



STANDARD POLICIES AND PROCEDURES

SCHOOL TERMS AND CONDITIONS STATEMENT OF GENERAL PRINCIPLES

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A. INTRODUCTION

1. These terms and conditions stipulate the policies and practices of GRESOL International-American School and form the basis of a legal contract for educational services. They reflect the School's desire to promote the education and well-being of every student and ensure the stability, planning and availability of adequate resources for our activity. The parents/guardian agree to comply with these legally binding Terms and Conditions and all other regulations from the time of formalizing and paying tuition and will ensure that their child(ren) do so as well.
2. Our advertising and website do not represent contractual documents.
3. Our policies on fees and advanced notice are particularly important and can be found in sections L and M of this document. The School's fees and forms policy can be found in a separate document, which the parents/guardian hereby acknowledge they have read and accept.
4. The school reserves the right to modify these Terms and Conditions at any time.
5. Upon accepting the offer for a place at our School and paying tuition, the parents/guardian and student will receive a copy of the School Rules (these Terms and Conditions, the fees and forms document, a welcome packet, the terms and conditions for admission and registration, bank payment authorization forms and medical information forms). The School will answer any questions the parents/guardian have regarding any of the documents mentioned in these Terms and Conditions upon request.

B. TERMINOLOGY

6. The terms "the School"/"we" refer to Gresol International-American School (GIAS), under the legal entity CENTRO DE ESTUDIOS GRESOL, SLU. The School offers the following levels of education: high school (bachillerato), middle (secondary school or ESO), elementary (G1 to G6) and early years (PK3, PK4 and Kinder5), based on current terminology or that which may be established in the future.
7. "The principal" is responsible for the School's daily operations. The term also refers to individuals who have been appointed duties pertaining to the principal or the School's administration team.
8. "The parents/guardian"/"you" refer to the parents/legal guardian or the person who signed the Acceptance Form and/or took responsibility for a child's attendance to the School. The parents/legal guardian are legally responsible, both individually and jointly, for complying with the obligations established in these Terms and Conditions. Those with legal responsibility are entitled to receive relevant information about the student unless there is a court order to the contrary or there exist other reasons that justify withholding information to protect the rights, welfare and care of the student.
9. "The student" is the person subject to the Acceptance Form. The parents/guardian have indicated the student's age on the Application Form, which they have signed in accordance with their legal responsibility and authorization.

10. "Period" and "term" refer to the stretches of time into which the school year is divided. We will refer to the first, second and third terms.

C. ADMISSION AND ENTRY

11. Registration and admission: Applicants are considered candidates for admission once the Registration Form has been completed and submitted. Admission is subject to the availability of a place at the school and fulfillment of the requirements established for it by the student and the parents/guardian. Admission is considered official when the parents/guardian accept the offer for a place at the school and have paid tuition. "Entry" refers to the date on which the student attends the School for the first time, in accordance with this contract.
12. Equal treatment: The School is a private and independent Center for students aged 3 to 18. It is non-denominational and open to staff and students regardless of gender, ethnicity, nationality or creed and holds absolute respect for human rights and freedoms. The School's facilities meet the general legal requirements to accommodate people with disabilities, but we are willing to make reasonable adjustments to respond to the widest variety of students possible.

D. SCHOOL LOGISTICS

13. School hours: The school's hours are from 9 a.m. to 5 p.m. Students may arrive at school starting at 8 a.m., when early drop-off service begins. Unless they have special permission or are participating in after-school activities, students must leave the school by 5:15 p.m. Students who need to wait for their siblings must do so in the reception area. Early-year and elementary students must wait in the reception area with school staff if their parents are late to pick them up.
14. The School makes reasonable efforts to ensure that students remain in their care during school hours but cannot take responsibility if a student leaves the campus in violation of the School's rules and regulations. If the student is 16 or older, they are protected by the law in such cases.
15. Arrival: The School opens its doors at 8:50 a.m. and students must enter through the designated doors based on their grade. Students who arrive before 8:50 a.m. must enter through the main door of the Secretary's Office and wait in the reception area to go to their classrooms. Students who arrive after 9 a.m. must enter through the main door of the Secretary's Office and go to their classroom.
16. Departure: The School closes its doors at 5 p.m. Students must leave from 5 to 5:10 p.m. through the designated doors for each grade in an organized fashion and go to their school bus or the parking lot to meet the family member who is picking them up. If the family member arrives later than 5:10 p.m., the student must wait for them in the reception area.
17. Departure of early-year students (PK3, PK4 and Kinder5): Students who use the school bus service will be picked up in their classroom by a bus route monitor at 5 p.m. and accompanied to their buses. Early-year students must be picked up by their family member at the entrance of the early-year area, where their teacher will drop them off. Should anyone other than the student's parents/guardian be responsible for picking them up, they must be identified in a school authorization form signed by the student's parents/guardian.

