

españolé

Escuela de español



**International
House**
Valencia

Students' manual 2026

Everything
you need to know

SPANISH COURSES IN VALENCIA



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Welcome to Españolé Ih

Dear student,

Welcome to Españolé Ih Valencia! 

At our school you'll find a complete programme designed to help you achieve your goal: to communicate effectively in Spanish.

Valencia is a modern city with a great history and traditions. The result of this combination is an interesting environment that you will have the opportunity to discover during your stay.

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

We are keen to assist you with all aspects of your stay. From the moment you arrive, to the day you return home, we will do our best to ensure you make the most of your stay.

Please read this manual carefully. It contains useful information that you need to know before starting your course with us.

We wish you a happy stay at our school!

Kind regards



Cristina Navarro
School director



1. The School

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

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

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

The school is surrounded by history and culture and you don't have to look far to discover world famous sights such as Plaza de la Virgen, La Lonja, El Mercado Central. You'll study in the centre of the real Valencian daily life.

School areas:

Claustro: Reception desk.

Tossal: Activity desk, student zone and classrooms Tossal 1 to Tossal 5 (WC)

Muralla: Classrooms Muralla 1 to Muralla 13 and solarium terrace (WC)

Hanax: Classrooms Hanax 1 to Hanax 7. Bab-al Hanax tower and Arab street (WC)

Patio: Classrooms Patio 1 to Patio 4. Kitchen, barbecue, patio and vending machines.

SCHOOL ADDRESS:

C/ Caballeros, 36. 46001 Valencia

OPENING HOURS:

08:00 – 18:00 Monday to Friday

TEL: +34 96 353 0404

WhatsApp: +34 604 118 959

EMERGENCY TEL: +34 663 161 151

MAIL: info@ihvalencia.com

WIFI LAN: Alumnos

WIFI CODE: [lavidaespanole](https://lavidaespanole.com/)

WEB: <https://espanoleschool.com/>



2. Our team and your welfare

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

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



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School coordination & marketing



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Groups



Matias Leiras
Activities and culture
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Activities monitor, Summer Teen programme coordinator



Nick Liberos
Activities and culture
actividades@ihvalencia.com
Activities monitor



Arantxa
Maintenance department
arantxa@ihvalencia.com
Cleaning and maintenance manager

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

If you have an urgent need you can also email: info@ihvalencia.com



Carlos Argente
School janitor
info@ihvalencia.com
Maintenance and security duties

3. Arrival and first day of class

Your arrival

If you have booked your accommodation with us, we will send you the complete details and information on how to get to your accommodation at least two weeks before your arrival.

Although Valencia airport and train stations have very convenient public transport links, if you wish, we can also arrange your transfer on arrival and or departure.

Your first day of class

On the first day you should arrive at the school at 08:15.

You will:

- Take a placement test.
- Participate in the orientation meeting.
- Meet other new students.
- Join the city tour in the afternoon.

STUDENT'S WELCOME PACK

All new students receive a welcome pack. Those who live in apartments will receive the welcome folder with the keys on the day of arrival. Those who stay in residence or with a host family will receive the welcome pack on the first day of class at the reception desk of the school.

ORIENTATION MEETING

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

PLACEMENT TEST

All students (except total beginners) need to take a placement test before starting lessons. The test has two parts: written and spoken. At the time of booking, we will send you an online written test which should be completed at least one week before coming. Then, on the first school day you will only need to take the speaking part. Once the test has been corrected students are placed in a class appropriate to their level of Spanish. Lessons start the same day.

