



Escuela de español



Spanish courses in Valencia

Students' Manual
2019

Spanish courses in Valencia



STUDENTS' MANUAL 2019

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Dear student,

Welcome to Españolé!

Valencia is a modern city that also has great history and tradition. The result of this combination is an interesting environment that you will have the opportunity to discover during your stay. The school is conveniently located in beautiful historical building right in the district of Carmen.

Our objective is to meet all the requirements and needs of our students, maintaining the highest quality standards through our joint effort, the teamwork of all our staff and our investment in improving services and facilities.

The school management is totally committed to ensuring the best quality in organisation and promoting the philosophy of on-going improvement and service to our students.

An entire team of professionals is at your service to make your stay a pleasant and rewarding experience.

We wish you a happy stay at our school!

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Cristina Navarro', with a large, sweeping flourish underneath.

Cristina Navarro
Director

1. THE SCHOOL

The School is located in a historical palace with over 2,000m² of space to enjoy while learning in a relaxed environment. It is placed just where the 11th century Arab walls were standing and still a big part of them have remained inside the building penetrating through the school and getting inside the classrooms

Calle Caballeros is one of the main streets that runs through the district of El Carmen, it is a hotbed of activity during the day and transforms at sunset into the centre of the nightlife in Valencia.

With a plethora of great restaurants, cool shops, dazzling street art, superb museums and an eclectic mix of people, El Carmen offers something new and exciting every day for tourists and locals alike.

The school is surrounded by history and culture and you don't have to look far to discover world famous sights such as Plaza de la Virgen which houses one of Valencia's most emblematic buildings – La Catedral de Santa Maria, where the original Holy Grail is said to live.

1.1 ADDRESS

C/ Caballeros, 36. 46001 Valencia

1.2 TELEPHONE CONTACTS

School telephone number: +34 96 353 04 04

24h emergency number:	When calling from outside Spain:	+34 663161151
	When calling from within Spain:	663161151

Please make sure that you know the emergency contact number before travelling to Valencia.

1.3 SCHOOL AND OFFICE OPENING HOURS

8.00 a.m. – 19:00 p.m. Monday to Friday

1.4 HOLIDAYS 2019

We are closed for the following holidays

Public holidays when the school is closed: 19/03, 19/04, 22/04, 01/05, 01/11

The school will be closed on the above dates.

Please note that no reduction of fees or compensation will be made for these days.

Only one to one lessons will be made up.

- The school will be closed for Christmas holidays from 23/12/19 until 06/01/20 included.

****On the public holidays when the school is closed, classes are replaced by a free excursion. If a public holiday occurs at the start of the course students should reserve their place on the excursion before arrival.***

Public holidays when the school is open: 22/01, 15/08, 09/10 and 06/12.

Note that both national and local holidays may be subject to change, confirm with us before enrolling the exact closing dates.

2. OUR TEAM AND YOUR WELFARE

We hope you enjoy your time in the school and in Valencia. Your welfare is our top priority whilst you are with us.

Our team is always available to help you, and to take care of your welfare during your stay . If you have any question, problem, please let us know, we will make our best to make you happy

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Position: School Director
Email: cristina@ihvalencia.com
Deals with: School coordination & marketing



Name: Clara Pons
Position: Director of Studies
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Name: Carol Lorca
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Name: Astrid De Luca
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Deals with: Marketing, agencies and groups of students.



Name: Liuba Zharkova
Position: Sales & Marketing executive
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Deals with: Marketing, agencies



Name: Sayaka Katsuki
Position: Sales & Marketing executive
Email: sayaka@ihvalencia.com
Deals with: Marketing, agencies



If you do have a problem, the best person to talk to is our Welfare Officer, who has a wide range of experience in dealing with issues around student life and living in Valencia. So, if you are worried about any aspect of your time at the school the Welfare Officer can offer invaluable advice. If you do need to talk to the Welfare Officer, please contact Reception.

If you have an urgent need you can also email: **info@espanole.es**

Changed your phone number?

Please make sure we have up-to-date contact details (phone numbers and email addresses) for you and your emergency contact person so that we can contact you in case of emergency.

What to do if you're not happy

Please tell us immediately if there is a problem so we can help. If you are not happy with the response, or would prefer to put your complaint in writing please see our Complaints Policy (at the end of this Manual) for more details.

3. YOUR FIRST DAY OF CLASS

On the first day you should arrive at the school at 08.30 to the building in C/Caballeros, 36.

You will receive the following on the first day:

- Placement Test
- Students' Welcome Pack (if not picked up before with the accommodation keys)
- Orientation Meeting
- City tour

3.1 PLACEMENT TEST

All students (except total beginners) take an oral placement test that takes approximately 10 minutes to complete. These students who haven't completed the written part of the test online will have to do it (it takes about 30 minutes). Each student is evaluated by the Director of Studies to gain an accurate measure of his or her language abilities, including oral ability.

Once the test has been corrected students are placed in a class appropriate to their level of Spanish. Lessons start the same day.

3.2 STUDENTS' WELCOME PACK

All new students receive a Welcome Pack. Those who live in apartments or studios will receive the Welcome Folder with the keys on the day of arrival. Those who stay in halls of residence or with a host family will receive the Welcome Pack on the first day of class at the Reception Desk of the school.

3.3 ORIENTATION MEETING

After the test all the students will participate in the orientation meeting where they will get to know other new students, the staff of the school and receive useful information. They will receive their course book and class schedule corresponding to their level of Spanish.

3.4 CITY TOUR

All new students are taken on an orientation tour of Valencia on the first afternoon of their course. We highly recommend all the students to participate, as it will be another chance to meet new people and to get familiar with the city and the school surroundings.

