AGENT MANUAL 2019
HAVANA TRINIDAD AND SANTIAGO DE CUBA
As of 1997 StudyTeam Cuba offers Spanish courses in Santiago de Cuba and from 2000 onwards we initialized the same program in Havana. Later in 2002 the same initiative was founded in Trinidad. As a way to make our contribution to Cuban culture stronger, StudyTeam has a joint venture with “Paradiso”, the Agency for Cultural Tourism of the Large Caribbean Island.

Our Spanish language program includes mini group intensive classes and individual lessons. All teachers are native, highly educated speakers and have been well trained in language teaching to foreigners. For accommodation, we have carefully selected host families in the best neighbourhoods for an enjoyable stay and a real experience of local lifestyle.

Students can combine a Spanish language course with dance or music lessons for a complete immersion in the artistic Cuban culture. Activities and excursions are an important part of the program as well; every week we organize social plans to help students visit the most attractive places in Cuba and enjoy the local events.

StudyTeam makes a language course in Cuba an adventure like never before!

Not only is Cuba a beautiful country, it also has a population that is very friendly and hospitable in spite of the economic difficulties it underwent in the last few years. It’s a country of music, poetry, dancing, singing and chatting. People still have time for each other and for their guests. Cuba is like going back in time to the 50’s: old cars, a relaxed atmosphere, no hurry. Apart from that Cuba has a nice climate. All year round you can enjoy the beaches, water sports, etc.
HAVANA, TRINIDAD AND SANTIAGO DE CUBA

ABOUT THE SCHOOL

Classes are held at LOCAL HOMES, either in the teacher’s home, in the house of the host family or in the case of Trinidad in one of the cultural centres (which most of the time is the local library).

The average age of our students is 30 years and they mainly come from the Netherlands, Germany, Switzerland, United States, Denmark, Sweden, Austria, Canada and Great Britain. Occasionally also students from France, Italy, Japan, China and other countries come to study at STC.

CONTACT DETAILS

Enrolment office: StudyTeam Cuba (StudyTravel partner) Oranjesingel 19 6511 NM NIJMEGEN THE NETHERLANDS Phone: (0031) 24 3 888 666 Fax: (0031) 24 360 74 67

Contact person: Lieske Baron info@studyteam.com

Our communication department will be closed on the following days in 2019:
01-01, 22-04, 30-05, 10-06, 25-12, 26-12

MEETING POINTS PER CITY:

<table>
<thead>
<tr>
<th></th>
<th>HAVANA</th>
<th>TRINIDAD</th>
<th>SANTIAGO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting point:</td>
<td>Avenida Universidad 456 entre J y K, Plaza de la Revolución, Vedado, Ciudad Habana</td>
<td>Camilo Cienfuegos # 76 entre Frank País (Carmen) y Pedro Zerquera (Aguacate) Sancti Spiritus, Ciudad Trinidad</td>
<td>Calle 4ta #659 entre K y L Reparto Sueño Santiago de Cuba</td>
</tr>
<tr>
<td>Phone:</td>
<td>(0053) 7 833 68 50</td>
<td>(0053) 41 99 39 57 (0053) 41 99 24 33</td>
<td>(0053) 226 46 362 (Fernando) (0053) 227 14 136 (Raquel)</td>
</tr>
<tr>
<td>Contact persons:</td>
<td>Sr. Onelio Rodríguez (Team Coordinator) and Sr. Jorge Leon</td>
<td>Sra. Irma Naranjo (Team Coordinator) and Sr. Carlos Martín</td>
<td>Sr. Fernando Bermúdez (Team Coordinator) and Sra. Raquel Valls</td>
</tr>
</tbody>
</table>

Please contact the communication department for your enrolments and all inquiries. Please note that no family address is provided before arrival; instead all students must arrive to our meeting point per city.

AVAILABILITY GUARANTEE:

There is no need for agents to ask for availability. Standard services can always be provided even for short notice enrolments.
HAVANA, TRINIDAD AND SANTIAGO DE CUBA

COMMISSION

The prices quoted in this manual are all public (gross) prices. They are all commissionable to agents. Commission rates are agreed individually with agents.

PAYMENTS

Bank transfer to:
UNICAJA
Paseo Cerrado Calderón 18
Málaga, Spain
Bank code (IBAN) ES 29 2103 0255 55 0030010677
(BIC) Swift code: UCJAES2M
Account name: StudyTeam

Important: do not mention ‘Cuba’, ‘Havana’, ‘Santiago’ or ‘Trinidad’ when making the payment. This has caused delays in the past.

