EXPANISH AGENT MANUAL

This manual is designed to help our partners familiarize themselves with Expanish, the booking process, and to help with advising clients.

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5 Expanish Selling Points

1. Boutique schools with personalized service. **Our staff will know your students by name!**

2. We have **premium, purpose-built facilities** that will wow your students.

3. **Amazing customer service** to our partners with the following guarantees:
   a. Responses to all emails within **1 business day**
   b. **Proactive communication** about students on site, commissions, and complaints
   c. Complaint resolution within **72 hours**

4. We provide **4 free activities each week** at all of our schools.

5. Accredited by the **Instituto Cervantes**, member of **IALC**, and winner of the **ST Star Spanish School Award** in 2012, 2020/21, and 2022.
Barcelona, Madrid, Málaga & Buenos Aires

Destination Selling Points

Barcelona
1. “Easy” destination as many have visited previously for tourism
2. Medium-sized city with great public transportation (easy to get around!)
3. Known for amazing food, incredible nightlife, and breathtaking architecture
4. Accessible destination with many direct flights throughout the world
5. Great landscape diversity with both beaches and mountains

Madrid
1. Perfect for those interested in history (has some of the best museums in Europe)
2. Located in the middle of Spain, making exploring the rest of the country easy
3. Some of the most prestigious universities in the country are located in Madrid
4. One of the cheapest capital cities in Europe
5. A perfect mix of new and old: maintains an authentic Spanish culture while offering modern amenities

Málaga
1. Considered to have the best year-round weather in all of Europe
2. Smaller city so easier to maneuver and get around (especially for groups and juniors)
3. Easy access to amazing beaches
4. One of the best destinations for digital nomads in the world
5. More affordable than bigger cities like Madrid and Barcelona

Buenos Aires
1. Urban environment with an abundance of nightlife and things to do
2. Known for tango, fútbol, steak, and wine
3. Very affordable for those with Euros and Dollars (see our blog HERE).
4. Most liveable city in Latin America in 2023 according to the Economist
5. One of the safest capital cities in Latin America
Expanish Staff Contact Details

Expanish has a dedicated sales and admissions team to assist their partners with any product questions, enrollments, billing issues, or complaints.

Feel free to contact our team using the following details:

- **Sales Support Phone** - +34 902 018 148
- **Sales Support WhatsApp** - +34 689 27 69 07
- **General Admissions Phone** - +34 919 49 95 24
- **Brazil Admissions Phone** - +55 11 4260-1844
- **General Email** - partners@expanish.com

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<tr>
<th>COMMERCIAL TEAM</th>
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Expanish Partner Site
Expanish has an extranet for our partners where they can find brochures, price lists, fact sheets, logos, photos and videos. Please take a look and feel free to use them for marketing purposes. No content has copyright restrictions so they can be used freely. Here are the links:
- Main Page: http://partners.expanish.com/
- Updated Price Lists: https://www.partners.expanish.com/prices

Enrolling a Student at Expanish

AVAILABILITY CHECKS
If an enrollment last-minute (within 2 weeks of arrival), includes a student residence or has a special request, please send our team an availability check to assure space/availability of the requested service. Our admissions team will first confirm availability and temporarily reserve the requested service for 2 business days. The final enrollment should be sent within that time period, otherwise, we will have to confirm availability again.

All availability checks and enrollments should be sent via email to partners@expanish.com.

Expanish can receive an enrollment in the following ways:
- Agency Enrollment Form - If a partner has their own enrollment document, this can be used as long as it contains the full student details (see below)
- Expanish Enrollment Form - Our partners can have the student fill out the entire form and sign it at the bottom.
- Student Details Sent in an Email - We can also receive enrollments in the body of an email as long as the complete student details are provided. It is:
  - Student Full Name
  - Sex
  - Nationality
  - Date of Birth
  - Email
  - Course Booked with Dates
  - Housing Booked with Dates and Allergies/Diet/Requests
  - Other Services Booked (Internship, Transfer, Insurance, etc.)

When Expanish receives an enrollment, our agency partners agree to our terms and conditions.

All enrollments are processed within 1 business day.

Then we will respond with a confirmation and the following attachments:
Student Visas in Spain

Students who have programs in Spain of **over 90 days and are traveling with a non-EU/Schengen passport** will need to apply for a student visa.

Apart from the above enrollment, we also need:
1. Copy of Student's Passport
2. Full Program Payment

Expanish will then provide the following visa application documents:
- Visa Enrollment Letter
- Instituto Cervantes Accreditation
- Course Syllabus

Please note that Expanish has strict terms regarding cancellations of programs involving a student visa. Once the visa enrollment letter is emitted, the following terms apply:
- **Refunds with the official denial of student visa document:**
  - If the cancellation is made more than 15 days before the program start date, the school will return the full value of the course minus 250€ of a cancellation fee.
  - If the cancellation is made 15 days or less before the program start date, the school will return the full value of the course minus 25% of the total amount paid as a cancellation fee.
  - Any cancellation made on or after the program start date, whether the student has arrived in Spain or not, there is no refund of program fees.
- **There is no refund of program fees without the official denial of student visa document.**

For additional assistance regarding student visas, please contact our team.