The tour offers an opportunity to get to know the practicalities of life in a new city, such as famous landmarks, public transport, discount travel, currency exchange etc.

4. YOUR SPANISH COURSE

4.1. YOUR TIMETABLE

This is the timetable for the **Intensive 20 and Intensive 25 courses**.

Lessons are in the morning during most of the year although in some periods they can also be in the afternoon. We cannot assure the timetable as it will depend mostly on your level of Spanish and the organization of groups.

MORNING LESSONS	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
08:10- 09:00	For Intensive 25/30 course: Grammar skills or Spanish life and culture					Full day excursion (Optional/ extra cost)
09:10-10:50	Spanish lessons					
10:50-11:20	Break					
11:20-13:00	Spanish lessons					
13:10- 14:00	For Intensive 25/30 course: Grammar skills or Spanish life and culture					
	Lunch					
18:45-21:00	City tour and tapas	Dancing lessons	Cooking workshop: Paella in the school	Visit the “Museo Fallero”	Intercambio evening	

AFTERNOON LESSONS	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	FREE MORNING					
13:10- 14:00	For Intensive 25/30 course: Grammar skills or Spanish life and culture					
14:10-15:50	Spanish lessons					Full day excursion (Optional/ extra cost)
15:50-16:20	Break					
16:20-18:00	Spanish lessons					
18:45-21:00	City tour and tapas	Dancing lessons	Cooking workshop: Paella in the school	Visit the “Museo Fallero”	Intercambio evening	

Other courses:

Intensive Plus or Superintensive courses: The private lessons part of these courses are normally taken just before or after the group lessons (08:10 / 13:10)

If you only have private lessons, we will let you know your timetable before arrival.

4.2. METHODOLOGY

The main objective of our Spanish courses is to improve the students' communicative skills. The emphasis of classroom activities is therefore on the development of the students' abilities to speak and understand spoken Spanish. For this reason, classes are conducted entirely in Spanish and students are given plenty of opportunity to practice their spoken Spanish.

Due attention is also paid to grammar, vocabulary, reading and writing skills, and a wide variety of materials is used.

Students who attend individual classes will have a course designed specifically to meet their particular needs.

The Director of Studies, who is also responsible for ensuring that students are placed in the appropriate level and that their progress is satisfactory, carefully supervises the teaching and the course programme.

While the atmosphere in the classroom is generally relaxed and informal, students should be prepared to work hard and participate fully.

4.3 COURSE BOOKS AND MATERIAL

A textbook is used in class together with diverse course material prepared by our teachers. The enrolment fee includes the first book and additional material. When students change from one level to another they can exchange their used book for the next book (also used by other student) or if they prefer to have a new book they can also buy it for 20€ /25€.

4.4 SPANISH LEVELS

Españolé offers 8 different levels from absolute beginners to advanced. These levels are based on the Cervantes Institute programme, following the guidelines of the Common European Framework of Reference for Languages.

After taking the entrance exam, students will be informed of their respective level.

Level CEF	Level	Weeks	DELE
C2	Perfeccionamiento	8	DELE C2
C1	Superior	8	DELE C1
B2.2	Avanzado	4	DELE B2
B2.1	Avanzado	4	
B1.2	Intermedio	4	DELE B1
B1.1	Preintermedio	4	
A2	Elemental	4	DELE A2.
A1	Principiante	4	DELE A1

4.5. CHANGES OF LEVEL

It is possible to change levels if the student feels that his/her class is too easy or too difficult, he/she can talk to their teacher or the Director of Studies and they will find a solution. It is also possible that the teacher suggests that the student changes level if the student's level of Spanish does not match the level of the class.

4.6. PROGRESS TEST

There are class tests at the end of some units for levels A1-B1 as well as end of level exams on higher levels (B2-C2). Teachers keep track of student's progress on a continuous basis.

4.7. ATTENDANCE

We require students to attend at least 90% of the lessons. If for any reason a student knows that he/she will be absent for a day or more he/she should inform the Director of Studies.

4.8 REPORTS AND CERTIFICATES

At the end of the course students will receive a report and a certificate. The report is an evaluation written by the teachers about the progress made by the student. The certificate is a diploma with all the details about the course (personal data, level, duration, assistance, etc.). In case of unjustified absence that exceeds 10% of the duration of the course we are not obliged to hand out the report and the certificate.

5. OTHER SERVICES

5.1. INTERNET / WI-FI

The school has computers with Internet access at students' disposal and there is also WI-FI all over the building, so students can also bring their own laptop. The WI-FI key is shown on the notice boards.

6. ARRIVAL

6.1 . AIRPORT TRANSFER

We can arrange transfer on arrival at and departure from Valencia airport, train and bus station.

To guarantee the transfer we need to know the arrival details (date, time, place, and flight number) at least two days before the student's arrival. If there are last minute changes, the student should inform the school, otherwise we cannot be held responsible for the transfer.

On arrival our driver will be waiting for the student at the airport "Meeting Point" in the Arrivals Hall (next to the cafeteria in the Arrivals Hall). He will be holding a sign with the student's name. The student will be driven directly to their accommodation.

If the arrival is at the bus or train station, our driver will wait at the main entrance.

In the event of delay or any emergency students should phone the number (+ 34) 663161151

7. ACCOMMODATION

The accommodation officers are at the students' disposal during office times.

7.1. HOW TO GET TO THE ACCOMMODATION:

For students living with host families: Students should call the host family at least one week before arrival to tell them the approximate time of arrival or let us know it so that a member of the host family will be at home to welcome the student on his/her first day in Valencia.