18. **Departure of elementary students:** Students who use the school bus service will be picked up in their classroom by a bus route monitor at 5 p.m. and accompanied to their buses. Elementary students must be picked up by their family member at the entrance of the elementary area, where their teacher will drop them off. Should anyone other than the student's parents/guardian be responsible for picking them up, they must be identified in a school authorization form signed by the student's parents/guardian.
19. **Changes in pick-up:** Students must remain at the center during school hours, including lunchtime, unless they have permission to leave. Any students who wish to leave early must have an authorization form signed by their parents/guardian and the relevant school staff member. Parents/guardians who cannot pick up their student at the end of school hours must inform the school Secretary as soon as possible. If an early-year or elementary student is not to be picked up by an authorized adult but rather walks home unaccompanied or with an older sibling, they must have a document signed by the parent/guardian authorizing the situation. If, during the school year, any changes need to be made to a student's pick-up routine (for example, the person who picks them up, or picking them up before the established dismissal time, etc.), the parents/guardian must give the school Secretary advance notice in writing of such changes to the student's pick-up or drop-off routine.
20. **Buses:** Before starting the school year, the school bus routes will be confirmed. You can find detailed bus route maps and schedules on the GIAS website or request information from the Secretary's Office. To ensure the safety and comfort of students on the bus, they must arrive at their designated bus stops on time and follow the behavior rules of the school and the bus monitors. Buses cannot wait for students who arrive late. For information on the availability of the buses, please contact the Secretary. All students who ride the school bus must comply with the following rules:
- Take a seat, fasten your seat belt and remain seated until you have reached your stop.
 - Follow the instructions given by the bus monitor and driver at all times.
 - Keep the bus clean and treat it respectfully; please do not eat or drink on the bus.
 - Be respectful to other students, the bus monitor and the driver.
 - Notify the bus monitor in the event of an emergency.
21. **Tardiness:** Students must arrive at school on time every day. Arriving after 9 a.m. without a valid excuse will be considered a tardy. Students arriving after 9 a.m. must have written justification from their parents/guardian. All students must be seated in their classrooms by the start time. We understand that student arriving by bus or car are occasionally late due to morning traffic. However, arriving late on a regular basis affects students' performance and may also lead to the loss of privileges and notification to parents/guardian.
22. **Adult visitors:** To ensure the safety of our students and staff and to protect the learning environment, all adult visitors, including parents/guardians, must sign in with the Secretary and wear a visitor card. When leaving the center, they must sign out and return the visitor card. No pets of any kind are allowed inside the School.

E. SCHOOL BOOKS AND SUPPLIES

23. **School books and supplies:** The parents/guardian will receive a list of supplies that students will need for class. The list includes writing utensils such as pens, pencils, erasers, markers, as well as items such as glue, scissors, folders, etc.

24. Textbooks: The School provides students with textbooks and other academic materials. Students are responsible for keeping them in good shape. Any damage or loss that entails replacing a book or material will be at the student's expense. In the case of electronic textbooks, students must use them responsibly and report any problems or incidents.

F. PARENT/GUARDIAN EXPECTATIONS

25. Parents/guardians play a vital role in student life and the school community. A good relationship and mutual respect between the school and the parents/guardian is beneficial to the student. Parents/guardian must comply with the following obligations:
- Support the School's mission, core values, programs and every initiative.
 - Attend meetings with the school staff.
 - Read and understand these Terms and Conditions, as well as any other information published, and emails or letters received throughout the year.
 - Use ID card when accessing school facilities and comply with the rules for arrival and departure.
 - To the extent that it is possible, avoid taking the student out of school for long vacations, especially during exam times.
 - Ensure that the student is dressed appropriately and keep the school uniform in good shape.
 - Notify the School of any health issues or learning problems that may affect the student's performance, as well as of any court decisions or changes in family life that affect the student.
 - Make sure grades, reports, notifications, and permission slips are signed and returned to the School when requested.
 - Cooperate with the school staff.
 - Follow the rules for visiting the School and any instructions given by the staff in this regard.
 - Be respectful at all times. If the principal observes a parent/guardian behaving disrespectfully or inappropriately, he/she may arrange a meeting with them or write a letter to the family about the situation.
26. Anti-bullying policy: GRESOL is committed to making our school a safe place for all students. We treat each other with respect and do not tolerate bullying of any kind at our school. Bullying is bad and hurtful behavior. It is unfair and one-sided. The School defines bullying by three main characteristics: aggressive behavior that is generally repeated over time, occurs in a relationship with an imbalance of power, and is aimed at causing harm or distress and/or has a serious harmful or distressing impact on the target. Bullying includes the following behavior, repeated over time:
- Stealing or damaging someone else's belongings.
 - Conspiring against someone.
 - Teasing someone in a hurtful way or insulting them. Physically hurting someone by hitting, kicking or pushing them.
 - Humiliating someone or insulting them based on race, gender, ideology, or religion.
 - Touching someone's private parts or showing them your own.
 - Spreading malicious rumors or falsehoods about someone.
 - Purposely excluding someone or trying to prevent other students from playing with them.
 - Making threats.
 - Exhibiting any of the aforementioned behaviors via electronic devices.

There will be repercussions for bullying when it occurs:

- On school grounds: Immediately before or after school hours, during school hours or in any other situation in which the students are in the custody of the school.
- Off school grounds: At a school activity, function, or event.
- On trips: To or from school or a school activity, function, or event.
- While using the School's property or equipment.
- On or off school grounds: When the behavior has caused a significant interruption in learning or interfered with a student's ability to learn.

27. Reporting procedures: The School's policy is to report any and all known incidents of bullying.

- Teachers who witness or become aware of a situation of bullying should address it immediately; the situation can often be rectified before requiring complicated intervention.
- Report it to the School principal.
The School principal, teachers and staff must:
 - Closely supervise students during all school and recess activities.
 - Be on the lookout for signs of bullying and stop it when it occurs.
 - Respond quickly and with empathy to reports of bullying to ensure the safety of all students involved.
 - Investigate all reported incidents of bullying.
 - Apply the school bullying protocol in accordance with our discipline code.
 - Act immediately if students retaliate against the student who reports the bullying.
 - Discipline students who make false accusations of bullying.

Upon receiving reports of bullying, the principal will immediately conduct an investigation. If it is determined that there has been bullying, the School Administration will proceed in the following way:

- Take appropriate disciplinary action.
- Inform the parents/guardian of the bullied student about the incident.
- Inform the parents/guardian of the student who did the bullying.
- Create a safety plan for the bullied student.
- Create a plan to change the behavior of the student who did the bullying.

