

# Traveling to Spain: health situation

## Key figures:

On September 22<sup>nd</sup>, 2021:

- 76.1% of the population received the full vaccination.
- Average COVID-19 cases per day in Spain: 2,780  
(Change over the last 14 days: -48.2%)
- Average COVID-19 cases per day in Andalusia: 563  
(Change over the last 14 days: -51%)
- All of Andalusia is on alert level 1 (low risk).

## Rules for entering Spain for Canadian citizens:

All passengers from Canada arriving in Spain by air or sea must complete a health control form (FCS) before departure: [www.spth.gob.es](http://www.spth.gob.es)

After completing the Health Control Form (FCS), an individualized QR code will be generated, which the traveler must present to transport companies before boarding, as well as to health controls at the point of entry into Spain.

All passengers from Canada will be required to enter Spain with a vaccination certificate (full vaccination). The complete vaccination must take place at least 14 days before the date of travel to Spain, and certified by the competent authorities through the certificate issued during the last dose. The vaccines accepted will be those authorized by the European Medicines Agency or those which have completed the emergency use process of the World Health Organization.

**Exception for university students:** Students who will be studying at a Spanish university and who have the corresponding long-term residence permit or visa, provided that the entry takes place during the academic year or the previous 15 days, are exempted from proof of vaccination. It must be proven that the studies are carried out in an approved educational center in Spain, leading to the award of a diploma or certificate of study. The student must be registered for a on-site, full-time program.

Students in this case will either have to present proof of vaccination, a negative PCR test taken no more than 48 hours before arrival, or a medical certificate attesting that the student has recovered from COVID-19.

For real-time updates on entry rules for Canada citizens, [please click here.](#)

## Restrictions in force in Spain:

- Masks are obligatory in closed places, as well as when physical distancing cannot be respected.
- A physical distance of at least 1.5 meters must be respected between people.
- Frequent hand washing is required.
- Stay at home if you have symptoms!
- Other current restrictions in Andalusia:
  - **Bars and restaurants:** bars and restaurants can open until 2 a.m. and the number of people that can be seated at each table is set at 8 people indoors and 10 outdoors (alert level 1). The terraces are working at 100% and the interiors at 75%.
  - **Nightlife:** pubs and nightclubs can open until 3:30 am. Indoor consumption is permitted (up to 8 people indoors and 10 people outdoors).

**Centro MundoLengua's recommendations:** when going out to a restaurant, we always recommend you to favor terraces and avoid interior spaces. Avoid busy nightclubs, gyms, or stores and always wear your mask when physical distance cannot be maintained! We also recommend that you change your mask every 3 hours.

## Centro MundoLengua's safety protocols:

### 1. At school:

#### What protocols are in place at Centro MundoLengua's facilities?

Centro MundoLengua has implemented a series of protocols to guarantee security in our facilities. Our measures include:

- **Hand hygiene:** Hand washing should be done by Program Participants and by staff at the entrance to the school. A hydro-alcoholic gel is available at the reception desk.
- **Temperature measurement:** Depending on the evolution of the epidemiological situation, temperature measurement may be compulsory for all staff and Program Participants before entering school. This will be done at the reception desk.
- **Face masks mandatory:** Program Participants and staff are required to wear a mask at all times, including in common areas and classrooms.
- **Ventilation:** We always ensure that occupied spaces are well ventilated.

- **Class size:** We have reduced the class size and the pupil-teacher ratio, in order to respect the physical distancing and the maximum classroom capacities recommended by the Spanish government.
- **Organization of classrooms:** Program Participants will be allocated a classroom and a table for the duration of their program. A hydro-alcoholic solution is available in every classroom.
- **Toilets:** The capacity of the toilets has been reduced. Hydro-alcoholic gel, soap and paper towels are available at all times.
- **Special cleaning:** We have established a schedule with increased frequency of routine cleaning and disinfection. We use disinfectants which kill the COVID-19 virus, with a specific focus on high-frequency touched surfaces, including door handles, tables, desks, computer equipment, faucets, and toilets. Each class has a multi-purpose disinfectant spray.
- **Staff training:** We have provided our staff with the necessary tools and information regarding infection control, including physical contact, enhanced hygiene measures, the use of masks and the emergency plan.
- **Emergency plan:** We have developed an emergency plan if a Program Participant or staff member starts showing symptoms.