For students living in shared apartments and studios: Students who are going to live in one of the student apartments or in a studio will receive the instructions on where they have to pick up the keys on arrival together with their accommodation details at least to weeks before the starting date.

For students living in residence: They can go directly to the residence on arrival, the Reception desk is open 24h, they will be welcomed and given the room keys.

7.2. CHECKING IN AND OUT

CHECK IN TIME: Sunday after 2:00p.m.

CHECK OUT TIME: Saturday before 12:00p.m.

The accommodation is available between 14:00 a.m. on the Sunday prior to the first day of the course (Monday) until 12:00 p.m. on the Saturday following the last day of class (Friday). Extra nights might be available at the published prices.

7.3. DEPOSIT FOR ACCOMMODATION

All students staying in apartments and private studios must leave a deposit of 100€. We do not require a deposit for the other types of accommodation.

The deposit has to be paid by filling out the credit card authorization form (not in cash). Students will receive the form together with the keys on arrival and they must give it to our staff at the Reception desk on the first day of class. We will not charge anything to the credit card in advance. We will inform the student if any damage has been caused or if there have been any extra charges for electricity, water or gas. We will also charge an extra night if the student does not leave their accommodation by 12:00 pm on the departure day. The corresponding amounts will then be deducted from the deposit. A list of damages specifying the amount to be deducted for improper use of the facilities and of additional charges is made available to the students.

7.4. THE ACCOMMODATION WE OFFER

7.4.1. SHARED APARTMENTS

This type of accommodation gives students the chance to live with students from other countries. Each apartment has three or four bedrooms and one or two bathrooms, which are shared with other students. All apartments have fully equipped kitchens, a lounge with TV, a washing machine and an iron.

Location: The apartments are located close to the school, no more than 20 minutes away by public transport.

Utilities: The price includes the costs of electricity, water and gas up to a certain expense (normal use). It is important to turn off the lights and heating when leaving the apartment, this way there will not be any extra charges.

If there are extra charges to be deducted from the deposit the cost will be divided between all the students sharing the apartment.

Flatmates: The people sharing the apartment are usually international students from the school. The number of students in each apartment varies, depending on the apartment and the time of the year. Some apartments have 23 students, others 58. We make an effort to accommodate students of different native languages in the apartments, so that students will speak as much Spanish as possible among themselves.

Meals: We recommend that our students talk with the other students in the apartment about whether they will cook meals together or eat separately.

Bed linens and towels: Students should bring towels. The school will provide sheets and blankets, but they will have to take care of the laundry of bed linen and towels.

Cleaning: Students should discuss and agree upon dividing cleaning responsibilities among all the students who live in the apartment. Once every two weeks a cleaning lady will clean the common areas corridor, living room, kitchen and bathroom. The apartment has to be tidy and the kitchen left without dirty dishes, etc., otherwise she will not be able to clean.

Laundry: The apartments have a washing machine for students to do their own laundry.

Please see the Annex 1: Rules of conduct in shared apartments. (Information we give students on arrival)

7.4.2. HOST FAMILIES

Living with a Spanish family is the best way to become familiar with the Spanish lifestyle, get to know Spanish customs and practise the language. There is a family atmosphere, only Spanish is spoken and there might be other students in the house, so students will find it easy to make friends with them.

We select our families carefully so that our students feel completely at ease with them. The hosts may be an older couple, a younger couple with children or a single person. Students can be lodged in a single or double room and can choose among three types of board (breakfast, half board or full board).

We recommend that our students try to be as open minded as possible and to adapt their behaviour to the norms and schedules of the household. Living with a Spanish family may be very different from life in their home country. If students have any doubts, they can talk to the family as if it were their own family. The family will be happy to learn about the students and his/her home country and would like to help him to learn about the Spanish language and culture.

Location: The host families are located close to the school, no more than 30 minutes away by public transport.

Meals: The family will prepare the meals. Meal times in Spain might be very different to the student's own meal times but students should try to get used to them (see page 25). Students cannot cook at the family house. If they want to use the fridge they should ask for permission, it is up to the family to allow it.

Bed and breakfast: is suitable for students who want to be more independent during the day. Spanish breakfast is small and usually consists of a cup of coffee with a slice of toast and jam and a "magdalena" (a dainty cake).

Half board: This includes two meals a day, breakfast and dinner. If the student prefers to have lunch instead of dinner, it has to be agreed with the host family beforehand. We recommend that students take at least half board if they are interested in feeling part of the family and in order to practice the language.

Full board: This consists of three meals a day, breakfast, lunch and dinner. It is the best option if the student wants integrate with the Spanish culture and enjoy Spanish cuisine.

Linen and laundry: Students will be provided with bed linen, towels and one laundry wash per week. The host mother will take care of the laundry. Students should ask on the first day where they can leave the laundry to be washed.

Cleaning: The room will be cleaned once a week. Students are expected to keep their room tidy so that their host is able to clean it properly. The accommodation also includes normal electricity, gas and water expenses.

Please see the Annex 2: Rules of conduct in host families (information we give students on arrival)

7.4.3. HALLS OF RESIDENCE

We also offer accommodation in student halls of residence located near the University and with good transport links to the school. Single or double rooms are available; each room has its own private bathroom, telephone, hot and cold air conditioning and a personal study space incorporated. The residence has common areas, a TV lounge, 24-hour reception service, a coffee bar, Internet access and a dining room. There is no kitchen, students take meals in the residence cafeteria and they can choose between bed & breakfast, half board or full board.

Location: The residence is located in the university area about 25-30 minutes away from the school by public transport.

Laundry: There is a laundry on the ground floor of the building where students can wash their clothes themselves or leave them to be washed. They can buy washing tokens there.