A written record must be made of all incidents of bullying and their resolution in the following way:

- Through the School's discipline follow-up form.
- Safety plan for the bullied student.
- Student behavior plan.

Additionally, the School may require the parents/guardian of the students involved to communicate with each other.

28. Repercussions: There will be repercussions and the appropriate corrective action will be taken for those involved in incidents of bullying. When taking corrective action, the following aspects will be considered: the level of maturity of the parties involved, the harm caused, the reasons for the incident, the type of bullying, the context of the alleged incidents and the history between the parties.

The School is proactive when it comes to dealing with bullying and provides prevention education to our students and staff:

- Lessons on social skills and interacting with others are regularly included in the school curriculum.
- In addition to the general training of all staff members, we train our teachers, tutors and administration on how to proceed in the event of bullying.
- School staff members receive training and resources to help create a positive classroom atmosphere where the likelihood of bullying is minimized.

G. CONTACT

29. Contact with the School: For academic matters, parents/guardian should initially contact the student's tutor/teacher. For other topics, they should contact the departments indicated below:

- Services/logistics: Department of Administration.
- Financial matters: Department of Administration.
- Extracurricular activities: the person in charge of extracurricular activities.
- Social/emotional matters: The Department of SEN.

If none of the departments listed above is able to address the issue, contact the School principal or person appointed by him/her.

At the start of the school year, a list of the School's contacts will be provided.

30. Internal and external communication platforms: Contact with the School should preferably be carried out via email in all cases. Failing this, a visit can be arranged with the responsible parties. Remember that SMS and WhatsApp are not appropriate or official forms for contacting the School staff.

H. PERSONAL ATTENTION

31. Our commitment: The School does everything in its power to safeguard and promote the well-being of students while respecting their freedoms under the scope of human rights. It is up to the student to respect the legal provisions and norms of our academic community and the rights and freedoms of others.

32. Complaints: Any questions, concerns, or complaints about a student's care or safety should be reported to the school as soon as it arises.

33. Authority of the principal: The parents/guardian authorize the principal to make and/or endorse in good faith any decisions he/she deems necessary, on the understanding that such decisions are aimed at protecting and/or promoting the well-being of the student.

34. Physical contact: The parents/guardian give their consent for the staff to have physical contact with the student provided that doing so follows the best practices and is required to teach and educate them and, where appropriate, to provide comfort, maintain safety, order, health or wellbeing. The parents/guardian give their consent for the student to participate in contact and non-contact sports and other normal, school-related activities and extracurricular programs. They acknowledge that, while the school does provide adequate supervision, the risk of injury or accident cannot be eliminated.

35. Confidentiality: The confidentiality rights set forth in Spanish Organic Law 3/2018, of December 5, on personal data protection and guarantee of digital rights apply to both the parents/guardian and students. However, if the safety of the student, other students, school staff, or third parties or the School itself is at risk, the protected data may be disclosed to guarantee the aforementioned safety, always as an exception and only for that specific case.

Special precautions: The principal must be aware of any matter that is relevant to the safety of students, which means that he/she must be informed in writing of any court order or risky situation requiring any special measures, including safety ones.

36. Photography and video: It is the custom and practice of the School to include photographs and images of students in its promotional material, such as brochures and webpages, but under no circumstances will it publish the image or voice of a student without the consent of their parents/guardian. If you do not wish for your child to appear in such photos and videos, you must ensure that your child knows this and inform the principal, requesting confirmation of receipt. In this regard, the parents/guardian hereby declare that they have received, read and signed the Declarations and Authorizations Document.
37. Transportation: Regarding any field trips scheduled by the school, the parents/guardian give their consent for their child to travel in any form of public transportation and/or motor vehicle, so long as it is driven by a responsible adult who is duly authorized and insured to do so.
38. Personal belongings: The student is responsible for keeping all his/her personal belongings safe and using them properly, including money, mobile phones, lockers, watches, tablets, computers, calculators, musical instruments, sports equipment and any objects provided by the school.
39. Insurance: The parents/guardian are responsible for insurance for the student's personal belonging while at school, on their way to or from school, or on another campus for school-sponsored activities. The School can offer several forms of insurance, covering personal accident or [send the rates\[AU1\]](#), but has no contractual duty to do so.
40. Liability: Except when directly guilty of a crime that causes damage, loss or harm, the School is not liable for accidental injuries or other losses caused to the student or to the parents/guardian or for the loss or damage of their belongings.

I. HEALTH CARE

41. Information: The parents/guardian must inform the school, in confidence and as soon as possible, of any known medical condition, health problem or allergy or history of learning difficulties of either the student or any immediate family member. They must also report any family circumstances or court order that may affect the student's well-being or happiness or raise concerns about their safety.
42. Medical statement: The parents/guardian must fill out a Medical Statement form regarding their child's health, informing the principal of any known medical issues, health problems, or allergies, as well as whether they are unable to participate in games or sports activities and whether they have been in contact with infectious diseases or had any emergency operations or immediate treatment.

43. Health care: The parents/guardian must comply with the health regulations and medical rules of the School, which may vary over time and include the reasonable obligation for the student not to attend the School due to certain health-related situations.
44. Medical information: The school medical personnel and/or principal have the right to disclose confidential information about the student if it is deemed to be in their best interest or necessary for the protection of other members of the school community. In any case, said information will be disclosed and received confidentially on a "need-to-know" basis.
45. Medication: The School's general policy is governed by Spanish legislation and, therefore, we cannot administer medication to students. There are a few exceptions to this rule. For the school to be able to administer medication if a student requires it during school hours or the school year, the parents/guardian must deliver the following documents to the principal or person she/he appoints:
- Medical prescription: This must be attached to the medicine along with information about the number of doses, quantity, frequency, and any potential side effects.
 - Administration of Medicine Consent Form: The parents/guardian must complete a form authorizing the administration of medication to the student at the School and during school hours. By signing this form, the parents/guardian agree to take full responsibility for the consequences of administering any medication or treatment and give the school permission to administer it.

