Centro de Estudios Luis Vives
C/ Juan Álvarez Mendizábal, 56 - 28008 Madrid
0034 91 559 4770 – 0034 91 542 5007

GENERAL TERMS AND CONDITIONS OF THE EDUCATIONAL SERVICES AGREEMENT

Madrid, 2026

On the one hand, Centro de Estudios Luis Vives, S.L., holder of Spanish tax identification number CIF B82406109, with registered office at C/ Juan Álvarez Mendizábal, 56, Madrid, hereinafter referred to as the Centre.

And, on the other hand, the student or, where the student is a minor, the student's legal representative, whose details are set out in the enrolment form, registration document, quotation or annexed document.

The parties agree that the Centre shall provide the course specified in the enrolment documentation. These general terms and conditions shall apply to all courses provided by the Centre, without prejudice to the specific conditions of each programme, mode of delivery or enrolment that may be set out in the registration form, quotation, information sheet, enrolment form or other specific documentation provided to the student.

SUMMARY OF ESSENTIAL TERMS

This summary sets out certain particularly important terms of the Agreement. It does not replace the full content of these general terms and conditions, which the student or, where applicable, the student's legal representative declares to have read and accepted.

1. Acceptance of the Agreement and course conditions

The student accepts the Agreement, the mode of delivery, duration, timetable, price, materials and all other general terms and conditions of the contracted course.

2. Payment, renewal and termination of enrolment

Fees shall be paid between the 1st and 5th day of each month. Enrolment shall renew automatically unless termination of enrolment is notified by email at least 15 days before the following period. If no such notice is given within that period, the following month or the corresponding fraction shall be charged.

The amount of the fee shall not depend on the number of teaching days, unless expressly agreed otherwise in the course documentation.

3. Right of withdrawal, campus and certificates

The student has been informed of the right of withdrawal where legally applicable. Access to the online campus, classes, recordings and materials, where included in the course, shall be personal and non-transferable. Certificates issued for visa purposes, student stay authorisation procedures or other administrative procedures shall lose their validity if the student exercises the right of withdrawal, cancels the course or terminates their enrolment.

I. CONTRACTING, MODE OF DELIVERY AND RIGHT OF WITHDRAWAL

1. Purpose, mode of delivery and right of withdrawal

This Agreement governs the provision of the course contracted by the student, in accordance with the mode of delivery, duration, timetable, price, payment method and other conditions specified in the enrolment form, registration document, quotation or annexed document.

The course may be delivered face-to-face, in hybrid format or online. In hybrid or online courses, the Centre may use an online campus, videoconferencing, recordings, digital materials, exercises, tutorial support or other educational resources.

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Where legally applicable, the student shall have the right to withdraw from the Agreement within 14 calendar days of its conclusion. If the course is linked to financing arranged through the Centre, withdrawal shall also terminate the linked credit agreement, without penalty for the consumer.

The student expressly requests that the course may begin on the date specified by the Centre, even if that date falls within the statutory withdrawal period, and declares that they are aware that they shall lose that right in respect of any services that have been fully performed with their consent. If the student exercises the right of withdrawal before the services have been fully performed, the Centre may charge the pro-rata portion of the service already provided, where legally applicable.

If the student has received a certificate of enrolment, admission or registration for visa procedures, student stay authorisation procedures, NIE or other administrative procedures, exercise of the right of withdrawal shall result in cancellation of the enrolment and loss of validity of the certificate, in accordance with the clause on certificates and visas.

Withdrawal must be notified in writing to the Centre at admin@luis-vives.es, or by any other means that allows evidence of the communication to be retained.

II. PRICE, PAYMENTS, TERMINATION OF ENROLMENT AND CANCELLATIONS

2. Price and payment method

The price of the course, enrolment, materials, fees and any other applicable items shall be those specified in the enrolment form, registration document, quotation or annexed document.

The student shall pay each fee in advance between the 1st and 5th day of each month, or on the following business day if the 5th is a public holiday.

In the event of non-payment, the Centre may suspend the student's access to classes, the online campus, materials, tutorial support and all other services until the outstanding amount has been paid.