Cleaning: Rooms are cleaned twice a week. The rooms are thoroughly cleaned as well as the bathroom, and towels and bed linen are changed once a week.

Please see the Annex 3: Rules of conduct in the Halls of Residence.

7.4.4. STUDIOS

Our studios are located in the city centre. They have a lounge with a sofa bed or separate bed, a kitchenette and a bathroom. They are either for single or double use. The accommodation includes bed linen and blankets, access to a fully equipped kitchen and laundry, moderate electricity, gas and water expenses, and the cleaning of the common rooms every two weeks.

7.4.5. HOTELS AND HOSTELS

If students prefer this type of accommodation, we can help them to make a booking and give them advice on the best options.

8. SOCIAL PROGRAMME

Our programme of activities and outings will help students to discover Spanish culture, the friendly attitude of the Spanish people and the festive atmosphere of Valencia. It is the ideal complement to a Spanish course because it offers students the opportunity to practise Spanish in everyday situations.

We organize different activities for our students from Monday to Friday and halfway or full day weekend excursions to different places near Valencia. Most of the school activities are free although the weekend excursions and some special activities have a small charge.

You can check the activities planned for every day in our website <http://www.espanole.es>. An example of a typical week would be like this: (see also next page)

Monday: Tour of the city and welcome (free)
Tuesday: Language workshop (free)
Wednesday: Film club (free)
Thursday: Cultural visit (free) or dancing lessons (free)
Friday: Students' dinner (not every week)
Saturday: Excursion.

The Social Programme includes activities such as:

- A tour of Valencia
- Sailing
- Dancing lessons
- Welcome Party
- Picnic at the beach
- Visit of the Tower of Miguelete
- Shopping
- Film Club
- "Tapas" and disco
- Paella Party
- Visit of the Port
- Students' Dinner
- Sports competitions
- Cultural workshops
- Theatre

8.1. WHERE TO FIND INFORMATION ABOUT THE ACTIVITIES?



























All the information students' need about our Social Programme is available at the Reception desk.

The activities are also announced on the information boards. In addition, our staff at Reception can give further information about different services in Valencia, the events of the month (concerts, exhibitions, theatre, etc.) and other interesting places to visit.

8.2. WHEN, WHERE AND HOW TO SIGN UP FOR THE ACTIVITIES?

To participate in activities students have to write down their names on the lists ,which they will find on the notice boards, before the deadline indicated on them. Activities with extra cost and weekend excursions must be paid in advance at the school Reception, otherwise their reservation will not be valid.

8.3. EXAMPLE OF MONTHLY PROGRAMME

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6
Visita a la ciudad 18:45  *Vamos de tapas 20:30	Taller Cultural: "Feria de Julio" 18:45  * Paseo Vela	Cinefórum "El Bola" 18:45 *Clase de salsa 18:45 	* Fiesta Barbacoa 18:45  * Paseo Vela	13:30/ 18:30 Entrega de certificados  18:45 	* AQUOPOLIS CULLERA 10:00  
8	9	10	11	12	13
Visita a la ciudad 18:45  *Vamos de tapas 20:30 * Paseo Vela	Gyncana 18:45 	Cine "La voz dormida" 18:45 *Clase de salsa 18:45  * Paseo Vela	* Flamenco 18:45  Tandem 20:00   *Pub Crawl 22:00	13:30/18:30 Entrega de certificados  *Oceanográfico 14:30 	* VISITA CALPE Y ALTEA + SNORKEL 10:00  
15	16	17	18	19	20
Visita a la ciudad 18:45  *Vamos de tapas 20:30 * Paseo Vela	Taller de Lengua: "Dichos y Frases Hechas" 18:45 	Cine: "Todo Sobre Mi Madre" 18:45 *Clase de salsa 18:45  * Paseo Vela	Fiesta Gastronómica 18:45 	Actividad Feria de Julio: Mercado Medieval 18:45 21:00 CENA ESPAÑOLÉ 	* EXCURSIÓN A PEÑÍSCOLA 10:00  * EXCURSIÓN A BARCELONA 7:00 
22	23	24	25	26	27
Visita a la ciudad 18:45  *Vamos de tapas 20:30	Taller de Cocina "Cocinamos Patatas Bravas" 18:45  * Paseo Vela	Museo Cerámica 18:45 *Clase de salsa 18:45 	* Flamenco 18:45  Tandem 20:00   *Pub Crawl 22:00 * Paseo Vela	13:30/18:30 Entrega de certificados 	* Visita a la Ciudad de las Artes y las Ciencias + Oceanográfico + Picnic 10:30  Shopping 

9. USEFUL INFORMATION

9.1. TRANSPORT

Valencia has a good public transport system and students can travel by bike, bus, metro or tram. It is advisable to buy transport passes, which can be bought at the main metro stations (for the metro) and at any “Tabaco” or at the post office (for the buses).

Metro, tram or bus: The price for a one way ticket is 1,50€ (1 zone) and for the 10 ride pass (called “bonometro” 7,60 € or “bonobús” 8,50 €)

Combined passes for metro, tram and buses: There is a 10 ride combined travel card (called “bono transbordo”) for the cost of 9,00€

Bikes “Valenbisi”: The city has a public service that consists of 2.750 bicycles distributed around 275 stations and set up in different strategic parts of the city to promote the use of bicycles and its integration into the transport chain. Users can hire a bicycle in any of the stations and return it in any of the other 275 available around de the city. There’s one station just outside the school.

Short term students can buy a 7 day pass.

Weekly Hire Ticket fee: 13,00 €.

First ½ hour of use: free.

30 to 60 minutes: 1 € every 30 extra minutes.