The School may accept or refuse to administer medications; the parents/guardian will be immediately informed in writing should the School refuse to do so.

If there is any emergency medication your child may need, the parents/guardian must provide it to the School, along with a doctor's note and the duly signed administration of medicine consent form (e.g. EpiPen, Ventolin or any other emergency medicine).

46. Emergencies and hospitalization: First aid will always be provided when necessary. However, if a student needs more complete medical attention, they will be transferred by ambulance to the nearest/most appropriate medical center. The parents/guardian will be contacted immediately. If it is not possible to contact them in time, the parents/guardians authorize the principal to act on their behalf if the student requires emergency medical treatment, including blood transfusions, general anesthesia or any operations necessary for their wellbeing. Only strictly necessary information about the student will be provided to the hospital, and the student's rights will always be protected. This information will be provided with the express and written consent of parents granted in the data protection form attached to this document as Form II. As soon as the School contacts the parents/guardian, or when they arrive at the hospital, they will be informed of everything that has been said about the student or any action that has been taken.

J. EDUCATION

47. Our commitment: The School is committed to doing everything in its power to guarantee the highest quality teaching and educational environment to meet the needs of each student. As regards personal situations, it will fulfill legal requirements and strive to improve upon them as much as reasonably possible.

48. Organization: The School reserves the right to organize the curriculum and its implementation so that it is more suitable for the educational community as a whole, based on the principal's opinion. Policies on class size and composition and how they are conducted may change each year depending mainly on the students' aptitudes and abilities and the management of friendships. If the parents/guardians have any specific objection or concern about any aspect of their child's education or progress, they should let the teacher, or any other appropriate staff member know as soon as possible. In the event of serious concerns, they should contact the principal.
49. Progress reports: The school monitors each student's progress and offers regular feedback to the parents/guardian through grades and written reports.
50. Sex education: All students receive education about their sexual health based on their age and the study plan.
51. Official tests: After consulting the parents/guardian and the student, the principal may deny the student the right to take an official test if, in performing his/her duties, he/she believes it would be detrimental to the student on future tests and/or if the student has not prepared diligently enough to take it. An example would be when it is clear that the student has not met the study requirements of the teaching staff.
52. Learning difficulties: The School will do everything in its power to appropriately detect and treat any learning difficulties, or rather, special educational needs. However, our staff is not qualified to make a medical diagnosis of conditions such as dyslexia or other learning difficulties.
53. Information about learning difficulties: The parents/guardian should inform the principal in writing if they know or suspect that their child has a learning difficulty and include a copy of any relevant reports or information, they have on it. If, in the principal's professional opinion, the school cannot adequately attend to the specific educational needs of the student, after consulting with the parents/guardian and the student, where appropriate, the School will request that he/she be withdrawn, without the collection of any fees.
54. Academic progress: Provided that they meet the relevant conditions, it is expected that students move up a grade each year until completing their middle-school education and, ultimately, the last year of high school and/or K12. If the parents/guardian decide to discontinue this process, they must notify the school in writing before the beginning of May of the previous year, in accordance with the provisions on Notifications (section H). Otherwise, they must pay the charges that arise.
55. Intellectual property: The School reserves all the rights and interests for any copyright, design right, registered design right, patent or trademark ("intellectual property") derived from the student's work or actions when carried out with any staff member and/or other students for a purpose associated with the School. The School will acknowledge the role of the student in the creation or development of intellectual property and allow it to be recognized.
56. Original works: The copyright on an original work by the student, be it classwork, an essay or homework, projects, text from internal exams, drawings or computer-generated material, belongs to the student. Except for exam sheets, most of these works are returned to the student once they are no longer needed for evaluation or presentation. The parents/guardian give their consent on behalf of the student for the school to keep these works until, in its professional opinion, they should be released. Some material must be held longer than others to avoid the risk of plagiarism. The school

takes the appropriate measures to preserve students' work but cannot accept responsibility for the loss or damage of it or any other belonging when caused by factors beyond the control of the principal and school staff.

57. Field trips: The School organizes several field trips throughout the school year. Trips abroad or which involve spending one or more nights away are subject to prior approval by the parents/guardian and the cost thereof must be paid in advance. While participating in a field trip, the student is subject to school discipline in all respects. Any unforeseen costs that may arise (medical care, taxis, airfare or professional guidance) and are required to protect the safety and well-being of the student or in response to disciplinary infractions will be added to the invoice.