Non-attendance by the student, regardless of the contracted mode of delivery, shall not entitle the student to any refund, reduction or compensation in respect of the amount corresponding to the contracted period.

The education provided by the Centre shall be exempt from Spanish VAT, IVA, where applicable under current regulations.

3. Renewal and voluntary termination of enrolment

Unless otherwise stated in the course documentation, enrolment shall renew automatically on a monthly basis or, for certain courses, in four-week periods, in order to guarantee reservation of the student's place.

Students wishing to terminate their enrolment must notify the Centre by email at least 15 days before the start of the following period. Otherwise, they shall be required to pay for the following period.

Voluntary termination of enrolment shall not entitle the student to a refund of the current month or period, without prejudice to the right of withdrawal where legally applicable.

4. Cancellation before the start of the course

If the student wishes to cancel the enrolment before the course begins, they must notify the Centre in writing at least 15 calendar days before the start of the course or before the agreed start date.

If cancellation is notified within that period, the Centre shall refund the amounts paid, and may withhold enrolment, administrative management or place reservation expenses actually incurred, up to a maximum of 250 euros, in addition to any proven external expenses, where applicable.

If cancellation is notified less than 15 calendar days in advance, or once the course has begun, no refund shall be due, without prejudice to the right of withdrawal where legally applicable.

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5. Changes to enrolment

Changes to subjects, mode of delivery or enrolment must be requested in writing from the Centre's Administration Office.

During the first 15 days after joining the course, changes shall be free of charge where they are organisationally feasible. After that period, each change may incur a fee of 50 euros.

III. COURSE DELIVERY

6. Calendar, timetables and organisation

Courses have a specific start and end date, linked to the contracted programme, academic calendar or examination being prepared.

The Centre may modify timetables, teachers, classrooms, access links, group distribution or the specific arrangements for following the course for organisational, academic or technical reasons, seeking not to prejudice the student's ability to benefit from the course.

Relevant changes shall be communicated at least 48 hours in advance, except in urgent or unforeseen circumstances.

The Centre undertakes to cover the planned syllabus before the end of the course, according to the contracted mode of delivery.

7. Face-to-face, hybrid and online delivery

In face-to-face courses, classes shall be held at the premises specified by the Centre.

In hybrid courses, the student may attend classes face-to-face or follow them online, using the means made available by the Centre.

In online courses, the student shall receive tuition through an online campus, videoconferencing, digital materials, recordings, exercises, tutorial support or other resources, according to the contracted course.

The student must have the technical means necessary to participate in hybrid or online tuition. Incidents attributable to the student's device, connection or configuration shall not entitle the student to any refund.

8. Online campus, materials and intellectual property

Where included in the contracted course, mode of delivery or enrolment, the student may have access to the online campus, remote classes, recordings, digital materials, exercises, exams, syllabuses or other resources of the Centre.

Such access shall be personal, limited to the enrolled student and non-transferable. It is prohibited to transfer passwords, share links, record sessions, capture images or videos, copy, reproduce, distribute, publish or disseminate materials, classes, exercises, exams, recordings or content of the Centre without express authorisation.

Access may be suspended due to non-payment, termination of enrolment, completion of the course or misuse. Physical or digital materials provided by the Centre are intended exclusively for the personal use of the enrolled student.

Where the contracted course includes or requires the acquisition of books, syllabuses, physical materials or digital resources, their price and delivery method shall be specified in the enrolment form, registration document, quotation, form or course documentation. Unless otherwise indicated, such materials may be provided progressively, in accordance with the development of the classes and the Centre's teaching plan.

9. Attendance, punctuality and academic performance

Absences or lateness, even when justified, shall not give rise to any discount on the course price.

In face-to-face classes, the Centre may refuse entry to the classroom once the class has begun if late entry would interrupt its development.

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In online or hybrid classes, the student must connect on time, identify themselves when required and maintain an appropriate attitude.