Every 60 extra minutes: 3€ for every 60 extra minutes.

By metro: The closest metro station is called “Turia” and it’s located on the ground floor of the Shopping Centre “Nuevo Centro”. There, students take line 1 (direction “Plaza de España2) and stop at “Angel Guimera” where they change for line 3 (direction “Rafelbunyol”) and get off at “Colon”.

10. PRACTICAL INFO

10.1 LANGUAGE

In Valencia, apart from Spanish, there is a dialect called Valenciano. In Valencia Spanish is spoken all the time but some signs as well as street names are written in Valenciano.

10.2 CUSTOMS

Spanish people generally have their meals later than in other European countries:

Breakfast is between 7.30 and 10 a.m. and it usually consists of milk, coffee or juice and toast or croissants. Around 11 a.m. there is another break when they take coffee or a juice and a little snack, salty or sweet.

Lunch is served between 2.00 and 4.00 p.m.. This is the biggest meal of the day and consists of two dishes and dessert. Many Spanish people also like to take a nap after lunch, the well known “siesta”.

Dinner is not as rich as lunch and is usually served between 9.30 and 10.30 p.m. and the time afterwards is often used for social activities such as reading the newspaper or watching TV together. Most people don't go to bed until 11.30 or 12 p.m..

Another aspect, which might be different from other cultures, is the Spanish approach to other people during conversations. They might surprise students with their excessive body language and physical contact. This is part of being civil and kind, and not necessarily a demonstration of a real friendship. Another thing students will notice is that the Spanish have a tendency to speak very loudly in public places like restaurants, bars, etc..

The social life in Spain is very dynamic. People like to have dinner with friends or go to the cinema or the theatre, especially on Fridays and Saturdays. Young Spaniards often go out and party on Thursdays, Fridays, Saturdays and public holidays and return home in the early hours of the morning. There are a huge variety of restaurants, cinemas, theatres, exhibitions, discos, concerts and many other options for spending a nice night out.

Students can find information about where to go in the city guides or in the newspapers. If they need help they can also ask at the Españolé reception.

10.3 WEATHER

Valencia enjoys a mild temperate Mediterranean climate. The average annual temperature is 17°C with warm summers and very mild winters, rarely below 10°C. There is only light rainfall mainly in autumn and at the beginning of spring.

10.4 POSTAL SERVICES

Stamps can be bought at any “Estanco” (small shops where they sell tobacco) or at the post office.

The Central Post and Telegraph Office (Plaza del Ayuntamiento, 24) is open from Monday to Friday from 8 a.m. to 8 p.m. and between 9 a.m. and 1 p.m. on Saturdays. Telephone: 963 512 370.

The “Corte Inglés”, a big shopping centre close to the school also has a small post office.

If students want to send letters or postcards, they should use the yellow mailboxes found all over the town.

10.5 PHONE CALLS

Students can make phone calls from public phones with coins or phone cards (5 or 10 euros). They can buy phone cards at the “Estancos” (small shops where they sell tobacco). Some of the public phones also accept credit cards. These can be found in the street, in many restaurants, bars and cafés (where it might be more expensive to make calls).

In order to make international calls you have to dial: 00 + country code + area code + desired number. If students are going to spend some weeks in Spain, we recommend that they buy a Spanish cellular phone. They should ask our staff at the Reception desk for advice.

10. 6 BANKS

The official currency of Spain is the Euro. Money can be exchanged in any of the regular banks. Most banks are open from Monday to Friday between 8.30 a.m. and 2 p.m. Only a few banks open on Saturday mornings. There are 24hour cash machines around the city, and most (Servired, 4B, etc.) offer international services.

10. 7 CREDIT CARDS

Most hotels, restaurants and shops in Valencia accept the main credit cards such as American Express, VISA, Mastercard, 4B, Access and Diners Club.

10.8 ELECTRICITY

Standard electrical voltage in Valencia is 220/240 V AC, 50 Hz. A transformer and/or an adapter might be necessary to use non-Spanish electrical appliances. Adapters are available in most hardware stores.

10.9 TIPPING

Tips are included in all prices and bills, so tipping is not considered obligatory. However, if the service is considered satisfactory, especially in bars and restaurants, a tip is often left directly on the table.

10.10 COMMERCIAL HOURS

Most shops are open daily from 10 a.m. until 8.30 p.m. and have a break between 2 and 5 p.m. Some establishments like “El Corte Inglés” and shops in the city centre or supermarkets, are open from 10 a.m. until 10 p.m. On Sundays many of the stores in the city centre (C/Colón) and the Corte Inglés are open. Embassies, Ministries and official organizations are usually only open in the mornings until 2 p.m.

10.11 WHAT CAN I FIND NEAR THE SCHOOL?

Españole is located right in Carmen area, which is a hotbed of activity during the day and transforms at sunset into one of the main streets for nightlife in Valencia.

The shopping centre El Corte Inglés is just 10 minutes away from the school in Colon Street. In the same street there are many stores like Zara, Massimo Dutti, Benetton, Desigual etc as well as cafeterias, cinemas, bookstores...

The area Ruzafa is about 20 minutes walking and it is known by its huge and varied offer of restaurants, cafes and pubs.

The old town is also less than 10 minutes walking.

10.12 THE CITY OF VALENCIA

Valencia is a vibrant, cosmopolitan city with about 800,000 inhabitants enjoying its majestic buildings and wonderful scenery. It's a truly beautiful Mediterranean city, which enjoys a mild temperate climate and offers a wealth of gastronomic delights, festivals and cultural events. Here you will see how important historical traditions and recent innovative architecture stand side by side. In the last two decades Valencia has undergone an amazing transformation, which has to be seen to be believed.

