

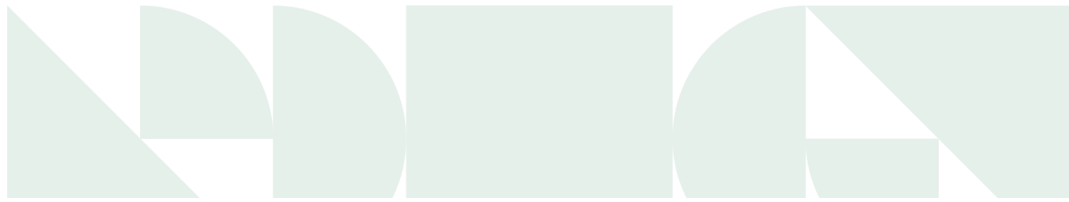


# EXPANISH AGENT MANUAL

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

## Manual Contents

<b>5 Expanish Selling Points</b>	<b>2</b>
<b>Destination Selling Points</b>	<b>3</b>
<b>Expanish Staff Contact Details</b>	<b>4</b>
<b>Expanish Partner Site</b>	<b>5</b>
<b>Enrolling a Student at Expanish</b>	<b>5</b>
<b>Student Visas in Spain</b>	<b>6</b>
<b>Minor Students</b>	<b>6</b>
<b>Pre-Arrival Documents</b>	<b>7</b>
<b>Payments to Expanish</b>	<b>7</b>
<b>Commission Payments</b>	<b>7</b>
<b>Academics</b>	<b>8</b>
<b>Student Housing</b>	<b>9</b>



## 5 Spanish 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** for 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.**



## 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 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, football, 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**

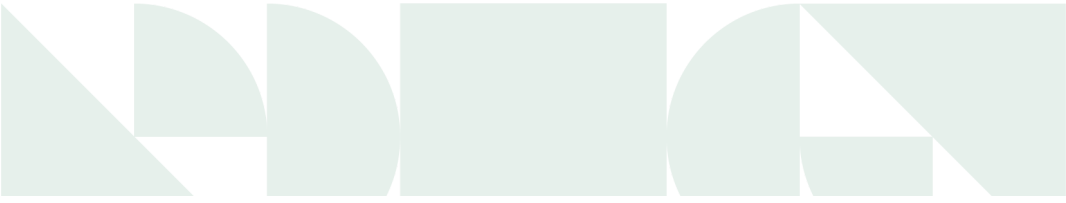


## Expanish Staff Contact Details

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
- **General Admissions Whatsapp** - +34 669 60 58 92
- **Brazil Admissions Phone** - +55 11 4260-1844
- **General Email** - [partners@expanish.com](mailto:partners@expanish.com)



**COMMERCIAL TEAM**



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[agustin@expanish.com](mailto:agustin@expanish.com)



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**ADMISSIONS TEAM**



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**Clare Keenaghan**  
Admissions Coordinator  
[partners@expanish.com](mailto:partners@expanish.com)



**Milva Santa Cruz**  
Admissions Support  
[partners@expanish.com](mailto:partners@expanish.com)

## 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 is 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](mailto: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.
- **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 & Student's chosen name
  - Sex & Gender pronouns
  - 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:

- Letter of Acceptance
- Net Invoice and/or Gross Invoice
- Housing Cancellation Terms (if applicable)
- Instructions for our Online Spanish Level Test

## 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

We cannot edit a programme's dates if the visa letter has already been submitted to the embassy.

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 documents.

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](mailto: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 issued by your company containing our legal details. These can be found in the top corner of the credit note.

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

Expanish uses Aula textbook. Students are required to pay a 30€ materials fee upon completing their initial booking. An additional 30€ materials fee is required and paid on

site each time a student starts a new level and receives a new textbook. Each book lasts for approximately 4 weeks of intensive lessons.

## COURSE CERTIFICATE

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

## Student Housing

We 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, 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.

Please note that Expanish has a **Special Diet Fee of 40€** 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](#).