

General Terms and conditions

The following booking conditions together with the applicable general Information shown on our website form the basis of your contract with CASA DO LIMITED (registered in England and Wales with company number 11243227 and at the Information Commissioner's Office with reference: ZA402805)). Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume you have read these booking conditions and agree to them.

Making your booking

To make a booking, please complete and submit the booking form on our website or e-mail us on info@casado.co.uk

You will need to pay a deposit at this time (see information below). When your deposit has been received, we will send you a 'payment receipt', followed by a separate 'booking acknowledgement' in receipt of your booking form. Subject to us being able to confirm your arrangements, we will then send you a 'booking confirmation' in which we confirm that your requested trip has been booked, details of your payments received so far and the due date of any outstanding balance. It is at the point when we issue the booking confirmation to you that a valid contract will come into existence between us.

What is included

Prices shown above are per person and include Bed and Breakfast accommodation, a delicious home cooked lunch, refreshments and an Evening meal, with the exception of two evenings when students will visit a local restaurant for diner at their own cost (around 25-30€ per head).

Daily classes and all basic learning materials will be provided within the cost of the course as well as other activities outside the classroom that will involve talking to local people in order to stretch your knowledge and increase your confidence.

Transfers from/to Murcia Airport as well as transport for the activities detailed in the courses are included.

What is not included

Flights are not included. All travel arrangements to/from Murcia Airport are your responsibility and at your own cost. We shall not be held liable for any consequences arising from delays or cancellations in any of the companies you may have made arrangements with, or for any irregularities in your documentation required for travel.

Payments

25% deposit on booking your course will be required with the balance to be paid no longer than six weeks before the start date of the event. Your booking is not considered definite and no contract will exist between you and CASA DO LIMITED until we receive full payment from you.

Price is the exact amount to be received by us, irrespective of fluctuations in currency and irrespective of any third party transfer charges. If you choose to pay by electronic transfer, please instruct your bank to charge all costs to you in order to avoid a shortfall in the amount that we receive.

Two students sharing a twin bedded room will be given a 10% discount each.

Partners/friends who are not taking lessons but sharing a room with a student will be given a 30% discount. The student will be at full rate.

Details for bank to bank transfer (BACS) will be sent to you on request.

Travel Insurance

We require that your travel insurance covers the activity of this course as well as unexpected cancellation, sickness, losses, and all the usual risks. You should bring the policy with you in the case of an emergency.

Your Health

If you have a medical condition, serious or otherwise, you **MUST** inform CASA DO LIMITED at the time of booking and provide a letter from your GP confirming that it is safe for you to attend the course and other physical activities that are included (e.g. hill walking, etc). In the interests of your well-being we may decline your stay.

If an emergency arises we will do everything in our power to assist you but CASA DO LIMITED is not responsible for the outcome of any such emergency.

Whilst all measures are taken to ensure a high standard of health and safety, we are situated in the countryside where the land is uneven and we shall not be responsible for any injuries caused by uneven terrain.

Food

Please let us know in advance if you have any special dietary requirements or any allergies.

Tutored group

Courses will suit intermediate and advanced Spanish students and our aim is to provide a relaxed and comfortable learning environment with plenty of opportunities for students to interact with the local community.

The minimum age of any participant is 18.

Use of Mobile Phones and WiFi Devices

Courses are designed for people to be quiet and reflective. Please be discrete when talking on your phone. Listening to music on headphones is permitted, but please use your discretion. Mobile phones and other WiFi devices may not be used within the property, except in your room.

Refunds

Your payments are refundable until 40 days before the course start date, after which they may be transferable to another course or person at our discretion. Returned payments are subject to a £50 pound handling charge. Cancellation will incur cancellation charges as set out in paragraph below.

Cancellation by you

You (or any member of your party) may cancel your booking at any time, providing that the cancellation is made by the person submitting the booking form and is notified to us in writing. Cancellation will take effect the day such notification is received by us. As this incurs administrative costs, returned payments are subject to a £50 pound handling charge and in addition, if such cancellation is made within less than 40 days before the start of the course, we will retain 100% of the cost of the course. However, if another person can be found to take your place, then we may offer you a 50% refund at our discretion. Refunds and returned payments are normally settled within 10 working days of the date of cancella-

tion. Otherwise, once a booking has been accepted no payment is refundable unless the course is cancelled. Once the course has begun, no refund or part refund or unused portion of the course will be repaid in the event of cancellation by you. Bookings are for the stated period of the course. There are no refunds for an unused portion of the course. If the reason for cancellation is covered under the terms of your Insurance Policy, you may be able to make a claim.

Amendments by CASA DO LIMITED

Occasionally, changes may have to be made (e.g. class times or other arrangements), which we reserve the right to do at any time. If your accommodation has to be changed for any reason, we will do our utmost to provide accommodation of a similar rating. If a significant change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure.

Cancellation by CASADO LIMITED

We reserve the right in any circumstances to cancel a course, in which case we will offer a full refund of all monies paid within 10 working days. In particular, our courses require a minimum number of at least 50% of the participants to have booked by 7 days before the start date. If this minimum number is not reached by that date we may cancel and refund the money to you. We will make reasonable effort to accommodate all customers, but we reserve the right, at our discretion, to refuse you a space on a course if we think that your behaviour is disrespectful or your attitude is deemed likely to upset staff and/or other guests.

Our liability to you

We accept responsibility for ensuring that the course is supplied as described and that the services we are contractually obliged to provide are to a reasonable standard.

We do not accept any liability for cancellations, delays or changes due to events beyond our control (caused by war, the threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other).

We are not liable for any injuries you may incur. Physical activities are undertaken at your own risk. We are not liable for any medical or psychiatric conditions which may develop during or subsequent to the course. We are not liable for loss of, or damage to, your personal property.

We are not responsible for the proportion of male/female guests in any group. We are not responsible for the individual behaviour of any guest.

We reserve the right to ask you to leave the premises at our discretion if your behaviour is disruptive or abusive.

Privacy Policy

We take privacy very seriously.

Casa Do Ltd is registered at The Information Commissioner's Office with reference number ZA402805. We collect and store personally identifiable information you provide us which include name, address and contact details as well as personal profile that is kept securely and used to provide and operate the Services booked with us. Occasionally, we will contact you through personalised service-related notices and promotional messages. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Our company is hosted on the [wix.com](https://www.wix.com) platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. Cookies are implemented in the site built by Wix. Details of the cookies used are available on request.

If you don't want us to process your data anymore, please contact us at info@casado.co.uk or send us mail to: 66 The Knoll, BR35JW -Beckenham-, London.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@casado.co.uk or send us mail to: 66 The Knoll, BR35JW -Beckenham-, London. The person to contact about any data matters is Ruth Casado Paniagua.

We reserve the right to modify this privacy policy at any time, so please review it frequently.

Complaints

We really value your feedback and will deal with complaints in a positive way. Giving us feedback when you are not happy with our service gives us the opportunity to put things right for you and improve our service to others. Feel free to contact us by:

By telephone: +44 07963893179

By email: info@casado.co.uk

By post: 66 The Knoll, BR35JW- Beckenham-. London UK.

If you want to complain, please give us the following details:

- Your name and address.
- Your booking reference.
- A phone number where you would like us to call you.
- A clear description of your concerns or complaint.
- Details of what you would like to do to put things right.
- Copies if any relevant correspondence.

We aim to deal with your complaint as quickly as possible to your complete satisfaction.

Please note that we can also offer tailor-made courses for those who have limited time to spare, some specific date requirements or for groups. Please contact us as we will always be happy to try and accommodate your needs.