What to see?

- ✓ The Lonja: one of the best examples of Gothic civil architecture in Europe. It enjoys Patrimony of the Humanity (UNESCO).
- ✓ The Central Market: one of the many places not to be missed. This colourful, bustling lively market, in a beautiful modernist building, will entice you to buy far more than you intended to.
- ✓ The Cathedral: each of its three gates has a different style: Baroque, Gothic and Romanesque. From its bell tower, El Miguelete, you can enjoy amazing views over the city.
- ✓ The Virgin Square: which sits on the site that was once the Roman forum.
- ✓ The Serrano Towers: considered to be the largest Gothic city gateway in all of Europe.
- ✓ The Fine Arts Museum San Pio V: one of the most outstanding painting archives in Spain.
- ✓ The National Ceramics Museum Gonzalez Marti: housed in a palace from the 15th century and refurbished in 1740 on rococo.
- ✓ The City of Arts and Sciences: this amazing complex includes five buildings which are breath-taking at first sight. The futuristic Hemisferic is an IMAX cinema; Prince Felipe is a Museum of Science; Oceanographic is a giant marine park and aquarium; the Palau de les Arts is an Opera House and the Agora is a multi-functional space. They are simply incredible.

What to do?

- ✓ Practice sports in the city parks: Valencia is not only a city of culture but also a city with beautiful parks, gardens and relaxing recreational areas. The old riverbed has been converted into a 9 km park, which crosses the city, and it's perfect for all kinds of activities such as cycling, jogging and skating.
- ✓ Enjoy Valencia gastronomy and nightlife: the city offers a wide variety of "tapas" bars and restaurants with delicious Valencian cuisine such as the famous "paella". Valencia is famous for its nightlife. There are many lively areas and places to go to suit all tastes and styles.
- ✓ Relax on the beach; never ending days of sunshine with perfect temperatures ensure that the beach is a lively and interesting place most of the year. Wide and open with fine golden sand, it is very popular both for sunbathing and for the vast array of restaurants and cafés along the waterfront promenade.
- ✓ Live traditions and festivals: the most popular festival in Valencia takes place in March. It's called "Las Fallas" and for five days fireworks can be seen and heard all over the city. The sound of band music and the impressive "mascletas" turn the city into a place to behold: a complete transformation that precedes spring every year.
- ✓ Enjoy the city events: Valencia is known all over the world for its international events: it hosted the 32nd and 33rd America's Cup of sailing, and continues to host the Formula 1 Grand Prix, the final round of the Moto GP, the open tennis tournament and much more. For each of these events the city opens its arms and hearts to the thousands of tourists who arrive to be entertained each year.

For further information, check the following website: www.comunidadvalenciana.com

11. HEALTH AND SAFETY - EMERGENCIES

We recommend that students always carry with them:

- a. A photocopy of their passport.
- b. Their medical insurance card.
- c. The address of the school and of their accommodation.
- d. the school emergency number (+34) 663161151.

11.1 FIRST AID

Please go to our Reception desk or tell your teacher if you need first aid (or a plaster/bandage/dressing). The school/your teacher is not allowed to give you any medicine.

11.2 FIRE – EVACUATION OF THE BUILDING

In the school you'll find the school maps locating the evacuation routes and the fire extinguishers, it's important that you get familiar with them.

In the event of a fire all staff and students should leave the building via the nearest exit following the exit signs.

Our Assembly Point is located outside the school building, on the other side of the road.

In the event of a fire the lift should not be used under any circumstances.

We make periodical fire simulations.

11.3 ACCIDENTS

For minor accidents inside the school, please go to Reception desk or tell your teacher. Should you or a friend have a more serious accident, again contact Reception who will call 112 for an ambulance.

11. 4 NUMBER 112

This is the number to call for ambulance, fire brigade or police should you or a friend have an accident outside of the school.

11.5 HAZARDS

A hazard means a chance of being injured or harmed. The stairs in the school can be very busy at times. Please do not run up or down the stairs. Please do not text when using the stairs.

The floors can become very slippery; if it's raining outside, so do not run inside the school.

12. COMPLAINTS PROCEDURE

If you have a problem with any of our services, please let a member of staff know so we can resolve the matter as quickly as possible. If we cannot resolve your problem or you would like to make a complaint, please follow the steps below.

Please note:

- We will keep a record of all complaints.
- You are welcome to bring a colleague or person to a meeting for support or translation purposes.

STEP 1 (INFORMAL COMPLAINT)

Please arrange to meet or write to the relevant person in connection with your problem; the key contact details are listed below. We will respond or meet with you as soon as we can within 1 working day.

Area of concern	Person	Contact Details
Student Services	Carol Lorca – Admissions and student services manager Julia Pascual - Residential accommodation Coni de Belda - Host family accommodation	info@espanole.es
Social Programme Any personal issue	Diana Malek - Social Programme / Student Welfare	actividades@ihvalencia.com
Teaching	Clara Pons - Director of Studies	clara@ihvalencia.com
Any issue	Cristina Navarro - Director	cristina@ihvalencia.com

STEP 2 (FORMAL COMPLAINT)

If you are not happy with the response in Step 1, you can put your complaint in writing to the school director (address below) or arrange a meeting with her asking at the school Reception. We will respond within 1 working day.

Please note that formal complaints need to be made within 4 weeks of any event and within 2 weeks following completion of a course. Complaints made outside this period may not be considered.