K. BEHAVIOR AND DISCIPLINE

58. The spirit of the School is based on fostering good relationships between staff members, between students, and between staff members and students. Bullying, harassment, abuse, and discrimination are not tolerated. The School and its staff must have a respectful attitude towards the student and parents/guardian, and the same behavior is expected from the student and parents/guardian toward the School and its staff.
59. School regulations: The parents/guardian acknowledge that the School operates in accordance with the principal's right to exercise, with broad discretion, the school policies, rules and regulations should the student's behavior come into question, in a reasonable fashion and in accordance with the law and procedural fairness at all times.
60. Behavior and attendance: The School puts courtesy, integrity, good manners, good discipline and respect for others above all else. The parents/guardian guarantee that the student will attend school every day, be punctual, participate in their activities, work with dedication, behave properly and abide by the regulations on the use of the uniform.
61. Rules and regulations: The School Rules and Regulations are specified in the Student Manual and the Internal Regulations (IR) published thereafter. The parents/guardian must read these texts carefully in the company of their child before accepting the place at the school.
62. School discipline: The parents/guardian hereby confirm that they accept the authority of the principal and the staff authorized by the principal to take any disciplinary or preventative measures to safeguard and promote the wellbeing of their child and the school community as a whole. The current discipline policy applies to all students while they are on school grounds or in the School's care, when they wear the school uniform or represent or are associated with the school, on or off school grounds, even after hours school.
63. Clarification of conflicts: Complaints of misconduct are reported following a clarification process. If the Discipline Committee and the principal find any grounds to the complaint, they may question the student and search his or her belongings, while still respecting his/her basic human rights and freedoms. If, as a result, they conclude that formal disciplinary action is appropriate, the parents/guardian will be informed as soon as possible. In this case, the student may receive assistance from the father, mother or legal guardian or a teacher of their choice.

64. Procedural fairness: Before any decision is made, the principal will summon the parents/guardian using the contact details provided at registration. In the absence of their parents/guardian, the student will be assisted by an adult (preferably a teacher) of their choice.
65. Drugs and alcohol: The consumption of drugs and alcohol is prohibited. This applies to all students while they are on school grounds or in the School's care, when they wear the school uniform or represent or are associated with the school, inside or outside its facilities, even after-hours school.
66. The term "suspension" means that the student has been sent home for a given period either due to disciplinary action or while they await the outcome of an investigation or review by the School Administration.
67. "Temporary suspension" means the student must stay at home for a specific period but there are no additional disciplinary consequences.
68. "Withdrawal" means that the parents/guardian have removed the student from the School.
69. "Expulsion and withdrawal" refer to the permanent removal of the student from the School.
70. "Temporary absence" refers to when the principal has agreed to the student being out of school for a specified period of time.
71. Sanctions: The school sanctions policy is available to parents/guardians upon request. This policy may be modified in the future but always in accordance with the applicable legislation.
72. Sanctions may consist of the obligation to carry out certain tasks, which will never be degrading, at the service of the school or society, or the application of the measures specified in the previous points.
73. Expulsion: The student may be formally expelled from the School if it is verified that he/she has seriously violated the School's rules or regulations or committed a serious crime. Since expulsion is reserved for the most serious infractions, it must be applied with the highest degree of fairness.
74. Fees after expulsion: If the student is expelled, the school will not reimburse the parents/guardian for present or past fees but will return any unused portion of lump-sum payments, without interest. The School will not charge any penalties for breaking the contract but will charge all arrears of fees and any other amounts owed to it.
75. Expulsion under other circumstances: After a consultation, it may be required that the student stop attending the School either temporarily or permanently at any time during the term. This will occur if the principal believes that the student's behavior, progress, lack of effort or inability to benefit from the educational opportunities and/or community life offered by the school make this an appropriate option. This type of expulsion may also apply if a parent/guardian has behaved rudely or irrationally to the School or its staff members. In these circumstances, the parents/guardian may choose to withdraw the student from the School to avoid expulsion. The principal must act impartially in all cases and take into account the interests of the student, the parents/guardian and the School.
76. Fees after withdrawal: If the student is withdrawn from the School under the circumstances described above, the same regulations regarding fees in the case of expulsion will be applicable.

77. Reason for withdrawal: When a student is expelled, a report is prepared detailing the reasons for expulsion. The report also includes the obligatory transfer of the student's academic record to another school and information on the financial settlement. Once the decision has been made, the principal will provide all the pertinent information to the parents/guardian and student, where appropriate.
78. Procedure for complaints: Complaints related to the School's policies or administration must be made following the procedure established by the School (provided that they are not related to the expulsion of a student), which is available to the parents/guardian upon request. The school will investigate and respond to any reasonable complaints with respect.
79. Access to the School: If a student has been expelled from the School, they are not authorized to enter the facilities, unless the principal gives his/her written approval. This also applies to the duration of temporary expulsions.

L. VOLUNTARY WITHDRAWAL

80. The request for voluntary withdrawal by the parents/guardian must be made in writing and addressed to the principal, indicating the expected date of withdrawal and the date of re-entry, where appropriate. The principal must personally sign a receipt of the request or appoint someone to do so. It is understood that, prior to requesting the student's withdrawal, the parents/guardian will have consulted with the principal.
81. Temporary withdrawal is only valid for the established period once accepted by the principal or the person they have appointed.
82. The applicable fees are those that the school would have received if the withdrawal had not occurred.
83. Terms of withdrawal: The duration of the withdrawal will be specified in the request made by the parents/guardian. The request may be to renounce the place already occupied during the current term or the coming school year.
84. Withdrawal promoted by the parents/guardian: If the parents/guardian withdraw their child without prior notice or are late in the payment of fees by more than 28 days, the resulting debt – excluding the acceptance deposit – must be paid immediately. Otherwise, an additional fee will apply based on the School's estimated loss, even if the actual loss is greater in practice. This rule is intended to ensure the stability of the School and its ability to plan for its staff and other resources.
85. Prior consultation: It is understood that the parents/guardian will consult with the principal before deciding to withdraw their child from the School.
86. Withdrawal promoted by the student: If a student decides to stop attending school, it will be considered the same as if their parents/guardian had promoted it for all purposes.
87. Withdrawal promoted by the School: The School may terminate its contract with the parents/guardian in writing and by ordinary mail. The School will either establish a reasonable period for the withdrawal to happen by or not to in the event of expulsion or non-payment. This is an extreme measure that

must be fully justified in all cases and involves prior consultation with the parents/guardian and the student, where appropriate.

