

## Agent's manual 2025




**pamplona learning**  
SPANISH INSTITUTE S.L.

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## Navarre: Land of diversity

The Autonomous Region of Navarre is 10,421 sq. kilometres. It is in the North of Spain on the border with France. It is surrounded by the following regions of Spain, Aragon (to the East and to the South) La Rioja (to the South) and the Basque Country (to the North West).

Navarre has three very different geographic and bio-climatic areas: the mountainous area in the North, the area around Pamplona and finally the South of the Region. In the last century the population of Navarre has nearly doubled. At the moment it is around 640.000 inhabitants.

The cultural offer is quite considerable and varied, due to the amount of activities offered by the Institutions both public and private. These include the Local Government, the Town Halls, Private Foundations and the Universities. This offer has been augmented in the last couple of years by infra-structures such as the Baluarte, which includes an Auditorium and a Conference Hall. As well as that, in the little village of Alzuza, located 4 kilometres from Pamplona, can be found the Museum of Jorge Oteiza, an internationally renowned sculptor.

The biological heritage of Navarre is very diverse, not only due to the geographical characteristics of the area but also to the development undergone by Navarre in the last few years which has been able to harmonise economic development with respect for the environment.

The gastronomy of Navarre is both diverse and natural. Navarre can offer the world, succulent steak, some excellent red-peppers, incomparable asparagus and some delicious cheese all washed down by magnificent wines. Then, to finish off one can try the Navarrese liquor, Pacharán.

## Pamplona: Slice of life

The city of Pamplona is located in the very centre of Navarre and a large part of it is surrounded by the river Arga.

This city can boast of being built for living in. It has approximately 200.000 inhabitants and has over 4.000.000 square metres dedicated to parks and gardens, which make it one of Europe's greenest cities.

In spite of being a relatively small city it enjoys enormous prestige for the quality of both its universities and its health system.

This has turned Pamplona into a venue for scientific, technical, business, health and cultural conferences. There are two state universities in Pamplona, The Public University of Navarre and the Distance Learning University. The private sector is represented by the University of Navarre.

Another aspect that helps to elevate the quality of life in Pamplona is its excellent public and private health service. Pamplona can consider itself a privileged city due to the variety and quantity of cultural and leisure activities on offer, its streets full of buildings of artistic-historical interest, its rich and varied gastronomy, its world famous festival of San Fermin, its respect for the environment, and of course the friendliness of its people.

## The Spanish Institute

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### Introduction

Pamplona Learning Spanish Institute owes its existence to Clen College, which has been in operation for over 20 years giving language training to people in Pamplona and the surrounding areas; and the Government of Navarre, which is keenly interested in promoting Navarre as a destination for students of Spanish as a second language.

Our school is located in the centre of the city, in a building of historical interest, where Pamplona Learning Spanish Institute has five classrooms, a library, an auditorium, a café and a restaurant. The whole building is wifi.

### Days on which the school is closed in 2025.

The general courses begin every Monday during the year if there are at least three students enrolled. The school closes during the following dates in 2025: January 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 6<sup>th</sup>, April 17<sup>th</sup>, 18<sup>th</sup>, 21<sup>st</sup>, May 1<sup>st</sup>, July 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup>, 25<sup>th</sup>, August 15<sup>th</sup>, November 1<sup>st</sup>, December 3<sup>rd</sup>, 6<sup>th</sup>, 8<sup>th</sup>. It will close for the Christmas break from December 22<sup>nd</sup> till 31<sup>st</sup> 2025 both inclusive.

Lessons not given on those dates will not be made up for. **If there are two holidays in the same week, lessons will be made up for one.**

If the holiday falls on a Monday, Tuesday will be the start date.

### Programming and material

Students will be given a test a week before starting their course to determine their level so that they can be placed in the corresponding group.

On the first day of class, the student should go to the school, Avenida Baja Navarra 47, at 8.45 in the morning where he/she will be met by a member of the staff.

At this time, the student will be given an "information pack" which contains a city map of Pamplona, general information about Pamplona, the lessons and bus timetables, bus pass information, etc.

Afterwards the students will be shown around the building in order to make them feel comfortable in the area on their first day at school.

Once this is accomplished lessons will begin.

In those cases where the class is a "one to one", the programme will be determined between the student and the teacher. In the rest of the cases the programme has been predetermined.

Class material is included in the price. In those cases where the student moves up another level the student will have to pay the cost of material for that new level (40 euros).

## The courses

### > Standard course (consult availability)

General Spanish course of 20 lessons per week from 9:00 to 13:15 Monday to Friday.

### > Intensive course (consult availability)

General Spanish course complemented with lessons on Spanish culture, literature and history; it consists of 25 lessons per week from 9:00 to 14:15 Monday to Friday.

### > Superintensive course (consult availability)

Course of general Spanish complemented with lessons on Spanish culture, literature and history. It consists of 30 lessons per week from 9:00 to 15:15, Monday to Friday. For those who wish to progress at a higher speed in a group.

### > Standard course +5 private lessons (consult availability)

General Spanish course of 20 lessons per week from 9:00 to 13:15 Monday to Friday in a group plus 5 one-to-one lessons per week. These 5 one-to-one lessons are tailor-made for the student's needs, interests and gaps in the language.

### > Intensive course +5 private lessons (consult availability)

General Spanish course complemented with lessons on Spanish culture, literature and history 25 lessons per week from 9:00 to 14:15 Monday to Friday in a group plus 5 one-to-one lessons per week. These 5 one-to-one lessons are tailor-made for the student's needs, interests and gaps in the language.