A letter of complaint should be addressed to: Cristina Navarro- School director. C/Caballeros, 36. 46001 Valencia. E-mail: cristina@ihvalencia.com

STEP 3 (COMPLAINT TO EXTERNAL OVERSIGHT ORGANISATION)

If you are not happy with the response from the school director you can write to the following quality assurance organisation: **FEDELE**: Federation of Spanish schools. Calle Almansa, 9, 29007 Málaga .Tel 952 56 18 37. info@fedele.org.

If you do not understand the complaints procedure or would like assistance with any aspect, please speak to the Director of Studies

13. ANNEXES

13.1. SCHOOL RULES

BE ON TIME

Classes start punctually at 09.30 or 14:30 so please be on time. You will not be allowed to take part in the lesson if you are more than 15 minutes late.

EATING & DRINKING

Please do not eat or drink during the classes (except for water). You can eat or drink in the Common Rooms or on the terrace.

MOBILE PHONES

You are not allowed to use mobile phones during the lessons unless the teacher authorises its use for academic purposes. Please make sure to have the sound turned off.

SPEAK SPANISH

Please do only speak Spanish while you are in the school. The walls have ears!

SMOKING

Smoking is not permitted anywhere inside the school building. You are allowed to smoke outside in front of the school, but please use the ashtrays. You can ask for an ashtray at the Reception desk.

KEEP THE SCHOOL TIDY

Please keep your classroom, the public areas of the school and the terrace tidy. Use the bins provided for the rubbish.

13.2. ANNEX 1: ACCOMODATION IN SHARED APARTMENTS

Rules of conduct that should be respected to make your stay as enjoyable as possible.

Arrival: You will receive the keys at “Edificio Apolo” and may enter your room after 2 p.m. Please note that it is not allowed swapping rooms without previously informing Españolé. Doing this might mean the cancellation of your accommodation.

Departure: The last day of your accommodation you must leave the apartment before 12 p.m. and leave the keys in your room on top of your bedside table.

Deposit: All students lodged in apartments have to fill in a “Housing Deposit Form” and hand it in at the Españolé reception desk on the first day of class. We kindly ask you to fill in the credit card details too. If you don’t have a credit card, you can ask your parents whether you can use theirs.

The “Housing Deposit Form” authorises the school to charge up to 100€ in case any damage is caused or if there is any extra charges for electricity, water or gas. Please note that we won’t charge anything in advance and therefore we will inform you before.

IN CASE WE DO NOT RECEIVE THIS FORM ON THE FIRST DAY OF SCHOOL, IT WILL AUTOMATICALLY MEAN A CANCELLATION OF YOUR ACCOMMODATION. THE SCHOOL WILL BE FORCED TO ASK YOU TO LEAVE YOUR ACCOMMODATION WITH NO RIGHT OF ANY REFUND OR COMPENSATION.

Furniture: furniture, household appliances and the apartment itself must be maintained in good condition. Furniture may not be moved from one place to another.

Tidiness: The common areas of the apartment must be kept tidy. You must clean the dishes and take out the rubbish by yourself. There are all types of waste containers in the street. Not taking out garbage is a serious offence in terms of hygiene, and may lead to losing your deposit.

Guests: It is forbidden for unauthorised persons to stay the night. This is a very serious offence for which you may be expelled. If you want to receive visitors, ask the Accommodation Manager.

Cleanliness: Cleaning of the common areas is done by Españolé every two weeks. Cleaning of common areas consists of cleaning the kitchen, the bathroom, the lounge and the corridor. For cleaning purposes we ask you to leave everything tidy and keep the kitchen clean (without leaving out any dirty plates, rubbish, food, etc.). If this is not complied with, the cleaning will not be done.

Lights and other electrical appliances: Lights and other electrical appliances must be turned off whenever you leave the apartment. Safety considerations apart, remember that leaving them turned on means extra electricity charges from your deposit.

Neighbours: Show respect for your flat mates and neighbours. Do not make any noise between 11 p.m. and 7.30 a.m. Our shared apartments are located in quiet residential building. Parties and large gatherings are not permitted

Smoking: Smoking is not allowed in the school apartments. You will be able to smoke as long as your flat mates agree with this.

IN CASE OF EMERGENCY CALL Nº 112.

13.3. ANNEX 2: ACCOMODATION IN HOST FAMILIES

Here are a few recommendations to make your stay with the family as pleasant as possible:

You are living in a family so always say hello when you arrive home and bye when you leave.

Respect family mealtime hours (breakfast between 8:00 and 10:00 and dinner, between 20:00 and 22:00). If you're not going to have lunch or dinner, tell the family beforehand. You cannot take the food that's in the family fridge. If you miss a meal you cannot make it up later.

If you have booked accommodation with only breakfast, please note that students are not allowed to use the kitchen in order to cook lunch or dinner. Therefore, we recommend taking half board.

Respect family rest hours. In Spain "siesta time" is still important (between 15:00 and 17:00) and from 23:00 so be quiet at these times. If the host family has internet at home, it will not be possible to use it after 24:00.

If you are going to be away from the city, let your family know in advance. From the very first moment you enter their house, you are another member of the family and as such, they will be concerned for you.

Be careful with the keys of the house. Don't make copies. Don't ever leave them to anyone else. In case you lose them there is a sanction you have to pay.

Always ensure that you leave the furniture, electrical appliances, household items, sheets, towels, etc.. in good condition, and keep your room as tidy as possible.

Ask if you can receive friends at home. Usually, the family will not have any objections, but you must remember that each family has its own time schedule. Don't take anyone home without asking beforehand, and don't open the front door to strangers.

Clean up after yourself, don't expect from them to do everything for you.

The family will change your sheets and towels once a week, and wash your clothes once a week. Don't use the washing machine yourself.

You cannot use the phone at home, ask if you can receive phone calls.