### **Do I have to wear a mask in the Centro MundoLengua facilities?**

Yes. Wearing a mask is compulsory at all times within the Centro MundoLengua facilities.

## **2. In your Spanish family homestay:**

### **Will my Spanish family be vaccinated?**

Most of our Spanish families have received the full vaccination. Where possible, Centro MundoLengua will only house Program Participants with vaccinated families. If it is essential for the Program Participant to live with an immunized family, please contact us. We will always respect your preference.

### **Have the families of Centro MundoLengua received guidelines for a smooth and safe stay of the Program Participants?**

We have provided our host families with the necessary tools, information and guidelines to provide a safe stay, following the recommendations of the Spanish government.

The information provided covers, among other things, the [procedure for cleaning the house](#), as well as the [procedure to be followed when entering and leaving the house](#).

### **Do I have to wear a mask with my Spanish host family?**

Several scenarios are possible:

**1) The Program Participant is vaccinated:** wearing a mask in common areas of the house is not compulsory, unless the family requires it.

**2) The Program Participant is not vaccinated:** unless the family explicitly agrees, wearing a mask is compulsory in all common areas.

Families who are not wishing to remove their masks in the presence of Program Participants may decide not to take their meals with them. However, families will be present at all times to answer the needs of Program Participants.

### **Will I have to share my bedroom and bathroom?**

High school and college / university students will share their rooms with one of our Program Participants.

Participants in our programs for adults or Spanish teachers will have a single room, if they choose accommodation with a Spanish family.

The bathroom is generally shared with the whole family.

### **Will there be other students present in the home?**

If it is absolutely essential that students from a school or college/university need to be housed in homes where other students are not present, this should be communicated to us from the outset. We will try our best to accommodate this request. In these cases, it might be necessary to place more MundoLengua students in the home than we would otherwise, in order to occupy any remaining rooms. No school in either Seville or Cadiz works with the host families on an exclusive basis, and families tend to have students from different programs at the same time. Obviously this is a concern as we do not want students from other programs who might not have the same set of safety protocols interacting with our students. That being said, families will be the ultimate arbiters of the rules to follow at home, along with providing for enhanced cleaning procedures.

### **What happens if one of the family members contracts COVID-19?**

If a family member contracts COVID-19, the Program Participant will need to stay home until he/she does a test to rule out infection. Two scenarios arise after the test has been carried out:

**A. In the event of a positive test (contamination):** see next question: What happens if I contract COVID-19? Will I be able to stay with my host family?

**B. If the test is negative:** if the infected family members are able to isolate themselves in their room, and if an uninfected family member can continue to take care of the Program Participant, the Program Participant will stay with the host family. Otherwise, the Program Participant will be placed in another host family.

### **What happens if my roommate contracts Covid-19?**

If your roommate contracts COVID-19, the Program Participant will need to stay home (in another bedroom) until he/she does a test to rule out contamination. Two scenarios arise:

**A. In the event of a positive test (contamination):** see next question: What happens if I contract COVID-19? Will I be able to stay with my host family?

**B. In the event of a negative test:** The Program Participant will be placed in another room (if the family has a free room). Otherwise, the Program Participant will be placed in another host family.

### **What happens if I contract COVID-19? Will I be able to stay with my host family?**

We are considering three distinct scenarios in the event that a Program Participant becomes ill:

**Case 1.** The Program Participant is confirmed to have contracted COVID-19 with minor accompanying symptoms. In this case, the Program Participant will be allowed (subject to the agreement of the host family) to stay with the family, provided that they remain inside their room with the door closed. Masks should be worn at all times inside the home when there is close contact with other family members. The family will continue to prepare meals for the Program Participant and leave them outside the door on a tray for their convenience. The Program Participant will then place the tray outside their door after completing the meal. The Program Participant will have to use a special disinfectant spray after going to the toilet (on handles, doorknobs, etc.). This spray will be provided to him/her in the bathroom. Typically, this quarantine should last at least 2 weeks, until a new COVID-19 test can be performed (with negative result).