M. FEES

88. In these Terms and Conditions, the concept of Fees refers to the following charges, when applicable: entry to the School, tuition and place reservation; lunch; additional fees for transportation services, supplies or other items ordered by the parents/guardian or student, and any other unforeseen additional fees arising from field trips or damage deliberately caused by the student to school property or third parties, excluding normal wear and tear. The concept also includes any fees related to delayed payments.
89. Payment periods: Fees must be paid within five days from the date of issue of the invoice. That is, between the 1st and 5th of each month.
90. Reimbursement and exemption: The School does not reimburse or cancel fees in the event of the student's absence, whether due to illness, the family's decision to extend their vacation, being away for part of the school year or any other unexceptional reason. According to these Terms and Conditions, the principal may authorize a refund when the reason for the student's absence is the result of a legal responsibility or court order or a fully justified cause. If the student is withdrawn or expelled, the rules established in section K will apply, as well as those set forth in Section N when the student's absence is due to situations beyond the control of the parties.
91. Withdrawal due to non-payment: Once the family has been informed about the non-payment, the student's place at the school is held for 30 days. If the corresponding payment is not made within this period, the student will be withdrawn at the end of the school year. In such cases, the provisions set forth in Section L will apply.
92. Overdue payments: General outstanding payments accrue interest at a rate of 2% per month after 30 days.
93. Partial payments: The School may accept partial payments of a sum owed. Late fees will be applied to the balance of any outstanding payments.
94. Allocation: The parents/guardian acknowledge that a payment made for one of their children may be allocated by the School to cover overdue payments from the account of one of their other children.
95. Payments made by a third party: An agreement with a third party (such as a grandparent) regarding the payment of fees or any other sum owed to the School does not exempt the parents/guardian from responsibility should that third party fail to comply with these Terms and Conditions, unless otherwise authorized in writing by the principal. All payments are received in good faith. The School reserves the right to refuse payments from a third party.
96. Raise in fees: Fees are periodically reviewed and may be raised. Basic fees (such as tuition, transportation, lunch, books, school supplies, uniforms, place reservation, insurance, etc.) will be reviewed annually and all other fees will be adapted to the cost in each case. By signing this document, the parents/guardian accept these variations in the fees.

97. Legality of money: Under certain circumstances, the School may require proof of the legality of the money and the identity of the person making the payment.

N. FORCE MAJEURE

98. Force majeure: Force majeure is understood to be events or circumstances that could not be foreseen or that were foreseen but could not be prevented, such as fire, flood, storm, war, riots, civil unrest, acts of terrorism, strikes, labor disputes, epidemic or pandemic outbreaks, supply or transportation failures, etc., as well as a state of emergency or other decisions made by the national, regional and/or local government that affect the School's normal operations.

In events or circumstances of force majeure, the School will be exempt from responsibility for the provision of services that are impeded, hindered, delayed or provided in an alternative fashion. The School will work to minimize the consequences of the aforementioned force majeure events or circumstances.

If the School is affected by any force majeure event or circumstance, it will inform its clients in writing and provide them with all the relevant information. In the event of force majeure, the School will set its fees based on the services that continue to be offered.

O. GENERAL ASPECTS OF THIS CONTRACT

99. Management: The School aims to apply these Terms and Conditions fairly at all times, based on the rights and needs of the parents/guardian and the students, as well as those of the school community as a whole. The objective is to guarantee that the School, as well as its culture, values and resources, are properly managed so that the School and its services and facilities can be operated as usual and, in turn, promote good order and discipline in the school community and ensure compliance with the law.

100. Legal contract: The offer of a place at the School and its acceptance by the parents/guardian gives rise to a legally binding contract under these Terms and Conditions.

101. Change: The School may undergo changes over the years during which the student receives his/her education. For example, there may be changes in the staff, facilities or how they are used, the study plan, size and composition of the classes, school rules and regulations, disciplinary system, or duration of the established terms, etc. It may also be necessary to carry out corporate reorganization and/or undergo a merger or change of ownership. In such cases, the rights and obligations outlined in these Terms and Conditions may be freely assigned to another party at the School's discretion.

102. Prior consultation: Prior consultation with the parents/guardians is not obligatory in all the cases listed in the previous clause. However, the School will do everything in its power to keep them informed of any changes.

103. Representation: Our advertising and website describe the general principles by which the School is governed and offer information about its history and distinctive character. Although these texts were approved at the time they were published, they do not form part of these Terms and Conditions. Written confirmation from the principal must be requested to consider any advertising content or the website, or any statements made by a staff member or a student during a guided visit to the center, or in a similar meeting as forming part of this agreement.

104. Third-party rights: Only the School and the parents/guardian, and not the student, are party to these Terms and Conditions and the other documents. The acts and omissions of the parents/guardian are binding on the student, and vice versa, as regards any matter of behavior, discipline or fees. All requests and authorizations made by the parents/guardian are considered to be made on behalf of the student and vice versa.

105. Interpretation: These Terms and Conditions replace those previously in force and will be interpreted as a whole. The titles of the sections are merely to facilitate comprehension and do not form part of the Terms and Conditions unless they are necessary to make sense of the immediate context. The examples in the text are for illustration only and are not exhaustive.

106. Jurisdiction: As a contract, these Terms and Conditions were drafted by the School and are governed exclusively by Spanish law, and the parties submit to the jurisdiction of the Courts of Terrassa.

P. VALIDITY

This document of Terms and Conditions has been approved by GRESOL and comes into effect from the day after its publication and internal dissemination to all workers and collaborators and will be in force as long as its modification or repeal is not communicated.

This document will be periodically reviewed and updated.