Staying with a host family is not always perfect. You might experience difficult situations because of cultural or language barriers. It's important to try to overcome difficulties and to speak with the family about your problems. Always remember that everyone (you, your host family, Españolé, and the agency that represents us in your country) is working in order to make your stay as pleasant as possible. In case you may feel sad or disappointed it is very important that you calmly have a look at the problem and let us know, we will try to find a solution. Not every problem is as bad as it seems. In any case, if you have serious problems with the host family, you can always ask us to change the host family.

13.4. ANNEX 3: ACCOMODATION IN HALLS OF RESIDENCE

Terms and conditions for residents:

You can pick up your keys at the Reception desk, which is open 24h.

Check out time is before 12 p.m. Check in time is after 2 p.m.

It is forbidden to:

Have or consume any kind of DRUGS or ALCOHOLIC DRINKS.

Change rooms without authorization.

Have guests staying over the night.

Smoke in the room.

Have any type of parties.

Make noise between 11 p.m. And 8 a.m..

Leave any kind of personal objects in common areas.

Light candles.

Have animals.

Use the washing machine between 10 p.m. and 10 a.m.

In the residence you will be provided with clean bed linen and room cleaning every week.

On the day of your departure you leave the keys at the Reception desk.



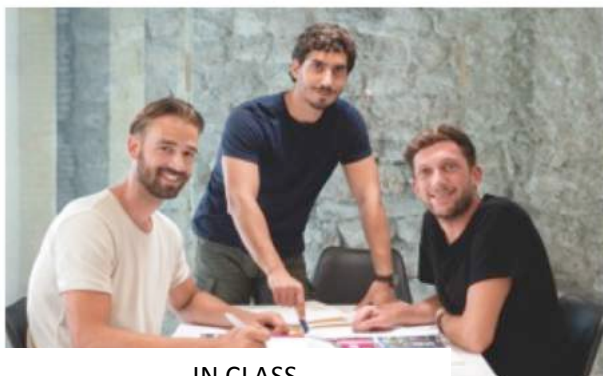
SCHOOL BUILDING



SCHOOL BUILDING

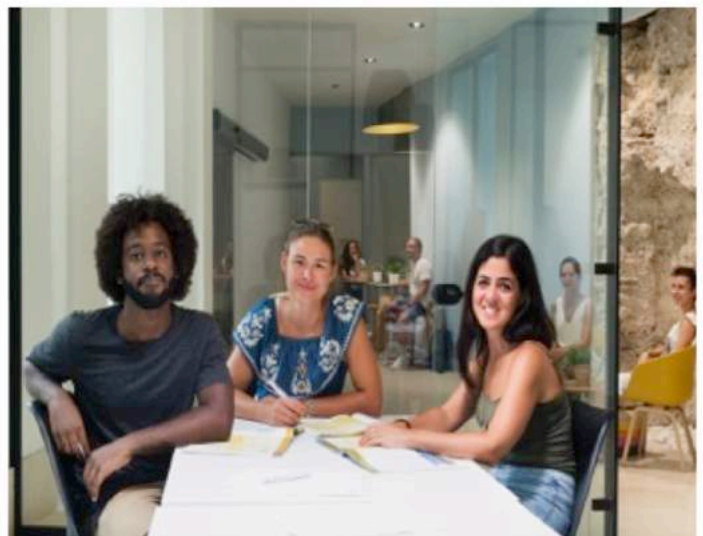


SCHOOL BUILDING



IN CLASS







GRAFITI TOUR



EXCURSION TO ALTEA



BEACH VOLLEY



FOOTBALL TOUR



L'OCEANOGRÀFIC



BBQ



EXCURSION TO MONTANEJOS



ALBUFERA



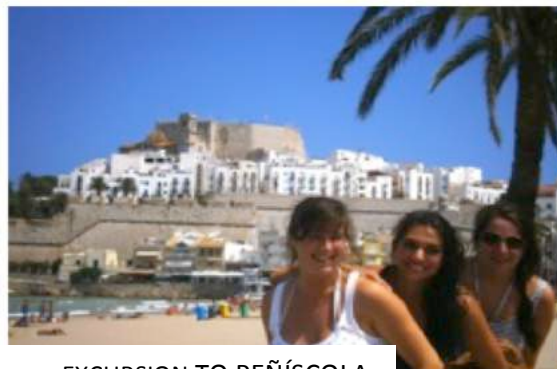
CITY TOUR



SAILING



BIKE TOUR



EXCURSION TO PEÑÍSCOLA



STUDENTS IN THE BEACH



COOKING WORKSHOP: PAELLA



SNORKELING



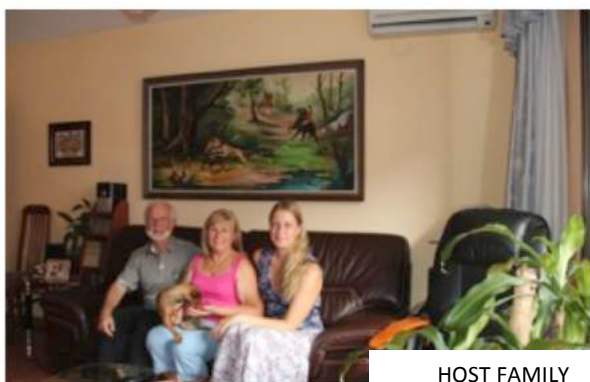
STUDENTS DINNER WITH TEACHERS



HOST FAMILY



HOST FAMILY



HOST FAMILY



ROOM IN THE HOST FAMILY



RESIDENCE



ROOM IN THE RESIDENCE



GYM IN THE RESIDENCE



COMMON ROOM IN THE RESIDENCE



SHARED APARTMENT