**Case 2.** The Program Participant is confirmed to have contracted COVID-19 with more severe symptoms. In this case, it will be preferable for the Program Participant to leave home for a period of 2 weeks and go to a local hotel or hostel. In this case, the costs will be borne by the Program Participant. Centro MundoLengua will make all necessary arrangements to help Program Participants find a suitable hotel and inform the Program Participant of the associated costs. Centro MundoLengua is also able to help the Program Participant with meals, although the cost is also the responsibility of the

Program Participant. As before, this quarantine should last at least 2 weeks, until a new COVID-19 test can be performed (with negative result).

If the infected Program Participant is a minor, the accompanying teacher (for school groups) or an instructor from Centro MundoLengua (for individual students) will be at the hotel with the Program Participant, in an adjoining room.

In all cases, the hotel costs (including those of the accompanying teacher or the Centro MundoLengua instructor), the costs of meals taken at the hotel and any other costs will be the responsibility of the Program Participant.

**Case 3.** The Program Participant is confirmed to have contracted COVID-19 with symptoms so severe that he/she needs to be hospitalized. In the case that the student has contracted MundoLengua's health insurance, these costs will be borne by the insurance provider, up to the specified limits in MundoLengua's policy (60,000 euros – aprox. \$USD 72,000). In addition, under MundoLengua's policy, a parent/guardian has the right to travel to Spain and be by his/her side if he/she is hospitalized for more than 5 days. MundoLengua's policy provides for the payment of both an airline ticket to Spain + accommodation expenses of up to 90 euros per day, for a total not exceeding 900 euros – aprox. \$1,080.

**Note:** If the student has contracted MundoLengua's health insurance and needs to extend his/her stay past the group's departure date, this insurance provides for expenses of up to 90 euros per day x 10 days, for a total of 900 euros. In order to be able to qualify for this reimbursement, the student would need to be isolated at a hotel/hostal. This partial reimbursement would help with the overall costs, although it should be noted that the student will still be responsible for any outstanding hotel/food costs of both him/herself and those of the accompanying teacher or MundoLengua instructor who will need to remain in the same hotel (as mentioned previously).

**Note:** In the case that a student needs to extend his/her stay and cannot return with the group, this will automatically necessitate a changing of both his/her airline ticket and that of at least 1 chaperone (in the case of a group program). Normally airlines will allow for a certain number of deviations on the return, but this must be agreed upon with the airline in advance. MundoLengua will aid in its best efforts to make this change for students and chaperones, but ultimately the costs of these changes, if any, will be borne by the student and chaperone in question. **For this reason, MundoLengua strongly encourages students and chaperones to take out Covid travel insurance in advance**, covering these types of emergencies. This insurance can easily be purchased before departure in one's home country and will provide an extra layer of protection to the aforementioned coverages provided by MundoLengua.

### **3. During the activities, visits and excursions:**

### **Do I have to wear a mask during the activities, tours and excursions organized by Centro MundoLengua?**

For activities, visits and excursions taking place outside and where physical distancing can be respected, wearing a mask is not mandatory. This measure is subject to change depending on the evolution of the epidemiological situation and depending on the location of the visit.

For activities and visits taking place indoors, Program Participants must wear their mask at all times.

### **Is it compulsory to wear a mask in private and public transport to get to my activities, visits and excursions?**

Yes. As of today, wearing a mask is compulsory in all transport, whether public or private.

### **What measures have implemented your suppliers to ensure a safe experience?**

We have established with our suppliers and partners, including restaurants, museums, hotels, parks, transport partners, monuments, etc., that they follow the recommended health and hygiene protocols and guidelines established by the Spanish government.

### **Have Centro MundoLengua guides and instructors received guidelines for the safe and smooth running of activities, tours and excursions?**

We have established protocols and guidelines with our staff, in order to provide a safe experience during the visits, activities and excursions.