Gresol International – American School.
CENTRO DE ESTUDIOS GRESOL, SL
NIF / VAT N. / B-08556995
Ctra. Sabadell a Matadepera (BV 1248)
Km 6 08227 Terrassa-Barcelona

ANNEXES

ANNEX I: LANGUAGE POLICY AND RECOMMENDATIONS

English is the main language of GRESOL. The vast majority of classes are held in English. Moreover, most communication within the School, from announcements to assemblies, is done in English. It is vitally important that all students master the language.

GRESOL is a multilingual school. English is the main vehicular language for teaching, although classes may be taught in Spanish or Catalan, as well. In light of this, please note the following:

- The parents/guardian and student must respect the language: Students and teachers must speak the language of the class in which they are participating.
- The School gives students opportunities for safe and guided practice of the language, as well as the opportunity to learn how to use language correctly and effectively.
- Positive attitude from the students and parents/guardian: To develop and improve their English, Spanish or Catalan, students and their families must have a positive attitude towards learning. They should look for activities to practice these languages after school, such as watching television or movies, reading magazines and books, attending summer camps, participating in exchanges and/or traveling to places where the language is spoken.

ANNEX II: RESPONSIBLE USE OF TECHNOLOGY POLICY

Only teachers at the School can decide when and how electronic devices should be used. Students may not use electronic devices during school hours without authorization from the school staff.

Computers and tablets used for educational activities must have an antivirus program installed. If the student is using their own computer, tablet or any other personal electronic device and infects other users with a virus, the student will be held responsible for any damage caused.

Students may not use any type of instant messaging system without the teacher's consent.

Students may not publish anything that is disrespectful of other students, the School or its staff online. Any activity that promotes, suggests, or displays images that go against school ethics (violence, pornography, etc.) are strictly prohibited.

If this policy of responsible use of technology is breached, disciplinary measures will be taken.

With prior authorization from the parents/guardian, the principal or whoever he/she appoints may check the student's electronic device in the event of any reasonable suspicion of misuse.

Neither students nor the parents/guardian may use a camera without the School's consent. If a student breaks this rule, the electronic device used to capture the image will be confiscated by the School Administration and returned at a later date to guarantee that students behave appropriately in the future.

Students must use the School's Wi-Fi networks. The use of any other wireless network is prohibited.

Legal responsibility of the School: Electronic devices are not considered toys but educational tools, the use of which must be supervised by the school staff (Article 1903 of the Spanish Civil Code). The School has rules for the use of electronic devices and programs, as well as the electronic use of data, images and voice, in accordance with the following regulations:

1. Use of personal laptops in the classroom:

- The School is responsible for the devices it owns, and students are responsible for their devices. However, the School is responsible for the use given to any device at the center.
- The School staff monitors the use of electronic devices and technological tools in class.
- Personal electronic devices must be turned off in the classroom. The School staff will decide when electronic devices may be turned on or off. Screens must also be turned off unless otherwise noted.
- If electronic devices are not used for the authorized purposes, they will be stored under lock and key and under the School's responsibility.
- Personal electronic devices may be used on school grounds for school tasks only.
- Headphones may only be used when the teacher or authorized school staff allow it.

2. Network connections:

- School permission is required for students to connect to a network (public, private or social) or download any type of content related to their school activity.
- To use such systems, students must follow the instructions of the person in charge of ICT or the teacher.
- Students may not log on to chats, Instagram, Facebook, Twitter or any other social network.
- Students must have an updated antivirus program installed.
- Usernames and passwords to access the intranet and the school server are personal and should not be shared.
- Installing programs that exchange information - P2P (such as Emule, Edonkey, BitTorrent, Ares, etc.) is strictly prohibited without written authorization from the principal.

3. Taking care of electronic devices:

- Students must handle the School's electronic devices with care.
- Computer identification codes must always be visible.
- Changing computer network settings is prohibited.
- Using the school network is mandatory. Students may only connect to external networks with approved authorization from the School.
- Electronic devices must be handled with care.
- Students may not share personal electronic devices with their classmates unless their parents/guardian give their express approval.

4. Technical problems: In the event of a technical problem:

- Students must inform the teacher immediately.

THESE RULES ARE DESIGNED TO PROTECT ALL USERS. THEREFORE, STUDENTS WHO DO NOT FOLLOW THESE RULES MAY LOSE ELECTRONIC DEVICE PRIVILEGES AND/OR FACE DISCIPLINARY ACTION.

ANEXO III.- SCHOOL CONTACT INFORMATION

Main school 'contacts:

Head of Academics

Head of High School & Secondary

Ms. Vanesa Fernández del Viso: vfernandez@gresolschool.com

Head of Early & Elementary

Ms. Sonia Tudela: studela@gresolschool.com

Controller & DPO

Ms. Yolanda Moral: ymoral@gresolschool.com

Students Support, Counselling & SEN

Ms. Gisela Guasch: gguasch@gresolschool.com

Management Assistant

Ms. Jessica Rodriguez: secretaria@gresolschool.com / 93-787.01.58

ANNEX IV: STUDENT PROTECTION POLICY

GRESOL is committed to making our school a safe and respectful place for all students, free of any form of bullying, neglect or abuse. The safety of our students is one of our highest priorities. GRESOL is committed to following the appropriate procedures to ensure that any suspected child abuse occurring either inside or outside the School is reported. All school employees who suspect that a student has been abused, or who has received reports of abuse from the students are responsible for following said reporting procedures. The School will investigate all reports and take action to guarantee student safety in accordance with Spanish law.

The School's Child Protection Policy is based on international law and the United Nations Convention on the Rights of the Child, to which Spain is a party.

