

PAYMENT CONDITIONS AND CANCELLATION POLICY

A deposit, paid via one of our accepted payment methods is required to secure your booking, which will be applied toward the cost of your package.

1st Deposit	700 €	Deadline 15 th December 2024
2nd Deposit	900 €	Deadline 12 th February 2025
3rd Deposit	850 €	Deadline 1 st April 2025
4th Deposit >30pax	840 €	Deadline 12 th May 2025
4th Deposit >50pax	660 €	Deadline 12 th May 2025

Participants have the option to increase the amount of their deposits for the payment of the trip, which can help reduce the number of instalments required. By making larger initial deposits, participants can simplify their payment process and incur fewer bank fees associated with multiple transactions. We encourage anyone interested in this option to reach out for further details and to discuss how this adjustment can best accommodate their needs.

In the event of the group not reaching the minimum required number of participants, the trip will be canceled. In such a case, all payments made by participants will be refunded in full via the same method of payment used to receive them. However, any banking transaction fees will be deducted from the total amount to be refunded.

PAYMENT METHODS

International Bank Transfer (in EUROS)

Account Holder: TravelEnglish

Bank: BANCO SANTANDER

IBAN: **ES82 0049 5203 0823 1642 7675**

Account Number: 0049 5203 0823 1642 7675

BIC/Swift Code: **BSCHEMM**

Bank address: Pl. Cruz del Humilladero, 5, 29006 Málaga

TravelEnglish address: Av. Rosaleda 6, 3ºD, 29008 Málaga

Please ensure you include your name and reference in the transaction comments. Please email a copy of the transfer confirmation to reservas@travelenglish.es

For all payments made by International Bank Transfer, any discrepancy between the invoice total and the payment amount received by our bank in Spain will be the responsibility of the client and will subsequently be charged to them. Please ensure your bank processes the payment to cover all fees and charges before the transaction is completed. The amount specified in the payment installment must be received in full without deduction.

Card payment

- I. To initiate the card payment process, you are required to send an email to reservas@travelenglish.es indicating your intent to pay.
- II. In the email, please include your full name, booking reference **(25-002)** and the number of travelers for whom you are requesting the payment to be made.
- III. A secure payment link will be provided to you via email for the completion of the payment.
- IV. The payment must be completed within 48 hours of receiving the payment link, as specified in the email.
- V. Once the payment is successfully processed, you will receive a confirmation email and an updated itinerary.

TERMS & CONDITIONS

1. Cancellations:

The date of trip cancellation is the date on which TravelEnglish receives written cancellation from the client.

If you need to cancel your holiday, please notify TravelEnglish in writing or by email as soon as possible. If you notify us by email, please ensure that you confirm with us that we have received your email. Our cancellation fees are shown below:

- More than 30 days before scheduled holiday departure: 50% refund
- Between 7-29 days from scheduled holiday departure: 25% refund
- Within 7 days prior to scheduled holiday departure: No refund

Please note:

- Refund is based on the total price of trip.
- In case the number of participants drops below the minimum required to undertake the trip, penalties and fees from our suppliers may be incurred, and if imposed, will be deducted from the refund.
- Prices are guaranteed for groups meeting the minimum number of fully paid participants stated in the proposal. In case the number of participants drops below the minimum required to undertake the trip, we reserve the right to re-cost the price of the tour for the remaining participants. However, we will aim to avoid any extra costs to the remaining participants whenever possible.
- In the unlikely event that there is any price adjustments from third-party suppliers occurring after registration but before the tour, this will be passed on to the participants.
- There is no refund for unused portions or unused services of your holiday.

2. Amendments by TravelEnglish:

TravelEnglish will make every effort to operate all holidays as they are confirmed. Due to factors such as weather or other factors beyond our control, we may need to apply slight modifications to your itinerary. These decisions will be taken with a view to enriching your experience. We bear no responsibility for these changes and reserve the right to vary the itinerary and give you prompt notice thereof. Any savings realized by these changes will be refunded to clients.

3. Passports and Visas:

You must carry a valid passport and have obtained visas if needed. Please ensure your passport is valid for at least 6 months beyond the duration of your holiday. TravelEnglish cannot accept responsibility if you are refused entry to European Union because you lack the correct documentation

4. Liability:

TravelEnglish accepts reasonable responsibility for the organizational aspects of your holiday or activity. However, all bookings with TravelEnglish are subject to the terms, conditions and limitations of liability imposed by the service providers whose services we utilize and we do not accept liability for events outside our reasonable control. We are also not liable in any way for any loss, damage or injury, including loss of profit during your holiday or activity, unless this is directly linked to negligence on our part.

5. Force Majeure

TravelEnglish will not accept responsibility for the outcome of any event outside of our control, including natural disasters; however, we are committed to doing everything possible to minimize the impact of such events on your travel experience. Our team will work diligently to find suitable alternatives and support you throughout any adjustments needed due to unforeseen circumstances.

Payment of your deposit signifies that you agree with the Terms and Conditions of TravelEnglish.