In private lessons, if the student cannot attend, they must give at least 24 hours' notice. Otherwise, the lesson shall be deemed to have been delivered and shall be charged. In private lessons contracted jointly by several students, the absence of one of them shall not entitle them to any discount, individual make-up lesson or financial compensation.

IV. CERTIFICATES, VISAS AND EXTERNAL PROCEDURES

10. Certificates and visas

Certificates of enrolment, attendance or academic performance shall be issued in accordance with the academic and financial conditions of the contracted course.

Certificates of enrolment shall be issued only in respect of periods already paid for. If the student requests a certificate for a future period, the Centre may require a deposit or advance payment.

Where the certificate is required for a visa, NIE or other administrative procedure, the Centre may require minimum attendance of 85% of the contracted classes and fulfilment of payment obligations.

In the event of a delay in visa processing or in obtaining an appointment at an Embassy or Consulate, the student must notify the Centre at least 15 calendar days before the scheduled start date, so that the Centre may assess whether rescheduling of the course is possible.

In the event of visa refusal, any refund shall require submission of the official refusal document issued by the Spanish Embassy or Consulate.

Where the student has requested and received a certificate of enrolment, admission or registration for visa processing, student stay authorisation procedures, NIE or another administrative procedure, such certificate shall be deemed to have been issued exclusively in connection with a valid enrolment.

If the student exercises the right of withdrawal, cancels the course or terminates their enrolment after the certificate has been issued, the certificate shall automatically lose its validity from the effective date of the withdrawal, cancellation or termination of enrolment.

In such case, the student must refrain from using the certificate and, if it has been delivered on paper, must return it to the Centre. The Centre may notify Embassies, Consulates, Immigration Offices, public authorities or official bodies of the cancellation of the enrolment and the loss of validity of the certificate, where necessary to prevent improper use of the document.

Although the ordinary issuing of certificates is included in the course price while the enrolment remains valid, where the student requests the issuing of a certificate intended for visa procedures, student stay authorisation procedures, NIE or other administrative procedures and subsequently exercises the right of withdrawal, cancels the course or terminates their enrolment before its start, the Centre may withhold or claim the administrative expenses actually incurred for the review, preparation and issuing of the certificate, up to a maximum of 250 euros, provided that such work has actually been carried out. The withholding of these expenses shall not be considered a penalty and shall not be applied cumulatively with other management expenses relating to the same item.

Use of the certificate after withdrawal, cancellation or termination of enrolment may give rise to a claim for any damages, expenses or proven losses that may correspond under the applicable regulations.

11. Official examinations and external procedures

Registration for official examinations, external examinations, recognition or equivalence procedures, credentials, admission processes or other external procedures shall be the responsibility of the student, unless the student has expressly contracted a management service with the Centre.

The Centre may provide information on deadlines and procedures of interest, but such information shall be for guidance only. The student must always check the official requirements.

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Where the Centre carries out procedures with universities, public authorities or official bodies on behalf of the student, its responsibility shall be limited to processing the documentation provided, without guaranteeing the final outcome where it depends on third parties.

V. CONDUCT, LIABILITY AND SAFETY

12. Conduct, facilities and recordings

The student must maintain a respectful attitude towards teachers, fellow students, Centre staff and other users, both on face-to-face premises and on online platforms.

The use of mobile phones or devices is prohibited where they disrupt academic activity. Recording, capturing or disseminating classes, teachers, students, materials or sessions without express authorisation is also prohibited.

The student must respect the facilities, furniture, materials and common areas. Where the Centre is located in a building shared with other centres, offices or users, the student must show particular respect for the common areas and avoid remaining there unnecessarily during breaks, free periods or changes of class.

Any damage, breakage or deterioration caused by improper use of the facilities, furniture, equipment, materials or common areas may be claimed from the student or, where applicable, from the student's legal representative.

Smoking is prohibited on the Centre's premises.

13. Disciplinary measures

The Centre may temporarily or permanently prohibit access to facilities, classes, the online campus, materials or activities to any student who breaches these conditions, seriously disrupts coexistence, causes damage or misuses the resources.

In the event of permanent expulsion by the Centre, the pro-rata portion of the amount paid corresponding to the service not provided shall be refunded, except for outstanding amounts, damages or proven expenses.