### > Preparation course for the DELE (Diploma in Spanish as a Foreign Language), (consult availability)

The "Diplomas de Español como Lengua Extranjera (DELE)" are official qualifications issued by the Instituto Cervantes on behalf of the Spanish Ministry for Education and Science.

There are six levels of DELE exams: A1, A2, B1, B2, C1, C2.

It consists of a four-week course or an eight-week course of 25 lessons per week just before the official dates of the exams; from 9:00 to 14:15 Monday to Friday. Students have 2 daily lessons of general Spanish plus 3 daily lessons dedicated to aspects specifically related to the exams. Provisional starting dates: March; June; September (for exact dates consult us in advance). For different dates consult us in advance.

The courses above mentioned will start on any Monday if there are at least three students enrolled except for Preparation for DELE (consult dates).

Students will do a level test, a week before starting the course, and will be assigned to a suitable group and level according to the results of the test. On the last day they will receive a certificate of attendance.

The lessons last for 55 minutes and take place from Monday to Friday in the mornings; should the circumstances demand it **PLSI reserves the right to change the times of the courses and even to move the courses to the afternoon or evening.**

When lessons are not given due to it being a public holiday those lessons will not be made up for. **If there are two holidays in the same week, lessons will be made up for one.**

The groups will have a minimum of 4 students and a maximum number of 10 students. **Students will receive a reduced number of lessons if only 1, 2 or 3 students enrol on the following courses: Standard course: 15 lessons; Intensive course: 18 lessons; Superintensive course: 21 lessons. Preparation for DELE: 20 lessons.** At PLSI the students are the centre of the learning process. The main aim of the lessons is to develop the communicative skills of the students. To achieve this, teachers at PLSI use material from varied sources, such as textbooks, material from the press, TV, Internet etc.

(See terms and conditions on page 19)

## Special courses: (consult dates and availability)

### >Spanish for groups

This course is designed mainly for schools, universities, associations and companies. PLSI offers tailor-made courses at a special price for groups of people who have similar interests and objectives and book together. We will work with the person in charge to develop the programme. It can be a program made up entirely of Spanish lessons or a combination of Spanish lessons and cultural and leisure activities. The duration of the programme is flexible and it can start all year long. Minimum age is 14 years. Lessons last for 55 minutes with a minimum of 2 per day. Consult dates, prices and activities.

### > Spanish for 50+

The students have the chance to learn Spanish in an incomparable atmosphere. The course consists of 20 lessons of general Spanish complemented by cultural and social activities for one week; lessons from Monday to Friday; from 9:00 to 13:15. Minimum group: 5 students enrolling together. PLSI reserves the right to change or cancel this program. Consult availability (see page 7).

### > Specific language programmes for executives and business people

Specific language programmes for executives and businesspeople. The courses are one-to-one and tailor-made. The students can choose between 20, 30 or 40 lessons per week. The minimum stay is one week.

### > Internship programmes (consult availability)

These programmes are a combination of a language course and non-paid/ paid work in companies. The programme can last from 24 to 48 weeks and consists of at least 4 weeks of General Spanish followed by an internship in a company. The internship options at the moment are in engineering, (automotive industry, aeronautical sector) administration, the chemical industry and marketing. In order to participate in this programme the student should have an intermediate level (B1) of Spanish. Consult dates and availability.

### > Spanish for Engineers (consult availability)

This course has been designed for those who, having an intermediate level (B1), wish to improve their Spanish in the fields related to Engineering. It consists of 100 lessons: 5 lessons per day during 4 weeks from Monday to Friday; from 9:00 to 14:15 (see more information on page 8).

> **Spanish for the Medical Profession (consult availability)**

This course has been designed for those who, having an intermediate level (B1), wish to improve their Spanish in the fields related to Medicine and Health. It consists of 100 lessons: 5 lessons per day during 4 weeks from Monday to Friday; from 9:00 to 14:15 (see more information on page 9).

> **Spanish for Business (consult availability)**

This course has been designed for those who, having an intermediate level (B1), wish to improve their Spanish in the fields related to the world of business. It consists of 100 lessons: 5 lessons per day during 4 weeks from Monday to Friday; from 9:00 to 14:15 (see more information on page 10).

## Spanish for 50+

### ONE- WEEK PROGRAMME

PLSI gives our students the chance to learn Spanish in an incomparable atmosphere. The programme consists of 20 lessons per week of general Spanish complemented by cultural and social activities. Lessons start at 9.00 and finish at 13.15 from Monday to Friday. **Minimum group: 5 students. Consult dates and availability.**

The programme contents:



*20 lessons of General Spanish*



*Special "pinchos" tasting session in Pamplona*

Visit to a bar where each person tastes some "pinchos" and some wine.



*Visit to a winery* which includes a wine tasting session as well as an explanation on the process of wine making



*Visit to Olite*, the ancient seat of the court of Navarra, which includes a visit to the medieval castle.



*Guided visit of Pamplona*

## Spanish for Engineers

This course has been specially designed for people in Engineering who want to acquire the vocabulary and the expressions which are usual in the different areas related to Engineering. In order to participate actively in this course the students should have at least an intermediate level (B1) of Spanish.

### Duration and timetable

- The course lasts for 4 weeks and it consists of 100 lessons of Spanish: 60 lessons of Spanish for Engineering and 40 lessons of General Spanish.
- 5 lessons per day from Monday to Friday; from 9:00 till 14:15 with a 25 minute break from 10:55 to 11:20; lessons are 55 minutes.

### Course dates 2025 \*\*

The course will take place on the following dates:  
From 14<sup>th</sup> July till 8<sup>th</sup> August. Final enrolment date: 27<sup>th</sup> June.

\*\* For groups the dates can be adapted according to the needs of the group.