CITY TOUR

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

4. Your Spanish course

Your timetable

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

Once your class is assigned you will receive your timetable written together with your course book.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning						
08:15- 09:00	Level test and welcome meeting for new students	(08:05- 09:00) For Intensive 25/ 30/ Plus and Super intensive courses. Private lessons. Electives: Grammar skills, Pronunciation skills, Conversation and culture, Spanish for health and medicine Spanish for business				Full day excursion (Optional/ extra cost)
09:10-10:50	General Spanish lessons					
10:50-11:20	Break					
11:20-13:00	General Spanish lessons					
13:10- 14:00	For Intensive 25/ 30/ Plus and Superintensive courses. Private lessons Electives: Grammar skills, Pronunciation skills, Conversation and culture, Spanish for health and medicine Spanish for business					
18:00-20:00	City tour 	Students' welcome dinner 	Cooking workshop: Paella in the school 	Visit the "Museo Fallero" 	Exchange evening	
Afternoon						
13:10- 14:00	For Intensive 25/ Plus and Super intensive courses. Private lessons Electives: Grammar skills, Pronunciation skills, Conversation and culture, Spanish for health and medicine Spanish for business					Full day excursion (Optional/ extra cost)
14:10-15:50	General Spanish lessons					
15:50-16:20	Break					
16:20-18:00	General Spanish lessons					
18:00-20:00	City tour 	Students' welcome dinner 	Cooking workshop: Paella in the school 	Visit the "Museo Fallero" 	Exchange evening	

Other courses:

Intensive Plus or Superintensive courses: The private lessons part of these courses are normally taken just before or after the group lessons (08:10 / 13:10) if you only have private lessons, we will let you know your timetable before arrival.

Methodology

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

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

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

The director of studies, who is also responsible for ensuring that students are placed in the appropriate level and that their progress is satisfactory, carefully supervises the teaching and the course programme. While the atmosphere in the classroom is generally relaxed and informal, students should be prepared to work hard and participate fully.

Spanish levels

Españolé offers 8 different levels from absolute beginners to advanced. These levels are based on the Cervantes Institute programme, following the guidelines of the Common European Framework of Reference for Languages. After taking the placement test, students will be informed of their respective level.

Unlimited	C2
+ 10 weeks	C1
+ 6 weeks	B2.2
+ 6 weeks	B2.1
+ 4 weeks	B1.2
+ 4 weeks	B1.1
+ 4 weeks	A2
+ 4 weeks	A1

Course books and materials

A textbook is used in class together with diverse course material prepared by our teachers. **The enrolment fee includes the first book.** When students change from one level to another they should buy a new book, the approximated cost is 25€. Please ask at the activity desk.

Change of levels

It is possible to change levels if you feel that your class is too easy or too difficult, you can talk to your teacher or to the director of studies and they will find a solution. It is also possible that the teacher suggests that you change level if your level of Spanish does not match the level of the class.

Progress test

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

Reports and Certificates

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

Attendance

We require students to attend at least 90% of the lessons. If for any reason you know that you will be absent for a day or more you should inform the academic department (academico@ihvalencia.com).

School rules

-  **BE ON TIME**
Classes start punctually at 09:10 or 14:10 so please be on time. You will not be allowed to take part in the lesson if you are more than 15 minutes late.
-  **EATING & DRINKING**
Please do not eat or drink during the classes (except for water). You can eat or drink in the common rooms or on the terrace.
-  **MOBILE PHONES**
You are not allowed to use mobile phones during the lessons unless the teacher authorises its use for academic purposes. Please make sure to have the sound turned off.
-  **SPEAK SPANISH**
Please do only speak Spanish while you are in the school. The walls have ears!
-  **SMOKING**
Smoking is not permitted anywhere inside the school building. You are allowed to smoke outside in front of the school, but please use the ashtrays located next to the doors.
-  **KEEP THE SCHOOL TIDY**
Please keep your classroom, the public areas of the school and the terrace tidy. Use the bins provided for the rubbish.

5. Accommodation

How to get to the accommodation

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

Students living in shared apartments or residence will receive the instructions on where they have to pick up the keys on arrival together with their accommodation details at least two weeks before the starting date.

Checking in and out

CHECK IN TIME: Sunday after 16:00.

CHECK OUT TIME: Saturday before 12:00.

The accommodation is available between 16:00 on the Sunday prior to the first day of the course (Monday) until 12:00 on the Saturday following the last day of class (Friday). Extra nights might be available at the published prices.

Airport transfer

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

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

On arrival our driver will be waiting for you at the airport just outside the exit door on the Arrivals Hall. He will be holding a sign with the student's name. In case the student doesn't find the driver he/she should go to the airport "Tourist INFO Valencia" and wait there.