14. Liability, activities and exceptional situations

The Centre has professional liability insurance in accordance with the requirements of its activity.

The Centre shall not be liable for the loss, theft or damage of personal belongings not expressly deposited at the Administration Office for safekeeping.

The Centre may offer supplementary cultural, educational or leisure activities. Participation shall be voluntary, unless expressly indicated otherwise, and the programme, price and conditions of such activities shall be communicated to students sufficiently in advance. The Centre may modify, replace or cancel these activities for organisational reasons, availability, number of participants or other justified causes, seeking to offer, where possible, alternatives of similar characteristics. The Centre does not guarantee that participation in such activities will meet the student's subjective expectations. The student shall be responsible for their personal belongings during the development of these activities, without prejudice to any liability that may legally correspond to the Centre.

In the event of force majeure, administrative restrictions, general technical incidents, impossibility of using facilities, public health situations or other causes beyond the Centre's control, the Centre may temporarily adapt the service to a hybrid or online mode of delivery in order to guarantee educational continuity.

The student or the student's legal representative must inform the Centre before contracting of any special need that may affect the student's ability to benefit from the course or require specific organisational measures.

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VI. DATA PROTECTION

15. Personal data protection

The data controller shall be Centro de Estudios Luis Vives, S.L., CIF B82406109, with address at C/ Juan Álvarez Mendizábal, 56, 28008 Madrid, email address admin@luis-vives.es.

The personal data of the student and, where applicable, of the student's legal representatives shall be processed to manage enrolment, provide the course, monitor academic progress, issue invoices, collect payments, manage the online campus, send communications related to the course, issue certificates, manage incidents, comply with legal obligations and process requested services.

The legal basis shall be the performance of the contract, compliance with legal obligations, the legitimate interest of the Centre and, where applicable, the consent of the data subject.

Data may be disclosed to public authorities, banks, consultancy firms, educational platforms, technology providers, hosting services, communication tools, universities, certifying entities or official bodies where necessary to provide the service, comply with legal obligations or carry out requested procedures.

The data necessary to report, where applicable, the cancellation, withdrawal, exercise of the right of withdrawal or loss of validity of certificates issued for visa procedures, student stay authorisation procedures, NIE or other administrative procedures may also be processed and disclosed. Data may be disclosed to Embassies, Consulates, Immigration Offices, public authorities or official bodies where necessary for the issuing, verification, cancellation or annulment of certificates or documents issued by the Centre at the request of the student.

Data shall be retained for the duration of the contractual relationship and for the periods necessary to comply with legal obligations or address possible liabilities.

The data subject may exercise their rights of access, rectification, erasure, objection, restriction, portability and withdrawal of consent, where applicable, by writing to admin@luis-vives.es or to the Centre's address. They may also lodge a complaint with the Spanish Data Protection Agency.

Where the student is a minor, the Agreement must be signed by the student's legal representative. The minor's data shall be processed only for the provision of the educational service, academic management, family communications and legal obligations.

Data relating to health, disability, educational needs or special circumstances shall be processed only to assess and, where applicable, adopt reasonable academic or organisational support measures.

Signature of this Agreement does not in itself authorise the promotional use of the student's image, voice, name or testimonial, nor the sending of commercial communications unrelated to the course. Such authorisations, where necessary, must be obtained specifically and separately.

VII. ACCEPTANCE

16. Prior online acceptance and signature

The student or the student's legal representative declares that they have read and understood these general terms and conditions and the specific information relating to the contracted course.

Where enrolment is processed online, the student declares that they have previously accepted, through the web form, the general terms and conditions of the Agreement, the information on the right of withdrawal and, where applicable, commencement of the service and access to digital resources from the date indicated by the Centre.

The Centre may keep a record of such acceptances, including the date, time, version of the Agreement and any other reasonably available technical evidence.

The handwritten signature of this document confirms acceptance of the contractual conditions.

Madrid, 2026.

Signature of the student or legal representative:

Signature and stamp of the Centre:

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