### Credits for U.S. University students

The student who attends 80% of the lessons will receive a Certificate of Attendance which details the content of the course, the number of lessons attended by the student and the level achieved by the student during the course.

The student will have to negotiate the credits with his/her university. The student can receive 4/6 credits for around 100 lessons.

### Course aims

- To increase the expressions, vocabulary range and communicative strategies of the students in general and in the field of Engineering in particular.
- To increase oral fluency in relevant professional areas such as presentations, meetings and negotiations.
- To develop the listening and speaking skills of the participants and improve their writing skills.
- To learn how to solve problems both in groups and individually and acquire learning strategies for the future.
- To improve their knowledge of Spanish and Latin America culture.

### Course description

- Study of the grammar, expressions and vocabulary specific to the field of engineering.
- The use of varied materials in the classroom, including authentic materials.
- The preparation of projects and presentations of topics related to Engineering.

Number of students per group: maximum 10; minimum 5.



## Spanish for the Medical Profession

This course has been specially designed for professionals and future professional in the medical and health field who want to acquire the vocabulary and the expressions which are most commonly used in their dealings with patients and relatives of the patients. In order to participate actively in this course the students should have at least an intermediate level (B1) of Spanish.

### Duration and timetable

- The course lasts for 4 weeks and it consists of 100 lessons of Spanish: 60 lessons of Spanish for Medicine and Health and 40 lessons of General Spanish.
- 5 lessons per day from Monday to Friday; from 9:00 till 14:15 with a 25 minute break from 10:55 to 11:20; lessons are 55 minutes.

### Course dates 2025 \*\*

The course will take place on the following dates:  
From 14<sup>th</sup> July till 8<sup>th</sup> August. Final enrolment date: 27<sup>th</sup> June.

\*\* For groups the dates can be adapted according to the needs of the group.

### Credits for U.S. University students

The student who attends 80% of the lessons will receive a Certificate of Attendance which details the content of the course, the number of classes attended by the student and the level achieved by the student during the course.

The student will have to negotiate the credits with his/her university. The student can receive 4/6 credits for around 100 lessons.

### Course aims

- To increase expressions, vocabulary range and communicative strategies of the students to facilitate the interaction between professionals and patients and their relatives.
- To practice with real life medical situations such as patient interviews and family consultations.
- To learn how to solve problems both in groups and individually and acquire learning strategies for the future.
- To improve their knowledge of Spanish and Latin America culture.

### Course description

- The study of the grammar, expressions and vocabulary specific to the field of medicine and health.
- The use of varied materials in the classroom, including authentic materials.
- The preparation and presentation of topics related to medicine and health.

Number of students per group: maximum 10; minimum 5.

## Spanish for Business

This course has been specially designed for people in the Business area who want to acquire the vocabulary and the expressions which are usual in the different areas related to their career choice.

In order to participate actively in this course the students should have at least an intermediate level (B1) of Spanish.

### Duration and timetable

- The course lasts for 4 weeks and it consists of 100 lessons of Spanish: 60 lessons of Spanish for Business and 40 lessons of General Spanish.
- 5 lessons per day from Monday to Friday; from 9:00 till 14:15 with a 25 minute break from 10:55 to 11:20; lessons are 55 minutes.

### Course dates 2025 \*\*

The course will take place on the following dates:

From 14<sup>th</sup> July till 8<sup>th</sup> August. Final enrolment date: 27<sup>th</sup> June.

\*\* For groups the dates can be adapted according to the needs of the group.

### Credits for U.S. University students

The student who attends 80% of the lessons will receive a Certificate of Attendance which details the content of the course, the number of classes attended by the student and the level achieved by the student during the course.

The student will have to negotiate the credits with his/her university. The student can receive 4/6 credits for around 100 lessons.

### Course aims

- To increase expressions, vocabulary range and communicative strategies of the students.
- To transmit the communicative skills presented and practised in the classroom to real situations.
- To learn how to solve problems both in groups and individually and acquire learning strategies for the future.
- To improve their knowledge of Spanish and Latin America culture.

### Course description

- The study of the grammar, expressions and vocabulary specific to business.
- Use of varied materials in the classroom, including authentic materials.
- The preparation and presentation of topics related to business.

Number of students per group: maximum 10; minimum 5.

## Hybrid courses (face-to-face/online): (consult dates and availability)

### >Preparation course for the DELE (Diploma in Spanish as a Foreign Language)

It consists of a five-week course of 2 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 on Monday. Minimum group: 3 students.

### >A1 Course

General Spanish course of 10 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 Monday to Friday. Minimum group: 2 students. If there is only one student, he or she will receive 5 lessons per week from 10:00 to 11:00 or from 17:00 to 18:00 Monday to Friday.

### >A2 Course

General Spanish course of 10 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 Monday to Friday. Minimum group: 2 students. If there is only one student, he or she will receive 5 lessons per week from 10:00 to 11:00 or from 17:00 to 18:00 Monday to Friday.

### >B1 Course

General Spanish course of 10 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 Monday to Friday. Minimum group: 2 students. If there is only one student, he or she will receive 5 lessons per week from 10:00 to 11:00 or from 17:00 to 18:00 Monday to Friday.

### >B2 Course

General Spanish course of 10 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 Monday to Friday. Minimum group: 2 students. If there is only one student, he or she will receive 5 lessons per week from 10:00 to 11:00 or from 17:00 to 18:00 Monday to Friday.

### >C1 Course

General Spanish course of 10 lessons per week from 10:00 to 12:00 or from 17:00 to 19:00 Monday to Friday. Minimum group: 2 students. If there is only one student, he or she will receive 5 lessons per week from 10:00 to 11:00 or from 17:00 to 18:00 Monday to Friday.