If the arrival is at the bus or train station, our driver will wait at the main entrance. The student will be driven directly to their accommodation.

In case of delay or emergency, please phone the school emergency number + 34 663 161 151.

Deposit for accommodation

All students staying in residences and apartments must leave a deposit of 100€. We do not require a deposit for the other types of accommodation. The deposit has to be paid by filling out the credit card authorization form (not in cash). Students will receive the form together with the keys on arrival and they must give it to our staff at the reception desk on the first day of class.

We will not charge anything to the credit card in advance. We will inform the student if any damage has been caused or if there have been any extra charges for electricity, water or gas. We will also charge an extra night if the student does not leave their accommodation by 12:00 on the departure day. The corresponding amounts will then be deducted from the deposit. A list of damages specifying the amount to be deducted for improper use of the facilities and of additional charges is made available to the students.

Fines



Lights and other electrical equipment needlessly left on

10€ per student



Unnecessary emergency call

40€



Parties

1st notice: deposit 100€
2nd notice: Cancellation of the accommodation without right of refund



Change of bedroom without school authorisation

50€



Lost of keys

40€



Breakages or damages due to improper use of furniture, electrical appliances, etc

Cost of repairation



No guests (non authorised people)

Immediate cancellation of accommodation without right of refund



Hiding broken stuff of the accommodation

Cost of repairation



Bicycles not allowed inside the accommodation

20€



Garbage accumulation

10€ per student



Alcohol

In case of non-authorized or excessive consumption of alcohol, the students involved might be expelled from the accommodation with no right of refund.

HOST FAMILIES

Location

Residential area

Travel time to school

Around 30 minutes (average 25) by bus or metro

How many students?

1 to 4 students

Rooms

Option of ensuite or shared bathroom

Bathrooms

Option of ensuite or shared bathroom

Meals

B&B, half board and full board

Facilities

Bedroom with wardrobe, study desk and chair. Free WIFI.

Cleaning

Every week

Bed linen

Bed linen and towels

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

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

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

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



Rules of accommodation in host family

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

You are living in a family so always say “hola” when you arrive home and “adiós” when you leave.

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

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

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

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

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

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

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

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

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

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

APARTMENTS

This type of accommodation gives you the chance to live and share your experience with other students from the school.

Each apartment has between two and six bedrooms, some have shared bathrooms and others are en-suite. All apartments have a fully-equipped kitchen, a lounge with TV, a washing machine and an iron.

To allow the cleaners do their work, the apartments and rooms have to be tidy and the kitchen left without dirty dishes, etc., rubbish otherwise they won't be able to clean

Laundry: The apartments have a washing machine for students to do their own laundry. The washing machine can be used between 10:00 and 22:00. Please see the Annex 1: Rules of conduct in shared apartments. (Information we give students on arrival).



Apartments

This type of accommodation gives you the chance to live and share your experience with other students from the school.

Each apartment has between two and seven bedrooms, some have shared bathrooms and others are en-suite.

All apartments have a fully-equipped kitchen, a lounge with TV, a washing machine and an iron.

Shared apartments

The apartments are located around 25 minutes away from the school by public transport.

Location

Residential area

Travel time to school

Around 25 minutes (average 20) by bus or metro

How many students?

2 to 6 students per apartment

Rooms

Single and double rooms

Bathrooms

Shared bathroom

Meals

Self catering

Facilities

Living room, fully equipped kitchen, TV and laundry facilities, free WIFI, rooms and common areas have heating and fans.

Cleaning

The common areas of the apartments are cleaned every two weeks.

Bed linen

On arrival the school provides bed linen, but not towels.

Central shared apartments

These apartments are located around 15 minutes by foot to school.

Location

City centre and school area

Travel time to school

Around 15 minutes walking

How many students?

2 to 6 students per apartment

Rooms

Single and double rooms

Bathrooms

Shared or private bathroom

Meals

Self catering

Facilities

Living room, fully equipped kitchen, TV and laundry facilities, free WIFI, rooms and common areas have heating and fans.

Cleaning

The common areas of the apartments are cleaned every two weeks.

Bed linen

On arrival the school provides bed linen, but not towels.



Moderate electricity, gas and water expenses are included. The school is in charge of maintaining the apartments.