### **Do you have any other recommendations?**

We recommend that you carry with you spare masks, as well as a hydro-alcoholic solution at all times.

## **4. If my courses take place in a Spanish university:**

### **What are the procedures in place?**

Each university has developed its own protocol, which you can check out below:

- Pablo de Olavide University: <https://www.upo.es/intl/covid-19-news/?lang=en>
- University of Sevilla : <https://www.us.es/covid-19>

- University of Cadiz : [https://www.uca.es/wp-content/uploads/2020/09/PLAN-UCA-PREVENCIÓN -PROTECCIÓN-Y-VIGILANCIA-DE-LOS-CENTROS-COVID-19-CURSO-2020\\_2021def.pdf](https://www.uca.es/wp-content/uploads/2020/09/PLAN-UCA-PREVENCIÓN -PROTECCIÓN-Y-VIGILANCIA-DE-LOS-CENTROS-COVID-19-CURSO-2020_2021def.pdf)

## 5. Emergency plan:

### What should I do if I develop symptoms while in Spain?

In the event of COVID-19 symptom, the Program Participant will have to take a COVID-19 test to rule out their COVID-19 infection. The cost must be covered by the Program Participant. We recommend that you take out Centro MundoLengua health insurance (which covers the cost of 1 PCR COVID-19 test) or any other health insurance valid for Spain before your departure.

COVID-19 testing centers are very common in the cities where our programs take place. We will help Program Participants find the nearest testing center, make an appointment, make the follow-up, and understand the results. Given the level of contagion of COVID 19, Program Participants will have to go alone to the test site (unaccompanied by Centro MundoLengua, though it may be possible to modify this in case of a minor by following enhanced safety protocols). However, we will be in constant contact with the Program Participant to manage the process. Program Participants benefit from a 24/7 Centro MundoLengua assistance telephone number.

### What should I do if the Covid-19 diagnosis is confirmed?

According to the recommendations of the Spanish government, the Program Participant should follow the following procedure:

- 1) Self-isolation for 14 days**, in a single-use single room with window. The Program Participant must keep the door closed at all times, and, if possible, have a private bathroom. If he/she has to leave the room, he/she will have to keep a safety distance of 2 meters from the rest of the cohabitants.
- 2) Communication:** At any time, the participant can contact the Centro MundoLengua team by telephone, in order to inform us of their needs. It is also very important to maintain communication with your loved ones in order to be able to reassure them!
- 3) In case of mild symptoms:** The Program Participant can practice self-medication: use paracetamol to control fever; apply wet compresses to your forehead; take hot showers to control the fever; drink a lot of water ; rest and move around your room from time to time.

**4) In the event of serious symptoms**, such as a feeling of tightness or lack of air: the Program Participant should immediately call Centro MundoLengua or the number 112. We will help you with the procedure.

**5) The follow-up and the end of the quarantine** will be decided by a doctor, after making a second COVID 19 test, the result of which must be negative.

Centro MundoLengua will make all necessary arrangements to assist Program Participants when needed.

#### **Who is responsible for the costs derived from my COVID-19 infection?**

All costs derived from a suspected infection or proven infection with COVID-19 (performing PCR or antigen test, hotel bills, doctor's fees, hospital bill, ordering meals, etc.) are the responsibility of the Program Participant.

We strongly recommend that you travel to Spain with health insurance covering your health costs during your stay in Spain. You can also take out health insurance offered by Centro MundoLengua, in collaboration with Mapfre. Our insurance covers in 1 free PCR test (only in the event of proven symptoms). Our insurance also covers doctor's fees, hospital fees, etc. up to the specified limits in our policy.

#### **What if I have to go either to the doctor or to the hospital for symptoms of COVID-19?**

Given the level of contagion of COVID 19, the Program Participant will have to go to the doctor or hospital on their own (it may be possible to modify this procedure in the case of a minor, following enhanced safety protocols). However, we will be in constant contact with the Program Participant to manage the process. Program Participants benefit from a Centro MundoLengua emergency telephone number that can be reached 24/7.

