets and online presentations, designs activities and uses short films, videos, songs, social networks, etc. TARONJA uses its **own materials**; we don't follow any particular book. Teachers invest time and dedication in preparing classes to best adapt them to the rhythm and needs of each group, especially from beginner to intermediate levels, always selecting the most suitable material to develop students' communicative skills in Spanish to the full.

For students at **higher levels**, who already express themselves well in Spanish in different settings and need to consolidate and perfect their communication skills, we combine our materials and resources with a **book selected** especially for this purpose, so that students can take full advantage of their stay and their course.

It is very important to us that each student feels comfortable during their learning process, as everyone is different and progresses at their own pace. For this reason, if needed, students can **repeat the programme** of a previous week to consolidate the content. In addition, from the first day all students have access to a **virtual classroom** where they can keep practising their Spanish with worksheets, activities and videos and, at the same time, stay informed about all socio-cultural activities and their weekly timetable.

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