San Dionisio apartments

They are located next to the school in the lively neighbourhood "El Carmen". San Dionisio apartments are set in a brand new restored building with 6 apartments for students. There are many students from the school living in the building.

Location

Old town

Travel time to school

3 minutes walking

How many students?

4 to 6 students per apartment

Rooms

4 or 5 rooms per apartment. Single and double rooms with private bathroom and fridge

Bathrooms

Private bathroom

Meals

Self catering

Facilities

Living room, fully equipped kitchen, TV and coin-operated laundry facilities, free WIFI. Rooms and common areas have air-conditioning (hot and cold)

Cleaning

Cleaning of common areas and rooms every week

Bed linen

The school provides sheets, blankets and towels. The bed linen and the towels are changed weekly.





Student residences

We offer accommodation in our own student residences. Resiolé residences are boutique residences located within walking distance to the school and there is a good international atmosphere as they are exclusive for our students. We also offer other high standard residences located in the city.

Resiolé Boutique

Resiolé Boutique residence is the newest accommodation option of Españolé.

Location

City centre

Travel time to school

9 minutes walking

How many students?

20 to 45 students

Rooms

24 single and 3 double rooms with study area and private bathroom

Bathrooms

Private bathroom

Meals

Self catering

Facilities

Common kitchen, living room, dining room, terrace, laundry facilities, fridge in the room. WIFI all over the building. Common areas and rooms have air-conditioning (hot and cold).

Cleaning

Cleaning of common areas and rooms every week

Bed linen

The school provides bed linen and towels. They are changed weekly.



Resiolé Mercado Student House

It is located in "El Carmen" district in a small plaza next to the famous "Mercado Central" of Valencia and to the school.

Location

Old town

Travel time to school

6 minutes walking

How many students?

20 to 30 students

Rooms

20 single, double and triple rooms with study area and shared bathroom. Rooms have heating and fans

Bathrooms

Shared bathroom

Meals

Self catering

Facilities

Common kitchen, living room, dining room, terrace, laundry facilities. WIFI all over the building. Common areas have air-conditioning (hot and cold).

Cleaning

Cleaning of common areas and rooms every week

Bed linen

The school provides bed linen and towels. They are changed weekly

Resiolé La Nave

It is located in a quiet pedestrian street in the best area of the city, right in the centre, between the old town and the shopping area.

Location

City centre

Travel time to school

12 minutes walking

How many students?

12 to 20 students

Rooms

12 single and double rooms with study area and with shared or private bathroom

Bathrooms

Shared or private bathroom

Meals

Self catering

Facilities

Common kitchen, dining room, terrace, laundry facilities. WIFI all over the building. Common areas and rooms have air-conditioning (hot and cold).

Cleaning

Cleaning of common areas and rooms every week

Bed linen

The school provides bed linen and towels. They are changed weekly



Rules of accommodation in apartments and residences

Arrival: You may enter your room after 16:00. Please occupy the room indicated for you, it is not allowed to swap rooms without previously informing Españoló. Doing this might mean the cancellation of your accommodation.

Departure: The last day of your accommodation you must leave before 12:00. and leave the keys in your room on top of your bedside table in the envelope with your name where you received them, or in the key box if your accommodation has one. You must take care of your keys, if you lose them or do not return them at the end of your stay we will charge you 40€ of the deposit.

Deposit: Before arrival, students staying in an apartment or residence are required to pay a €100 security deposit. You will receive a link to make the payment online. This deposit is used to ensure that students follow the accommodation rules and to cover any potential damages or additional expenses for gas, water, and/or electricity incurred during their stay. The deposit will be refunded at the end of the accommodation period, once the condition of the facilities has been verified.

If any damage has been caused or there are extra charges for utilities, we will inform you. Please note that if you do not leave the accommodation by 12:00 on your departure day, we will also charge for an extra night.

You can find a list of possible damages, with the corresponding amounts to be deducted from the deposit, as well as additional charges, in this document.

Please note that if the payment is not completed within the first three days of their stay, the school reserves the right to cancel the accommodation. We do not require a deposit for host family accommodation.