### >Past tenses course

It consists of a five-week course of 1,5 lessons per week between 19:00 and 21:00 on Tuesday. Minimum group: 3 students.

### >Subjunctive tense course

It consists of a five-week course of 1,5 lessons per week between 19:00 and 21:00 on Wednesday. Minimum group: 3 students.

### > A2-B1 conversation group

Spanish conversation lessons of 1,5 lessons per week from 17:00 to 18:30 on Wednesday. Minimum group: 3 students.

> B1-B2 conversation group

Spanish conversation lessons of 1,5 lessons per week from 17:00 to 18:30 on Tuesday. Minimum group: 3 students.

**The methodology**

The sessions in Pamplona Learning are focused on the student and his/her learning and progress. This is why the students' origin, age, learning style, needs, etc, are taken into account when preparing the sessions. The language used in class is Spanish only. The sessions try to promote both the students' involvement in the activities and the interaction between students. In addition to our communicative and action-based approach, the courses follow the European Framework regarding the task based approach. Student related situations are brought up in class.

Special emphasis is put on the communicative aspects of the language such as oral comprehension and expression.

The programmes of Pamplona Learning have been developed by highly qualified teachers and according to the guidelines set out by the Instituto Cervantes. The teachers at Pamplona Learning are university graduates and have specific training in the teaching of Spanish as a second language.

| PAMPLONA LEARNING LEVELS | EUROPEAN EQUIVALENCE | DELE (2025) |
|--------------------------|----------------------|-------------|
| Elementary A1            | Basic user A1        | DELE A1     |
| Pre-intermediate A2      | Basic user A2        | DELE A2     |
| Intermediate B1          | Independent user B1  | DELE B1     |
| Upper-intermediate B2    | Independent user B2  | DELE B2     |
| Advanced C1              | Proficient user C1   | DELE C1     |
| Superior C2              | Proficient user C2   | DELE C2     |

**The levels**

Pamplona Learning offers courses from Beginners level (without any knowledge) up to Superior.

>Elementary – A1

The students can express, both orally and in writing, basic opinions, feelings and needs related to their daily life.

> Pre-Intermediate – A2

The students can express, in a general manner, opinions, feelings and needs both orally and in writing; they can also communicate some information relating to day to day situations. They will be able to express themselves in past tense in a simple way. The students can read simple general information or literary texts.

> Intermediate – B1

The students can deal fluently with topics which are familiar or of personal interest. They can express themselves in writing using long and complex expressions. They will have acquired a general knowledge of the socio-cultural reality of Spain through the reading of general information material.

### >Upper –Intermediate – B2

The students can interact and express themselves with enough fluency and spontaneity.

### > Advanced – C1

The students can recognise implicit meaning in written texts. They can express their own opinions on what is being discussed. They show a good knowledge of the language and they use it with flexibility and effectiveness.

### > Superior – C2

The students can use the language very fluently. They should be able to argue convincingly and to use the specific vocabulary needed for each situation. They will be able to read literary texts from contemporary authors and to write using different styles.

## Accommodation

When it comes to accommodation the students of Pamplona Learning Institute can choose between different options.

- Homestay: We believe that this is one of the best ways to get to know the Spanish way of life, the culture and the traditions.

Full-board –single room, with three meals a day: continental breakfast, lunch and dinner.

Half-board –single room, two meals a day: continental breakfast and dinner from Monday to Friday and full-board at the weekend.

Double room accommodation can be provided but only for those people booking together.

- **Shared apartment: self-catering in a flat shared with Spanish people. These people may be the owners of the apartment. These apartments are not student residences.** The student provides his/ her own food and has access to the common areas such as the kitchen, living-room and the bathroom
- Any other type of accommodation (residence, hostel, hotel) upon request and availability.

Accommodation is available on the Sunday prior to the first day of course, until the Saturday following the last day of class. Extra nights might be available at the published prices.

### Accommodation fees include:

Homestay: number of meals as chosen, towels and bed linen, cleaning of common rooms and student room, laundry once a week, electricity, gas and water up to a certain amount.

Shared Apartment: bed linen, blankets and towels, access to fully equipped kitchen and laundry (once a week), cleaning of common rooms, electricity, gas and water up to a certain amount. Students will be responsible for the cleaning of their room and private toilet (if provided).

\* Electricity, gas and water are included up to certain amount, any consumption over that will be charged to the student.

- Half Board: continental breakfast and dinner from Monday to Friday and continental breakfast, lunch and dinner at the weekend.
- Full Board: continental breakfast, lunch and dinner from Monday to Sunday.
- Self-Catering: students provide and prepare their own food.

**(See terms and conditions on page 19).**

## Other activities

Pamplona Learning can offer its students a wide range of activities to engage in once lessons are over or at weekends. Here is a sample list of what can be chosen from: Tours of Pamplona and its historical buildings, excursion to the medieval castle in Olite, visit to San Sebastian (a day on the beach), Guggenheim Museum in Bilbao mountaineering, trekking, visits to some of the most interesting wineries in Navarre, visits to Bardenas Desert, Natural Park of Señorío de Bertiz, Pilgrim's way to Santiago de Compostela in Navarra, horse-riding, golf, skiing in winter, Sanfermín special activities, bowling, parties, tapas tour, local concerts, etc.

In order to go on a field trip there is a minimum requirement of four people. The cost of these activities is not included in the price of the course.

On Mondays the student will get a copy of the planned activities. **The school reserves the right to change or cancel any activity. The school only organizes activities for groups upon request.**

## Additional Information

Bank opening hours: 08:30 to 14:30.

The general prices: cinema 9 euros; soft drinks 2 euros; beer 2 euros; restaurant meals between 12 and 35 euros; discotheque 14 euros.