Minor Students

All students who are under 18 years are required to book a **homestay** and both **arrival and departure transfer**.

Expanish also needs to receive additional documents before their arrival. These include:
1. Parental Consent Form for our **Barcelona, Madrid or Málaga schools**
   or **our Buenos Aires school**
2. Copy of Health Insurance Policy
3. Housing Address (in case not using Expanish housing)

Pre-Arrival Documents
Expanish will send the housing assignment and arrival transfer instructions 2 weeks before the arrival date of the student. We can provide these earlier if a student needs these documents earlier for student visa purposes.

We ask that all of our partners provide us with the student’s flight details before we send these documents. This helps assure a smooth check-in process.

For more details about arriving to the destination and the first day at the school, we welcome our partners to utilize the Arrival and First Day Factsheets found on our partner site HERE.

Payments to Expanish
The invoice provided for each student will have specific payment instructions and a due date. The following are general payment notes:
- All payments should be made via bank transfer to the indicated bank on the invoice.
- Bank fees are payable by the sender.
- Please send Expanish a notice of payment and list of students being paid to partners@expanish.com.

Please note that Expanish has one bank account for students traveling to Spain and a separate bank account for students traveling to Argentina.

Commission Payments
Commissions are processed at the beginning of every month for the previous month. Commissions are paid for:
- Agency students who paid their initial program directly to Expanish and have successfully started their program
- Agency students who make an extension or upgrade payment on-site

We proactively let our partner know that they have a commission for a payment made to Expanish. Commission payments are made in one of two ways:
- **Credit Note** - Agents can take out this credit amount from the next payment made to Expanish.
- **Bank Transfer to Agent** - Expanish will pay out the commission amount with a bank transfer. In this case, we need an invoice from the
agent, including their bank details. Any invoice needs to have our complete company details. They are:

Programas Educativos ARVA S.L.
NIF B66994534
Carrer Pau Claris 186, Piso 2
08037 Barcelona
Spain

Commission payment notes:
- Bank transfers are processed in 10 business days from receipt of the invoice.
- If a student makes a payment to Expanish in advance, the commissions are only processed once a student has started their program when there is no longer a possibility of a refund for cancellation.

Academics
The following are useful details about academics at Expanish.

METHODOLOGY
Expanish teachers use the communicative method where students will learn by doing rather than memorize grammar and complete fill-in-the-blank worksheets. Spanish is the only language used in class.

OUR TEACHING STAFF
All of our teachers are native Spanish speakers and we require that all teachers have a minimum of a university degree and a certificate to teach Spanish as a foreign language.

COURSE QUICKFACTS
- Intensive course start dates are every Monday of the year
- 1 Lesson = 50 minutes
- Class Size Maximum - 12
- Minimum Age for Group Classes - 16 years
- First Day Arrival Time for Intensive Courses:
  - 8 am - Students who have yet to complete the online level test
  - 8:45 am - Students who have already completed the online level test

Expanish has factsheets for all course options with more details on our partner portal HERE.
MATERIALS
Our schools currently use different materials depending on the location.
Spain - There is a materials fee of €25 for each book and this is paid on-site. Each book lasts for approximately 4 weeks of intensive lessons.
Argentina - We have designed our own textbooks and students receive a new book each week that they get to keep. All course materials are included in the price.

COURSE CERTIFICATE
Students receive a course completion certificate in PDF format via email the week following their last day of class. The certificate that states the Spanish level achieved, the number of class hours, and period of stay. Additional documentation can be provided upon request.

Student Housing
Expanish offers a wide variety of housing options. We personally visit and approve each option for quality, safety, and convenience.

EXPANISH HOUSING GUARANTEE
All Expanish housing includes:
● Free Wi-Fi
● Weekly cleaning service
● Sheets and towels

Check-In and Check-Out
● The check-in day is Sunday.
● The check-out day is Saturday.

Students may request extra nights, if they arrive early or leave later, however the maximum extra nights is 4 and they are subject to availability. Expanish will provide alternative housing recommendations if we are unable to provide extra nights.

Special Diets, Allergies, and Special Requests
We ask our partners to provide us with all the details about the student when the enrollment is sent. This includes any special diets, allergies, and special requests. This will ensure the perfect match and avoid housing changes last-minute and after arrival.
Barcelona, Madrid, Málaga & Buenos Aires

Please note that Expanish has a **Special Diet Fee of 40 EUR per week** for vegan, halal and kosher diets. For vegetarian diets or food allergies, we do not charge a fee.

All official housing options have a factsheet with more details. These can be found on our Partner Site [HERE](http://www.expanish.com).