Utilities: A moderate use of electricity, water and gas is included. When leaving the apartment lights and heating have to be turned off. If they are found switched on, a fine on all the students living in the household will apply.

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

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

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

Guests: It is forbidden for unauthorized persons to stay at night. This is a very serious offence for which you may be expelled. If you want to receive visitors, ask the Accommodation Department, at least one week in advance. The maximum time that a guest can be in the accommodation of the school is 4 days, that is 3 nights. Catalog price +25% will be applied. They can only stay with us if there are beds available, under no circumstances can any guest sleep on the sofa, inflatable mattresses.....

If you would like to **invite friends during the day** please take in account there are other students living in the apartment/residence so you should always ask them. In any case due to the limited capacity of the accommodations is it only possible to have 3 people invited in total per apartment/residence at any time.

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

Neighbours: Show respect for your flatmates and neighbours. Do not make noise between 23:00 and 7:30. To respect silence, the washing machine should only be used between 10:00 and 20:00.

Smoking: Smoking is not allowed in the school accommodations. You will only be able to smoke if your flatmates agree with this.

Moving to another apartment/residence or changing room in the same accommodation: These kind of changes are possible providing there's availability. The administration and set up fee is 100€ and has to be paid in the school before the moving apart from any price difference between the accommodation originally booked and the new one.

Policy regarding alcohol and drugs

Students under 18 may not consume alcohol. Students of legal age may drink beer or wine in moderation, but only in common areas. It is not allowed to keep any kind of alcohol in the bedrooms. Strong alcohol (vodka, rum, whisky, etc.), abusive drinking, intoxication, and drugs are strictly prohibited.

IN CASE OF EMERGENCY CALL N° 112.

THE ACCOMMODATIONS ARE IN QUIET BUILDINGS IN WHICH PARTIES OR LARGE MEETINGS ARE FORBIDDEN.

6. Social programme

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

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

You can check the activities planned for every day in our website <https://espanoleschool.com/calendario/>. An example of a typical week would be like this:

Monday: City tour (free)

Tuesday: Yoga at school (free) and tapas tour (20€)

Wednesday: Fitness training (free)

Thursday: Cultural visit (free) or BBQ party (5€)

Friday: Paella party (5€)

Saturday: Excursion (30€)

Where can I find information about the activities?

All information about our programme of activities is available in the activities department located in the Tossal area of the school. You will also find it in the mobile app and in the school website.

In addition, it is important that you join the school WhatsApp group, so that you will always have up-to-date information about the activities we carry out and other events. To join the group write a WhatsApp message to the activities number: +34 653 584 332

In addition, our staff in the activities and front desk departments are always available to provide you with information about the different services in Valencia or any other type of information you need.

When, where and how to register for the activities?

To enrol in the activities you must have the school's mobile app installed in your mobile. We will send you the access codes on the first school day.

The activities with extra cost must be paid in advance, otherwise your reservation will not be valid. The registration deadline is normally the day before the activity takes place.

The social programme includes activities such as:

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

Example of a monthly programme

¿CÓMO ME APUNTO?:

ACTIVIDADES GRATUITAS: POR LA APP

ACTIVIDADES DE PAGO: COMPRANDO EL TICKET ONLINE O EN EL MOSTRADOR DE ACTIVIDADES

HORARIO DE VENTA DE ENTRADAS: LUNES A MIÉRCOLES DE 10:00 A 18:00

TELÉFONO DE ACTIVIDADES: 0034 671267 595

*Actividades con coste extra, consultar precio en la app o en el mostrador de actividades.



On the first day, we will send you an email with a link (with a username and a password) to download the app of Españolé. In the app, you can check your timetable of Spanish lessons, your attendance record, your accommodation details and you can also book activities.

7. Practical information

Language

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

Weather

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

Postal services

Stamps can be bought at any "Estanco" (small shops where they sell tobacco) or at the post office. The Central Post and Telegraph Office (Plaza del Ayuntamiento, 24) is open from Monday to Friday from 08:00 to 20:00 and between 09:00 and 13:00 on Saturdays. Telephone: 963512370.

"El Corte Inglés", a big shopping centre close to the school also has a small post office. If students want to send letters or postcards, they should use the yellow mailboxes found all over the town.

