

General Terms and conditions 2026



Scope: These terms and conditions apply to all offers made by **Corporación ECOS Spanish and English School**.

Our Code of Conduct: We always strive to offer our clients the best possible solution to any unforeseen situation that may arise.

Enrollment: Please send the enrolment form to the school. We will confirm your enrolment within 24 hours. In order to book and ensure your place, a deposit of 30 % from the total price is necessary. This deposit will be deducted from the total price at your arrival. The rest of the payment has to be made on the first day of school, before the first class starts. All our prices are in USD. We do accept credit card, bank transfers, cash in USD, in EURO or COP (Any transfer costs will be borne by the student).

A legally valid enrolment binds you to pay the course fees. Not paying the course fees does not count as a cancellation.

Cancellation of the course: If a cancellation is made more than 30 days before the course start date, the school will retain only the 30% deposit, and the remaining amount will be refunded.

If the cancellation is made less than 30 days before the course start date, or after the course has begun (including the first day), the full course fees will be forfeited and no refunds will be issued. However, the amount may be used for future enrollments within one year.

If the student is unable to use the reservation, it may be transferred to another person by submitting a written explanation and the details of the new participant.

Cancellation of accommodation: If the cancellation is made more than 30 days before the arrival date, the school will retain only the 30% deposit and refund the remaining amount.

If the cancellation is made less than 30 days before the arrival date or after arrival (including the first day), no refunds will be issued.

Change of accommodation: If, during the stay, the student decides to change the type of accommodation, 60% of the reservation fee will be retained. Any price difference between accommodations must be covered by the student. Changes are subject to availability.

This option generally applies when a student has booked a homestay and wishes to change to an apartment. We are always committed to finding a suitable solution for the student.

Changes: The school reserves the right to modify its course programs and prices.

Transfer Service: If the transfer service is booked, the student must inform the school or the driver of the arrival date, time, and flight number at least 10 days prior to arrival.

In case of delay or cancellation, the student must notify the school by phone, WhatsApp, or email. Without updated information, the school cannot guarantee the transfer service.

Confirmation of Participation and Certificates: A letter confirming course participation will be issued upon request, provided the student has attended at least 80% of the course.

Once the student has attended at least 80% of the classes, a course certificate will be issued automatically.

Data Protection: Our school takes the protection of personal data very seriously and processes such data in accordance with Law 1581 of 2012 (Colombia).

Insurance: The school holds an insurance policy that covers a wide range of incidents. However, students are expected to have their own insurance coverage, especially for health emergencies.

Please note that the use of our facilities and the care of personal belongings are entirely at the student's own risk. The school is not responsible for theft or loss of personal items on its premises.

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Class Make-Up and Changes Policy: Classes may be rescheduled or made up under the following conditions:

- No make-up classes apply when the student is absent due to travel, personal decisions not previously informed, or unjustified reasons.
- Full make-up classes (i.e., the total number of hours purchased) apply when the absence is due to illness (with medical justification), family emergency, force majeure, unforeseen events, or official holidays when the school is closed. In these cases, classes will be rescheduled according to the school's availability.
- Partial make-up classes (fewer hours than originally contracted) may apply when there is a mutual agreement between the school and the student.
- Make-up formats may include in-person classes, virtual classes, or participation in pedagogical activities organized by the school.
- Students will be informed in advance of official holidays during which the school will be closed. The make-up policy will also be communicated from the beginning.

Conversion of Class Types:

- Group to Private Classes: Group class hours may be converted into private lessons if the student does not adapt to existing groups, either by assuming the corresponding cost or by reducing the total hours by half. This option also applies if the student prefers not to join a group that does not fully match their level or learning pace.
- Private to Group Classes: Private lessons may be converted into group classes if the student requests it and if there is availability in a compatible group in terms of level, content, and schedule. In this case, private hours will be recalculated based on the group class rate, which may result in an increase in the total number of available hours.

Special Learning Conditions: If a student presents learning difficulties or medical, psychological, or other conditions that prevent the proper development of their academic process, the school commits to:

1. Reviewing the case and, at its discretion, offering methodological, scheduling, or modality adaptations. The student or family must provide consent and sign an authorization for each specific situation.
2. Proposing solutions such as reinforcement classes, adjustments in course intensity, or reassignment to more suitable groups, with corresponding fee adjustments when applicable.
3. Informing the student or family if the situation exceeds the school's capacity for adaptation. The school is not obligated to guarantee specific academic results or measurable progress but will ensure the pursuit of fair and viable solutions within its capabilities.
4. It is the responsibility of the student and their family to inform the school in advance of any medical, psychological, or learning condition so that the school can implement the measures described above.

Applicable Law and Jurisdiction: These Terms and Conditions shall be governed by and interpreted in accordance with Colombian law, with jurisdiction in Cartagena de Indias, Colombia.

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