#### **What if I contract COVID-19 before I return to my country?**

According to the Spanish government procedure, the Program Participant will have to delay their departure and self-isolate for at least 14 days (refer to the question What should I do if the Covid-19 diagnosis is confirmed?). For this reason, we also recommend that Program Participants contract either the MundoLengua health insurance and/or additional travel and health insurance in their home country. MundoLengua's policy provides for some costs to be reimbursed in case of a possible extension, as well as the possibility of a family member travelling to Spain in more serious cases (mentioned previously).

## **6. If it is impossible to travel:**

### **What is Centro MundoLengua's cancellation policy in the event that it is impossible to travel due to the COVID-19 situation?**

Notwithstanding the below mentioned under Cancellations and irrespective of the date on which it occurs before the starting date of the Program, Centro MundoLengua shall refund 100% of all monies that have been paid by the Program Participant, including the Deposit but excluding any reasonable service fees charged to Centro MundoLengua in carrying out said operation, if through official communication of the Spanish government it becomes necessary to close the borders of Spain or confine the population of Spain where the Program would have occurred in whole or in part, or it becomes impossible for Centro MundoLengua to reasonably offer the same Program to the Program Participant. Additionally, Centro MundoLengua shall refund 100% of all monies that have been paid by the Program Participant, including the Deposit but excluding any reasonable service fees charged to Centro MundoLengua in carrying out said operation, if through official communication of the Program Participant's government, it becomes necessary to close the borders of his/her country of residence, inhibiting travel to Spain. Notwithstanding the aforementioned, Centro MundoLengua is not liable for any associated airline costs or fees incurred by the Program Participant, unless previously agreed in writing.

Otherwise, the normal procedures for payments and cancellations applies:

#### **Payments**

Fees shall be paid by the Program Participant as follows:

- 20% of the total Program price is due upon submission of the online application form (the "Deposit").
- The remaining 80% of the total Program price is due 56 calendar days or more prior to the starting date of the Program (payments can be made in installments, as long as the total Program price is paid in full at least 56 calendar days or more prior to the starting date of the Program). The starting date of the Program is defined as the first on-site contact between a MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL representative and the Program Participant, in Spain or in any other country.
- The total Program price does not include the cost of the flight to Spain, unless otherwise indicated. In this case, the payment conditions may be modified by MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL and will be made known to the Program Participant in writing.

#### **Cancellations:**

- 10% of the total Program price is non-refundable under any circumstances whatsoever, except in the case of the Program Participant exercising their legal right of withdrawal.
- If the Program Participant cancels more than 56 calendar days before the starting date of the Program, MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL will refund 100% of all monies that have been paid by the Program Participant, excluding 10% of the total Program Price and any reasonable service fees charged to MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL in carrying out said operation. MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL will inform the Program Participant about any service fees in writing. MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL cannot be held responsible for any bank fees charged to the Program Participant by their bank, and Program Participants are encouraged to inform themselves of said fees prior to any reimbursement.
- If the Program Participant cancels 56 calendar days or less before the starting date of the Program, MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL will refund 50% of all monies that have been paid by the Program Participant, excluding 10% of the total Program price and any reasonable service fees charged to MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL in carrying out said operation. MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL will inform the Program Participant about any service fees in writing. MUNDOLENGUA CENTRO INTERNACIONAL DE ESPAÑOL SL cannot be held responsible for any bank fees charged to the Program Participant by their bank, and Program Participants are encouraged to inform themselves of said fees prior to any reimbursement.
- No monies, in whole or in part, shall be refunded to the Program Participant for any reason whatsoever after the starting date of the Program.

*Do you have any additional questions? Do not hesitate to contact us!*

**Centro MundoLengua**

**Cuesta del Rosario, 8. Casa 1, 4ªA. 41004 Sevilla (Spain)**

**(+34) 954 00 42 65**

**[info@centromundolengua.com](mailto:info@centromundolengua.com)**



CENTRO MUNDOLENGUA