Electricity

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

Transport

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

Metro, tram or bus:

The price for a one way ticket is 1,50€ (1 zone) and for the 10 ride for metro, tram and buses ("SUMA 10") is 8,00 € and for buses ("bonobus") is 8,50 €

Nearest metro stations: "Turia" and Colón"

Nearest tram station: "Pont de Fusta"

Nearest bus stops: Torres de Quart, Torres de Serrano, Mercado Central

Bikes "Valenbisi":

The city has a public service that consists of 2.750 bicycles distributed around 275 stations and set up in different strategic parts of the city to promote the use of bicycles and its integration into the transport chain. Users can hire a bicycle in any of the stations and return it in any of the other available around de the city. **There's one station just next the school**, short term students can buy a 7 day pass.

Weekly hire ticket fee: 13,30 €.

First 30 minutes of use: free.

30 to 60 minutes: 1,04 €/h.

Every 60 extra hours: 3,12 €/h.

Customs

Spanish people generally have their meals later than in other European countries: Breakfast is between 7:30 and 10:00 and it usually consists of milk, coffee or juice and toast or croissants. Around 11:00 there is another break when they take coffee or a juice and a little snack, salty or sweet.

Lunch is served between 14:00 and 16:00. This is the biggest meal of the day and consists of two dishes and dessert. Many Spanish people also like to take a nap after lunch, the well known "siesta". Dinner is not as rich as lunch and is usually served between 21:30 and 22:30. and the time afterwards is often used for social activities such as reading the newspaper or watching TV together. Most people don't go to bed until 23:30 or 00:00.

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

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

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

Phone calls

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

Banks

The official currency of Spain is the Euro. Money can be exchanged in any of the regular banks. Most banks are open from Monday to Friday between 8:30 and 14:00. Only a few banks open on Saturday mornings. There are 24hour cash machines around the city, and most (Servired, 4B, etc.) offer international services.

Credit cards

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

Tipping

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

What can I find near the school?

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

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

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

The old town is also less than 10 minutes walking.

Commercial hours

Most shops are open daily from 10:00 until 20:30 and have a break between 14:00 and 17:00. Some establishments like "El Corte Inglés" and shops in the city centre or supermarkets, are open from 10:00 until 22:00. On Sundays many of the stores in the city centre (C/Colón) and the Corte Inglés are open. Embassies, Ministries and official organizations are usually only open in the mornings until 14:00.

Public holidays

Public holidays when the school is closed 06/01, 19/03, 03/04, 06/04, 01/05, 12/10, 08/12 *

The school will be closed for Christmas holidays from 19/12/26 until 03/01/27 included.

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

Public holidays when the school is open 22/01, 13/04, 24/06, 09/10.

Note that both national and local holidays may be subject to change.

The city of Valencia

Valencia is a vibrant, cosmopolitan city with about 800,000 inhabitants enjoying its majestic buildings and wonderful scenery. It's a truly beautiful Mediterranean city, which enjoys a mild temperate climate and offers a wealth of gastronomic delights, festivals and cultural events.

Here you will see how important historical traditions and recent innovative architecture stand side by side. In the last two decades Valencia has undergone an amazing transformation, which has to be seen to be believed.

What to see?

The Lonja: one of the best examples of Gothic civil architecture in Europe. It enjoys Patrimony of the Humanity (UNESCO).

The Central Market: one of the many places not to be missed. This colourful, bustling lively market, in a beautiful modernist building, will entice you to buy far more than you intended to.

The Cathedral: each of its three gates has a different style: Baroque, Gothic and Romanesque. From its bell tower, El Miguelete, you can enjoy amazing views over the city.

The Virgin Square: which sits on the site that was once the Roman forum.

The Serrano Towers: considered to be the largest Gothic city gateway in all of Europe.

The Fine Arts Museum San Pio V: one of the most outstanding painting archives in Spain.

The National Ceramics Museum Gonzalez Marti: housed in a palace from the 15th century and refurbished in 1740 on rococo.