The whole building is wifi and students can use their laptops anywhere in the building. In addition, there are public wifi areas in the city center where the student can surf the web.

Pamplona has a lively night life with a large student population due to its two universities. Many young students come to these universities from other parts of Spain and from abroad.

The main gathering areas are the old part of the city or the neighbourhoods of San Juan, Iturrama and Ensanche. These areas are full of places where there is no room for boredom.

Pamplona is generally considered a safe city. However, we recommend that students should take the elementary precautions used when visiting any medium sized city: avoid areas that have no public lighting, being out alone very late at night etc.

Catholicism is the main religion of the country.

At the end of the first week in Pamplona Learning Spanish Institute, the student will be asked to fill out a satisfaction evaluation up to that point in time. Here the student can include his assessment regarding the course, the installations, the surrounding facilities, his/her lodging etc. We encourage students to fully assess their situation so that if need be we can improve their stay. They will be asked to fill out another survey on the last day of the course.

No official complaint can be processed once the course is over or the student has left Pamplona. The student will be expelled or repatriated for the following reasons: possession of drugs, damages to the facilities and place of lodging, if the student is a danger to himself or to others, if he / she breaks the law.

**(See terms and conditions on page 19).**

## Contact

> Administration [info@plsi.es](mailto:info@plsi.es)

Phone: +34 948 38 35 79

[www.pamplonaspanishinstitute.com](http://www.pamplonaspanishinstitute.com) [www.pamplonalearning.edu.es](http://www.pamplonalearning.edu.es)

## Communications and transport

### > By coach

The bus-station is located in the centre of Pamplona and has regular daily connections to Madrid, Barcelona, Bilbao, San Sebastian and a large number of other cities in Spain and in Navarre.

### > By train

The train station is situated in the area called San Jorge a short distance from the city centre (by public bus number 9). It has regular daily rail connections to Madrid, Barcelona, Zaragoza, San Sebastian, Hendaye, Vitoria, and many more cities in Spain. Those going to or coming from the South of Spain have to change trains in Madrid.

For further information please consult: <http://www.renfe.es>

### > By air

The airport is located in Noáin, about 7 kilometres from the centre of Pamplona and has regular daily flights to/from Madrid, Barcelona and other cities in Spain.

For further information please consult: <http://www.aena.es>

## Transport

[www.aena.es](http://www.aena.es) (Spanish airports)

[www.renfe.es](http://www.renfe.es) (national network of railroads)

[www.estaciondeautobusesdepamplona.com](http://www.estaciondeautobusesdepamplona.com) (bus station from Pamplona)

[www.barcelonanord.cat](http://www.barcelonanord.cat) (bus station from Barcelona)

[www.monbus.es](http://www.monbus.es) (bus from / to Barcelona)

[www.alsa.es](http://www.alsa.es) (bus from / to Madrid)

[www.jimenezmovilidad.es](http://www.jimenezmovilidad.es) (bus from / to Madrid)

[www.laburundesa.com](http://www.laburundesa.com) (bus from / to Bilbao)

[www.avis.com](http://www.avis.com) (car- rental)

[www.hertz.com](http://www.hertz.com) (car-rental)

## Navarre

[www.visitnavarra.es](http://www.visitnavarra.es)

[www.spain.info](http://www.spain.info)

[www.dariodenavarra.es](http://www.dariodenavarra.es)

[www.noticiasdenavarra.com](http://www.noticiasdenavarra.com)

[www.navarra.es](http://www.navarra.es)

## Pamplona

[www.pamplona.es](http://www.pamplona.es)

## Price List 2025 (per week)

| Enrolment fee: 69€/ Accommodation fee: 40€<br>Enrolment fee for hybrid courses: 15€. |       |         |                                |
|--------------------------------------------------------------------------------------|-------|---------|--------------------------------|
| COURSE                                                                               | WEEKS | LESSONS | EUROS                          |
| Standard                                                                             | 1     | 20      | 202€                           |
| Standard                                                                             | 2     | 40      | 404€                           |
| Standard                                                                             | 3     | 60      | 606€                           |
| Standard                                                                             | 4     | 80      | 808€                           |
| Standard                                                                             | 8     | 160     | 1520€                          |
| Standard                                                                             | 12    | 240     | 2148€                          |
| Standard                                                                             | 20    | 400     | 3340€                          |
| Intensive                                                                            | 1     | 25      | 247€                           |
| Intensive                                                                            | 2     | 50      | 494€                           |
| Intensive                                                                            | 3     | 75      | 741€                           |
| Intensive                                                                            | 4     | 100     | 988€                           |
| Intensive                                                                            | 8     | 200     | 1840€                          |
| Intensive                                                                            | 12    | 300     | 2628€                          |
| Intensive                                                                            | 20    | 500     | 4140€                          |
| Superintensive                                                                       | 1     | 30      | 299€                           |
| Superintensive                                                                       | 2     | 60      | 598€                           |
| Superintensive                                                                       | 3     | 90      | 897€                           |
| Superintensive                                                                       | 4     | 120     | 1196€                          |
| Superintensive                                                                       | 8     | 240     | 2264€                          |
| Superintensive                                                                       | 12    | 360     | 3180€                          |
| Standard +5<br>(5 one-to-one lessons)                                                | 1     | 25      | 376€                           |
| Standard +5<br>(5 one-to-one lessons)                                                | 2     | 50      | 752€                           |
| Standard +5<br>(5 one-to-one lessons)                                                | 3     | 75      | 1128€                          |
| Intensive +5<br>(5 one-to-one lessons)                                               | 1     | 30      | 421€                           |
| Intensive +5<br>(5 one-to-one lessons)                                               | 2     | 60      | 842€                           |
| Intensive +5<br>(5 one-to-one lessons)                                               | 3     | 90      | 1263€                          |
| DELE                                                                                 | 4     | 100     | 1037€                          |
| DELE                                                                                 | 8     | 200     | 1984€                          |
| Spanish for Engineers                                                                | 4     | 100     | 1211€                          |
| Spanish for<br>Medical Profession                                                    | 4     | 100     | 1211€                          |
| Spanish for Business                                                                 | 4     | 100     | 1211€                          |
| 50+ programme                                                                        | 1     | 20      | 520€ ( course<br>+ activities) |
| One-to-one                                                                           | ---   | 1       | 46€                            |
| One-to-two                                                                           | ---   | 1       | 26€ per<br>person/hour         |
| Spanish for professionals and executives<br>(one-to-one)                             | 1     | 20      | 1234€                          |
| Spanish for professionals and executives<br>(one-to-one)                             | 1     | 30      | 1637€                          |
| Spanish for professionals and executives                                             | 1     | 40      | 2117€                          |



