



GENERAL TERMS ANS CONDITIONS

METÀFORA CENTRE D' ESTUDIS

METÀFORA
arteterapia

Acceptance of the general terms and conditions

These general terms and conditions govern the basis of the agreement for the provision of educational services entered into between the student and Metàfora in relation to the course for which the student has been admitted and/or enrolled.

Formal enrollment implies full acceptance of these general terms and conditions, which will remain available at all times on Metàfora's website.

Admissions process

Any person wishing to be admitted to a program requiring an admissions process must submit the corresponding application through the form available on the program's website.

For master's programs, applicants must pay a €250 pre-admission fee.

This amount:

- Will be deducted from the total tuition fee if the applicant is admitted.
- Will only be refunded if the program is cancelled or if the applicant is not offered a place.
- Once admission to the master's program has been confirmed, the pre-admission fee is non-refundable under any circumstances..

Enrollment and payment conditions

For all purposes, the date of enrollment shall be deemed to be the date on which the admitted applicant has paid either the full tuition fee or, where applicable, the place reservation fee, at which point the obligation to pay the remaining balance of the tuition fee shall also be assumed.

The full amount must be paid no later than:

- 15 days before the start date for short courses
- 30 days before the start date for long-duration programs lasting more than four weeks

Payments may be made by bank card or bank transfer.

Failure to meet the payment deadline may result in the loss of the place, which may then be offered to individuals on the waiting list.

Once the course has begun, no refunds will be issued under any circumstances, either in whole or in part.

Enrollment is strictly personal and non-transferable, and once duly formalised, only entitles the individual identified as the applicant and subsequently admitted to attend the program.

Students enrolled in long-duration programs (more than four weeks) may opt to pay the tuition fee in installments, in accordance with the conditions and payment schedule established by Metàfora. Instalments must be paid before the 5th day of each month.

- 3 installments: with a 5% surcharge on the deferred amount
- 6 installments: with an 8% surcharge on the deferred amount

Cancellation of enrollment

Metàfora may cancel enrollment in the following cases:

- False, inaccurate or incomplete information or documentation provided by the student
- Total or partial failure to comply with payment obligations within the established deadlines
- Failure to comply with the obligations inherent to student status, including, among others, active participation in academic activities, proper use of facilities and property, and compliance with applicable academic regulations
- Illegal, defamatory or offensive conduct, or behaviour that may harm the values, reputation or dignity of Metàfora, including statements or publications on social media

The decision will be taken by the Enrollment Committee and formally communicated to the student. Cancellation of enrollment shall not entitle the student to any refund of amounts paid, and students subject to installment plans must fulfil all outstanding payments in full.

Postponement and change of course

Students wishing to postpone their participation or request a change of course must notify Metàfora in writing at least 6 weeks before the start date of the originally enrolled course.

The amount paid will remain valid for a maximum of 12 months from the start date of the original course.

An administrative fee will apply:

- €50 for short courses
- €250 for long-duration programs lasting more than four weeks

Course changes are subject to availability of places and fulfilment of the admission requirements of the new program.

Program cancellation

Metàfora reserves the right to cancel any program up to 15 days before the scheduled start date, and undertakes to formally notify affected students. In such cases, Metàfora shall only be obliged to refund the amounts actually paid in respect of admission fees, place reservation fees or tuition fees, with no further compensation being due.

Program modifications

Metàfora reserves the right to modify course dates and/or schedules where exceptional circumstances so require, and undertakes to notify students of such changes as early as possible.

Intellectual property

All teaching materials provided during the courses are the property of Metàfora and/or their respective rights holders and are protected by applicable intellectual property legislation. Their reproduction, distribution, public communication, transformation or any other form of exploitation is expressly prohibited without the prior authorisation of Metàfora.

Students retain authorship rights over the work produced during programs delivered by Metàfora.

Notwithstanding the above, and in recognition of the support provided by Metàfora and its teaching staff in the creation of such work, students undertake to include the following credit in a visible place in the relevant work or creation:

“Developed within the framework of the [PROGRAM NAME] program delivered by Metàfora.”

Students also authorise Metàfora to use such work for educational and promotional purposes within the scope of its academic and institutional activities.

Metàfora will retain the work produced during the course until its completion. If, after this period, students have not requested its return, Metàfora reserves the right to remove it from its archives and/or storage.

Image rights

Students expressly authorise Metàfora to capture, reproduce and use their image, in connection with their academic relationship with Metàfora, in photographs or videos intended for public communication in corporate materials for the purpose of promoting its academic activities, unless such consent is expressly withdrawn by the individual concerned.

Personal data protection

In accordance with applicable legislation, the entity responsible for processing personal data provided, as well as data collected during the contractual relationship with the student, is:

Name: Metàfora, Centre d'Estudis S.L

Tax ID: B66589441

Registered address: Carrer Papin 29, 08028 Barcelona, Spain

Telephone: +34 93 330 00 89

Email: at@metafora.org

Purpose of processing

Metàfora will process personal data for the following purposes:

- Managing information and contact requests
- Processing enrollments in courses and training activities
- Sending informational and promotional communications (where consent has been given)
- Managing participation in events and activities
- Complying with legal and contractual obligations

Legal basis

The legal bases for processing are:

- Consent of the data subject
- Performance of a contract
- Compliance with legal obligations
- Legitimate interest in informing about services, provided this does not override the rights of the data subject

Recipients

Data will not be disclosed to third parties, except where required by law or for operational purposes (e.g. academic management services, web hosting or payment platforms), under appropriate confidentiality agreements.

International transfers

Where services located outside the European Economic Area are used, appropriate safeguards will be ensured, such as standard contractual clauses approved by the European Commission.

Data retention

Data will be retained for as long as necessary to fulfil the purpose for which it was collected, and subsequently for the period required to comply with legal obligations.

User rights

Individuals have the right to:

- Access their personal data
- Request rectification of inaccurate data
- Request erasure of data when no longer necessary
- Object to processing or request its restriction
- Request data portability

To exercise these rights, a written request may be sent to the postal address or email address indicated above, specifying the right to be exercised and enclosing proof of identity.

Cookie policy

Use of cookies

This website uses its own and third-party cookies to improve user experience, analyse browsing behaviour and offer personalised content.

Types of cookies used

- Technical cookies: necessary for the functioning of the website
- Analytics cookies: enable monitoring and analysis of user behaviour
- Personalisation cookies: allow information to be remembered to personalise user experience
- Advertising cookies: manage advertising spaces based on user behaviour

Cookie management

Users may configure their browser to accept or reject cookies, as well as to delete those already installed. Disabling cookies may affect the proper functioning of the website.

Consent

By browsing this website, users accept the use of cookies under the conditions set out in this policy.

Legal notice

Purpose of the website

This website aims to provide information about Metàfora's art therapy courses and training activities, as well as to enable enrollment and contact with interested individuals.

Intellectual and industrial property

All website content, including texts, images, designs, logos, icons, software and other elements, is the property of Metàfora or third parties who have authorised its use. Reproduction, distribution or modification without express authorisation is prohibited.

Liability

Metàfora shall not be held liable for improper use of the website content or for any damages arising from access to or use of the information contained therein.

Links to third parties

This website may contain links to external sites. Metàfora is not responsible for the content or privacy policies of such sites.

Applicable law and jurisdiction

The relationship between Metàfora and the user shall be governed by Spanish law, and any disputes shall be subject to the courts and tribunals of Barcelona.

Legislación aplicable y jurisdicción

La relación entre Metàfora y el usuario se regirá por la normativa española vigente, y cualquier controversia se someterá a los juzgados y tribunales de Barcelona.