The City of Arts and Sciences: This amazing complex includes five buildings which are breath-taking at first sight. The futuristic Hemisferic is an IMAX cinema; Prince Felipe is a Museum of Science; Oceanographic is a giant marine park and aquarium; the Palau de les Arts is an Opera House and the Agora is a multi-functional space. They are simply incredible.

What to do?

Practice sports in the city parks: Valencia is not only a city of culture but also a city with beautiful parks, gardens and relaxing recreational areas. The old riverbed has been converted into a 9 km park, which crosses the city, and it's perfect for all kinds of activities such as cycling, jogging and skating.

Enjoy Valencia gastronomy and nightlife: the city offers a wide variety of "tapas" bars and restaurants with delicious Valencian cuisine such as the famous "paella". Valencia is famous for its nightlife. There are many lively areas and places to go to suit all tastes and styles.

Relax on the beach; never ending days of sunshine with perfect temperatures ensure that the beach is a lively and interesting place most of the year. Wide and open with fine golden sand, it is very popular both for sunbathing and for the vast array of restaurants and cafés along the waterfront promenade.

Live traditions and festivals: the most popular festival in Valencia takes place in March. It's called "Las Fallas" and for five days fireworks can be seen and heard all over the city. The sound of band music and the impressive "mascletas" turn the city into a place to behold: a complete transformation that precedes spring every year.

Enjoy the city events: Valencia is known all over the world for its international events: it hosted the 32nd and 33rd America's Cup of sailing, and continues to host the Formula 1 Grand Prix, the final round of the Moto GP, the open tennis tournament and much more. For each of these events the city opens its arms and hearts to the thousands of tourists who arrive to be entertained each year.

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

8. Health and safety - Emergencies

We recommend that students always carry with them:

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

Accidents

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

Number 112

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

Fire – Evacuation of the building

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

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

Our Assembly Point is located outside the school building, on the other side of the road. In the event of a fire the lift should not be used under any circumstances.

We make periodical fire simulations.

Hazards

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

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

First Aid

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

9. Complaints procedure

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

Please note:

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

STEP 1 (INFORMAL COMPLAINT)

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

Area of concern	Person	Contact Details
Student services	Marta Balaguer - Residential accommodation Coni de Belda - Host family accommodation	martab@ihvalencia.com coni@ihvalencia.com
Social programme	Matias Leiras - Social programme	actividades@ihvalencia.com
Any personal issue	Clara Pons - Welfare officer	clara@ihvalencia.com
Teaching	Beatriz Solaz - Academic director	academico@ihvalencia.com
Any issue	Cristina Navarro - Director	cristina@ihvalencia.com

STEP 2 (FORMAL COMPLAINT)