By enrolling their children at GRESOL, the parents/guardian agree to collaborate with the School and adhere to its policies, especially the student protection policy that defines the standards of respect and dignity with which all students should be treated at all times.

The School will provide age-appropriate lessons to help students understand their personal safety, needs and rights. It will also ensure that School staff members are trained to recognize and report potential cases of abuse.

ANNEX V: DATA PROCESSING

1. Personal information and data belong, firstly, to the interested party (the subject) and, secondly, to the people who have knowledge of that information. Only the person whose data is stored may use the information. If the subject grants their consent, other people may use the data. Consent must be explicit. Otherwise, it is invalid. Tacit consent is, therefore, invalid.
2. Only the subject has the right to access, modify or destroy the stored data, or, in the case of minors or legally incapacitated subjects, their legal representative. Only the parents/legal guardian can represent a minor. Neither teachers nor educators may represent a child; they may only process the information on behalf of the child's legal representatives (parents/guardian). Therefore, they can only use the data if the parents/guardian or representative have previously granted their consent.
3. Teachers may use the information because they have been authorized by the School and not because the parents/guardian have given permission directly to them. Data related to students, school staff members and the School in general are the property of the School. Therefore, the School may decide to use the data and information for the purposes it deems necessary, provided they are school-related or legal purposes. School staff members may not save any information they have access to while working at the School.
4. The School is responsible for all the data collected for school purposes or on behalf of other public entities. The School is responsible for the use and purpose of this data in both cases. Therefore, the teachers are liable to the school for the use and processing of the data received and the security measures taken to manage said data.
5. This principle requires the School to take appropriate technical and organizational measures to prevent unauthorized or illegal access to personal data and the accidental loss or destruction of personal data.
6. The subject has the right to access, change or destroy any information about him/her that has been stored and to know to whom it has been disclosed. He/she also has the right to object to and stop the processing of the data. The request must be made in writing or by completing the corresponding form. Some data cannot be destroyed, in accordance with the provisions of Spanish legislation (e.g. tax data, which must be stored for four years). In such cases, the subject will be informed that the law prohibits the destruction of their data and that it will not be disclosed without their consent.
7. Teachers and school staff members may use the data for educational purposes in accordance with internal policies. However, medical data may only be processed by authorized personnel, based on the type of data and provided that current Spanish legislation is complied with.
8. Data about former students, sports clubs, charities, non-school-related entities and activities in which students, teachers and external third parties participate are not considered school data. Therefore, the organizations mentioned above are responsible for processing this data.
9. Teachers, non-teaching staff, and those involved in the School's educational tasks who need to process data must guarantee students, families, teachers, and non-teaching staff the right to dignity and privacy.

AUTHORIZATION FORMS

FORM I: GENERAL ADMINISTRATION OF DATA PROTECTION

Date:

Student:

Pursuant to the European legislation on data protection, CENTRO DE ESTUDIOS GRESOL, SL, with address at Carretera de Sabadell a Matadepera, Km.6, 08227, Terrassa is the data controller of the personal data.

The Data Protection Officer is Yolanda Moral.

All the data provided by the students or the parents/guardian will be used by the School while they are students there and will be included in the GRESOL database. This agreement between the parties is legally binding. All the information sent will be used to manage, electronically or in any other way, the information required to provide the requested services and stay updated about any school event taking place. This data will also be used for statistical purposes to improve our internal processes and at the request of local education authorities. Any academic information will remain in our historical archives indefinitely in order to certify the student's academic achievements at their request.

In order to provide documentation on different activities, we may obtain images, sounds, tests and data from students or other members of the community. These will be used to promote events through our normal communication channels: website, blogs, social networks, magazines and others.

The campus has several security cameras. Images taken with these cameras will only be delivered upon judicial or police request.

The data of students with special educational needs may be shared with external professionals when the School requires support.

Some of the data storage services may be found in systems promoted by multinational companies and, therefore, international data transfer may take place. For more information on these institutions and their privacy policies, please contact the Data Protection Officer.

If third-party data is shared, you are obligated to communicate all the information in this document to the third party.

In accordance with the rights granted by current regulations on Personal Data Protection, you may exercise your rights of access, rectification, limitation of processing, cancellation, portability and opposition, as well as the withdrawal of the consent you granted during the relationship by directing your request to CENTRO DE ESTUDIOS GRESOL, S.L. at the address Carretera de Sabadell a Matadepera, Km.6, 08227 Terrassa or via email at ymoral@gresolschool.com

I have read and understood the above information,

I REQUEST and GIVE PERMISSION to the data controller to process the data I have provided under the conditions set forth in this document.

Date:

Place:

Father 7 Mother or Legal Guardian:

Signed

FORM II: ADMINISTRATION OF MEDICINE CONSENT FORM

I, [NAME AND LAST NAME(S) OF THE FATHER, MOTHER OR LEGAL GUARDIAN
AND ID NO.],

in my capacity as the legal guardian of [NAME AND LAST NAME(S) OF THE STUDENT AND ID NO.]

REQUEST AND AUTHORIZE

1. The GRESOL staff to administer the medicine prescribed by
Dr. [NAME OF DR.],
holder of license number,
every ***** hours
on behalf of [NAME OF THE FATHER, MOTHER OR LEGAL GUARDIAN].
2. Attached hereto is a copy of the medical prescription, which contains information about the medicine
to be administered, the exact doses, the frequency of administration, as well as any potential side
effects.
3. [NAME OF THE FATHER, MOTHER OR LEGAL GUARDIAN],

has decided that the GRESOL staff should administer the medicine prescribed by Dr. [NAME OF DR.] under
his/her sole responsibility, and he/she exempts the school staff of any liability that may arise from doing so.

Date:

Signed:

[Signature of father/mother/legal guardian]