| (one-to-one)                              |   |     |      |
|-------------------------------------------|---|-----|------|
| DELE                                      | 5 | 10  | 150€ |
| A1/A2/B1/B2/C1 (for one student)          | 1 | 5   | 120€ |
| A1/A2/B1/B2/C1 (for two or more students) | 1 | 10  | 120€ |
| Past tenses                               | 5 | 7,5 | 75€  |
| Subjunctive tense                         | 5 | 7,5 | 75€  |
| A2-B1 conversation group                  | 4 | 6   | 55€  |
| B1-B2 conversation group                  | 4 | 6   | 55€  |

### Accommodation prices per person 2025

#### Homestay:

|              |                         |                   |
|--------------|-------------------------|-------------------|
| Single room: | Full board: week = 260€ | extra night= 51€  |
|              | Half board: week = 225€ | extra night= 46€  |
| Double room: | Full board: week = 214€ | extra night = 40€ |
|              | Half board: week = 184€ | extra night =35€  |

Extra charge for private bathroom: 46€ per week (upon request; check availability).

#### Shared Apartment (with Spanish people):

|              |                              |                   |
|--------------|------------------------------|-------------------|
| Single room: | Self – catering: week = 127€ | extra night = 29€ |
| Double room: | Self – catering: week = 98€  | extra night = 24€ |

Extra charge for private bathroom: 46€ per week (upon request; check availability).

#### Private apartment- studio:

Self – catering: from 1269€ (4 weeks; upon request; check availability).  
(Minimum stay 4 weeks, deposit 100%).

#### Accommodation requirements:

- Accommodation is available on the Sunday prior to the first day of course, until the Saturday following the last day of lessons.
- Accommodation fee: 40€.
- Extra charge for private bathroom: 46€ per week (upon request; check availability).
- Students under 18 have to book full-board accommodation.
- Unjustified changes on accommodation after arrival will be charged 139€.
- Accommodation for relatives and friends of students is available at the above prices + 40€/ week.
- If it is necessary to give a deposit on arrival, the deposit shall be returned to the student at the end of the stay provided no damage has been caused.
- Extra nights might be available at the published prices. Other types of accommodation may be possible upon request.
- Double room available only for two students travelling together (consult availability).

Transfer service from Pamplona airport, train or bus station to accommodation: 46€ (one way).

#### Accommodation fees include:

Homestay: meals as chosen, towels and bed linen, cleaning of common rooms and student room, laundry once a week, electricity, gas and water up to a certain amount.

Shared Apartment: bed linen, blankets and towels, access to fully equipped kitchen and laundry (once a week), cleaning of common rooms, electricity, gas and water up to a certain amount. Students will be responsible for the cleaning of their room and private toilet (if provided).

\* \* Electricity, gas and water are included up to certain amount, any consumption over that will be charged to the student.

Half Board: continental breakfast and dinner from Monday to Friday and continental breakfast, lunch and dinner at the weekend.

Full Board: continental breakfast, lunch and dinner from Monday to Sunday.

Self-Catering: students provide and prepare their own food.

## Terms & Conditions

\* Fill in the enrolment form and send it by e-mail ([info@plsi.es](mailto:info@plsi.es)).

To confirm the booking a non-refundable deposit of 200 € must be paid. This deposit is not an extra charge and will be deducted from the total amount due.

**The outstanding amount must be paid at least 2 weeks before the course starts.**

\* **All bank charges have to be paid by the student.** In the case whereby the bank charges us a commission for receipt of your payment, we reserve the right to charge you this sum on your arrival. **Please, state your name, type and date of course on all transfer forms.**

\* Pamplona Learning Spanish Institute (from now on referred to as PLSI) will send on all details of the services contracted once it has received the deposit and a copy of the bank transfer.

\* PLSI reserves the right to change details of its services, including courses, facilities, course dates and times when circumstances beyond the company 's control necessitate such changes.

\* **If only 1, 2 or 3 students enrol on the following courses, students will receive a reduced number of lessons (Standard course: 15 lessons; Intensive course: 18 lessons; Superintensive course: 21 lessons; Preparation for DELE: 20 lessons).**

\* The school publicity material may include statements and photographs made by participants, students consent to such use of their comments or photographs.

\* In accordance with the Law 15/1999 dated the 13th December related to the protection of personal data, PLSI informs its clients that their personal details will be stored in a data base under the supervision of PLSI and will be used exclusively for commercial purposes and for company operations.

\* None of the services contracted will be provided until full payment is received.

\* Students should provide PLSI beforehand with complete arrival details in Pamplona (date, time, place of arrival).

## Cancellation and modifications

Any cancellation must be made in writing to Pamplona Learning Spanish Institute.