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

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

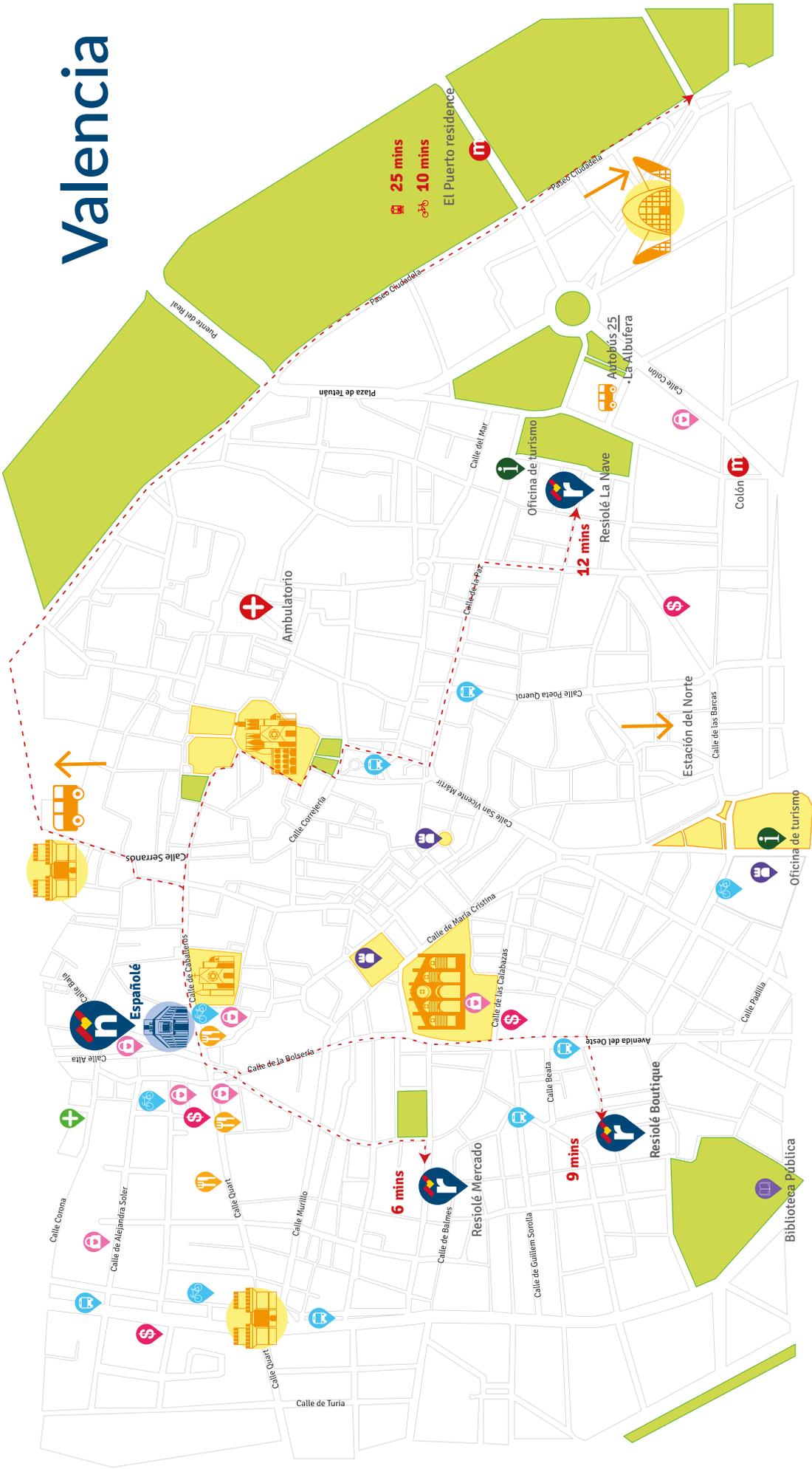
A letter of complaint should be addressed to: Cristina Navarro- School director. C/Caballeros, 36. 46001 Valencia. E-mail: cristina@ihvalencia.com

STEP 3 (COMPLAINT TO EXTERNAL OVERSIGHT ORGANISATION)

If you are not happy with the response from the school director you can write to the following quality assurance organisation: International House Spain. <https://ihspain.com/spanish-school-in-valencia/#contact>

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

Valencia



Donde comer

Eating out

- La Gobernanta Yaya
- Bar Carmen
- La Taberna de Marisa
- El Papagayo del Carmen
- La Infanta
- Santa Catalina (Horchatería)
- Distinto Gastrobar
- El Molinón
- Horno- pastelería San Nicolás
- Horno San Bartolomé Tossal

Salud

Health care

- Centro de Salud Nápoles Y Sicilia Plaza de Nápoles y Sicilia, 4, 46003 Valencia
- Farmacia Corona Calle de la Corona, 2, 46003 Valencia

Lugares de interés

Interesting places

- Torres de Quart
- Torres de Serrano
- Mercado Central
- La Catedral de Valencia
- Parroquia de San Nicolás
- La Lonja de la Seda
- Plaza Redonda

Información útil

Useful info

- Resiolé Mercado
- Resiolé La Nave
- Resiolé Boutique
- Oficina de turismo
- Carrefour Express - supermercado
- Consum - supermercado
- Estanco - Bono transporte
- Banco

Transporte

Transport

- Valenbisi
- Metro
- Autobús
- Tranvía
- Estanco
- Autobús 25
- Autobús 95

TELEPHONE CONTACTS
 SCHOOL : +34 96 353 04 04
 SCHOOL EMERGENCY NUMBER: +34- 663161151
 Use only in case of emergency
 EMERGENCY SERVICES : 112
 POLICE: 091