If a student cancels / modifies a course/ program more than 30 days before the start date, the deposit of 200€ will not be refunded.

If a student cancels / modifies a course/ program between 4 and 2 weeks before the start date, he/she will pay 25 % of the total amount plus the deposit.

If a student cancels / modifies a course/ program less than 2 weeks before the start date, he/she will pay 40% of the total amount plus the deposit.

**No refunds will be made once a course or accommodation service have started.**

PLSI will not be responsible for cancellations, modifications or pauses during the programme due to the students' personal reasons and /or health problems.

It is the responsibility of the student to be in possession of the documentation in order to travel abroad.

Should a student infringe the law in Spain or incur in serious disciplinary faults he / she will be expelled from the programme without the right of a refund for any part of the programme be it accommodation, tuition or any other aspect, and on top of that he/ she (tutors or parents should he / she underage) will be responsible for any extra expenditure incurred by Pamplona Learning Spanish Institute due to his / her behaviour or acts.

### Refunds

Pamplona Learning Spanish Institute defines a full course of study as the initial enrolment period.

### Transfers

We can arrange transfer for all students of PLSI.

**The students should give at least 8 days advance notice to the school with regard to the flight details, arrival date and time, flight /bus/ train number.... without this prior notice, the school is not responsible for the students when they arrive.**

The students will be given an emergency telephone number: **+34 606 13 83 70**

All junior students must book return transfer service with Pamplona Learning Spanish Institute.

### Calendar 2025

The general courses begin every Monday during the year if there are at least three students enrolled. The school closes during the following dates in 2025: January 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 6<sup>th</sup>, April 17<sup>th</sup>, 18<sup>th</sup>, 21<sup>st</sup>, May 1<sup>st</sup>, July 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup>, 25<sup>th</sup>, August 15<sup>th</sup>, November 1<sup>st</sup>, December 3<sup>rd</sup>, 6<sup>th</sup>, 8<sup>th</sup>. It will close for the Christmas break from December 22<sup>nd</sup> till 31<sup>st</sup> 2025 both inclusive.

Lessons not given on those dates will not be made up for. **If there are two holidays in the same week, lessons will be made up for one.**

If the holiday falls on a Monday, Tuesday will be the start date.

### Accommodation

- \* All accommodation booked by PLSI is subject to a booking fee of 40€.
- \* PLSI cannot guarantee the desired accommodation if a student enrolls in a course at short notice (1 week before start date).
- \* The first day of accommodation is the Sunday before lessons start and the last day is the Saturday after the end of the programme. Extra nights might be available at the published prices.
- \* Should a student be unhappy with accommodation provided and if this situation is justified, the student should inform the Housing Coordinator immediately, so as to make the desired changes. If the change of accommodation is not justified the student will have to pay 139€.
- \* Accommodation for relatives and friends will be charged at the normal rates, plus 40€ per week.
- \* Type of room: Individual room for adults, and double room for young programmes under 18 years old. Students under 18 have to book full board accommodation.
- \* Students have to **sign Rules for Accommodated Students**. The school is informed periodically about the students' well-being in their accommodation. In case of incidents the school will take any necessary steps to resolve the situation.
- \* Accommodation fees include: meals as chosen, bed linen, blankets and towels, access to fully equipped kitchen and laundry, electricity, gas and water expenses, cleaning of common areas every two weeks. Electricity, gas and water are included up to certain amount, any consumption over that will be charged to the student. In case of losing the keys of the accommodation provided by PLSI, the student will be charged with 50€.
- \* In the case of shared-apartment the student will be responsible for the cleaning of his room and private toilet (if provided).
- \* The distance from accommodation to the school is 25 minutes on average.

### Insurance

Every student must have appropriate insurance. Pamplona Learning Spanish Institute recommends that all students take EUROP ASSISTANCE insurance which is tailored to the needs of international students.

Cover under the insurance policy does not commence until the insurance fees have been paid in full.

A full coverage insurance is a must for those students coming from a non member state of the European Community. If you do not want to purchase Europ Assistance insurance, you must provide a copy of your insurance policy.

Those from countries belonging to the European Union must bring their European Health Card.

In case of illness, students should go to the nearest health centre where they will receive medical assistance.

## **Accommodation Guidelines**

When staying with a host family, you will be treated as a guest, and guests should follow certain household rules.

Here are some of the guidelines and responsibilities to help you make your stay an enjoyable one:

Although one of the benefits of living in a homestay or shared apartment is to improve your Spanish and knowledge of Spanish culture through conversation with your host family-apartment mates, it is important to remember that they are also busy and may not always have time to chat. They are not obliged to talk to you whenever you wish, and it is not their job to entertain you.

On the other hand, it is the responsibility of your host family to answer any questions you might have about how you should behave there.

Always ask questions if you are not sure about something! It may take a few days to get to know each other.

One way of initiating conversation with your host family is to share your own culture with them. You should also try to ask them about details of Spanish culture. In general, comparative observations can be a good icebreaker.

### Telephone

Find out when you can receive calls and for how long you can keep the phone busy. If you make long distance calls from the host family's home, you must use a calling card or make collect calls.

If there is an extra charge on the telephone bill, you will have to pay your host or the accommodation officer.

### Internet

Internet is an extra service that has to be arranged with the owner in terms of charges, time of usage and general conditions.

### Laundry

Consult with your host family upon arrival about how and when you can wash your laundry.

Some homestay hosts will show you how to use the washing machine and tell you when you can use it while others hosts will ask you give them your laundry and they will wash it for you. In

any case washing clothes is due to be done once a week. Please do not expect your host to iron your clothes.

### Meals

It is common in Spain for all members of a family to have busy and possibly conflicting schedules. Cooking is therefore not always the responsibility of a single individual, and meals may be prepared in fast and easy ways. You may also be asked to prepare your own breakfast, lunch or dinner.

Remember that you will be expected to fit in with the usual diet of the household where you are accommodated.

If you plan to eat out, please call your host family at least 2 hours in advance and let them know that you will eat out.

Meals will take place in the kitchen or places indicated by your host.

#### ➤ Breakfast

Spanish breakfast is very simple. It often consists of coffee, milk and toast or biscuits, (continental breakfast), sometimes some cereal and fruit.

#### ➤ Lunch

The largest meal for Spanish people is usually lunch, which is often eaten between 13:30-15:00. Spanish lunch is the heaviest meal of the day usually with a three course meal.

What is eaten will depend on a variety of factors, including your host family's ethnic origins

#### ➤ Dinner

Spanish dinner is usually between 20:30 – 22:00. There are variations on this. It's a light meal and often consists of salad, fish, sausages or omelette.

### Bathroom

If you are sharing a bathroom with other members of the family, please find out when is the best time to have a shower and for how long. It is your responsibility to provide your own bathroom supplies such as shampoo, body wash, toothpaste etc.

### Cleanliness

You are responsible for keeping your room clean. You are expected to remove your plate and utensils from the table after meals. However, you are not required to do home chores such as baby sitting, gardening, house cleaning...etc.

The host family is in charge of the common rooms cleaning, at least every two weeks.

In the case of shared apartment, students are in charge of cleaning their room and toilet if they have asked for individual bathroom.

In the case of shared apartment, the host will leave enough room in common rooms such as kitchen and toilet.

Take care to leave kitchen and common rooms as tidy and clean as you would like to find them. Always let your host family know what time you will be home. Host families can get extremely worried about your safety.

Don't forget to turn off the lights! Turn off the TV or radio when you are not using them.

Do not bring strangers to the house without permission from the host family. If you want to bring a friend home, please ask your Homestay family in advance if it is all right to do so. Do not forget to confirm the visiting hours with your host family.

### **Emergencies**

Dial 112 in emergency situations to reach an ambulance.

Dial 092 in emergency situations to reach the local police.

You should have medical insurance that covers any medical expenses that may happen during your stay in Spain. Make sure to show proof of insurance and emergency contact details to a Pamplona Learning Spanish Institute representative upon arrival.

Neither the host family nor Pamplona Learning Spanish Institute takes any responsibility for your medical or emergency medical expenses.

Pamplona Learning Spanish Institute does not assume any responsibility for any injuries you suffered while in the host family's care. Please consider getting insurance that covers both health care and emergency medical care.

If any physical or verbal abuse occurs, the student or visitor will be removed from the home immediately. The incident will be reported to the police and legal action taken. (This applies to both the student/visitor or host family).

If you accompany your host family on holidays, outings, or trips, you must pay for travel arrangements, accommodation, admission tickets and personal expenses.

If you have any concerns that you cannot discuss with your host family, please contact Pamplona Learning Accommodation Coordinator as soon as you can.

**Rules For Accommodated Students:** (PLSI- Pamplona Learning Spanish Institute)

1. I will give PLSI 20 days notice to move out of my Homestay. (If you fail to give proper notice when moving out of your Homestay, you will be required to pay the full month's Homestay fee).
2. I will give PLSI a MINIMUM of 2 WEEKS NOTICE to EXTEND my Homestay term. I understand that PLSI cannot guarantee the availability of my Homestay family. (Please note: Giving 1 week notice does NOT guarantee availability).
3. I will not bring strangers or other students to my house without permission from my host family.
4. I will pay any extra Homestay fees directly to Pamplona Learning Spanish Institute
5. I will not bring / use any alcohol or illegal drugs in my Homestay.
6. I will be quiet when coming to my Homestay late at night.
7. I will not come home intoxicated at any time.
8. I will not smoke inside of my Homestay, unless I'm clearly given permission.
9. We will do our best to match you with a suitable host. In any case do not smoke in your bedroom.
10. I will not leave lights, electric plugs, or heaters on when I am out of the house (ask your host how appliances work).
11. I will be responsible for any and all expenses associated with breakage or other costs incurred during my stay with my host family.
12. I will pay for any extra consumption of electricity, gas and water.
13. I will pay an extra charge of **50€** in case of losing the keys of the accommodation provided by PLSI.

Your Pamplona Learning Spanish Institute host family or flat mate is required to provide the following:

1. Meals required
2. A private bedroom for EACH student if required (must include a window, bed and wardrobe).
3. Access to a bathroom
4. Access to laundry once a week (arranged with your family)
5. Access to a TV
6. Your own key. Please take good care of the key and do not keep it with the address of the house. Please ask about arrangements for locking up and setting any house alarms.

Remember to return the key when you leave.

Remember courtesy and respect at all times.

Please remember that we at Pamplona Learning Spanish Institute are here to help you with any problems, questions or concerns that you may have during your stay in Pamplona. If you are having a problem and do not feel like you can talk to your host family directly, please contact the accommodation officer. If you do not understand any part of this contract, please speak with the accommodation officer.

I acknowledge that I have read the above mentioned 'Rules for Accommodated Students' and understand that after signing this document Pamplona Learning Spanish Institute has the right to ask me to leave Homestay/Flat-sharing (without a refund) if I should break any / all of the above mentioned rules.

**EMERGENCY CONTACT NUMBER: + 34 606138370**

I have thoroughly read the above Guidelines. I understand these Guidelines and I agree to follow them strictly.

Name: \_\_\_\_\_  
(capital letters)

(Signature) \_\_\_\_\_  
Signed this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_