CANCELLATIONS/REFUNDS/COMPLAINTS

Prior to 30 days before the course: no cancellation fee will be applied.
30 – 7 days before the course: a cancellation fee of €60 will be applied.
7 – 0 days before the course/accommodation the fees become non-refundable.

IMPORTANT
In the event that something does not go according to plan during a student’s stay - or if there is a genuine reason for complaints - students must contact our local team coordinator immediately. He will provide advice and help him/her resolve any uncertainties.

If the student prefers an alternative way of communication, our email is: info@studyteam.com

All the publications and arrangements made in Cuba are under strict control of the Cuban government. We are obliged to follow their regulations and legislation. Please be aware of the fact that this may affect our and your publications. If any of the current conditions change, we will inform you accordingly.
HAVANA

Havana, city of faded glory but just as much the city of unbridled high spirits. A city where little is allowed but much more is possible. After years of undeniable decline, this impressive metropolis, now included in the UNESCO list of World Monuments, is rising like a phoenix from its ashes.

Havana is a city one has to learn to appreciate. It is a melting pot of cultures and races, an open-air museum under the strict direction of Castro. Apart from the picturesque inner city, the “Playas del Este” and the famous Malecón (the immense boulevard that is considered to be the living room of Havana) you should take some time to get to know Vedado. This is the part of Havana where the host families live and where you find many art deco buildings that would be considered national monuments in many countries.

OUR LOCATION: VEDADO

All of our lessons and accommodations are arranged in VEDADO. This nice and residential neighbourhood is considered the current Havana downtown, the area of business, commerce and nightlife.

Vedado contrasts Old Havana with its cosmopolitan and lively style. The district is very diverse, with a number of cultural centres, restaurants, theatres, parks, boulevards and night clubs that guarantee plenty of entertainment options for a comfortable stay during a language program and during holidays as well.

Also, most banks, airlines and travel agencies are located here which together with the several hotels and stores available make the whole area the most convenient of the city. The distance to Old Havana is just 10 minutes by car or coco-taxi and 30 minutes walking.

Some important landmarks in Vedado: Hotel Nacional, José Martí Stadium, the University of Havana, the National Theatre of Cuba, and the Colón Cemetery.

ARRIVING IN HAVANA

We recommend students to take a taxi to go to our meeting point. The distance from the airport to the meeting point is about 25 km. By taxi it will take approx. 30 minutes (approx. 30CUC). Our team will bring him/her to his/her host family which will be at walking distance or the student will get the address of his/ her host family and the student has to travel to the host family him/ herself. Please indicate the approximate arrival time of students.

**For American students, Cuba is accessible from Mexico (Mexico City or Cancun to Havana), Nassau to Havana and Holguin, Jamaica (Montego Bay or Kingston to Havana), Toronto to Havana or Santiago de Cuba (charter) and a new service from Miami via Nassau.
TRINIDAD

Trinidad was the third Spanish settlement in Cuba after Baracoa and Bayamo. It used to be a very important harbour and apart from tobacco, sugar was the most important agricultural product. In the 19th century Trinidad was a wealthy town but all this changed during the two wars of independence. Now, Trinidad is a “museum town” (but surprisingly lively!) of about 50.000 inhabitants. This city is the best preserved Spanish colonial town in Cuba and therefore offers a wonderful atmosphere. Most evenings live traditional music is presented in several bars.

Trinidad is an exceptional destination in Cuba. This charming town has been declared a World Heritage Site by UNESCO and once you are there it is easy to understand why. Its colonial atmosphere, crafts, rustic streets, shows and historical roots transport you to a different time. The town is also close to the beautiful Ancon beach, sugar plantations and the Valle de los Ingenios. At night the town becomes very festive with performers of the social-cultural centres like Casa de la Trova and Casa de la Música.

OUR LOCATION: DOWNTOWN TRINIDAD

All our lessons and accommodations are arranged DOWNTOWN. Our program is conveniently located within walking distance of the most beautiful and important attractions of the city.

Colonial buildings like Iglesia Francisco or Palacio Brunet are accessible in mere minutes. The city center is the departure point for excursions to Valle de los Ingenios or Playa Ancón.

ARRIVING IN TRINIDAD

Most students arrive to Havana and then take a bus to Trinidad.
* Arrival by bus: The journey will cost approx.35CUC and takes around 5 hours. Please look at www.viazul.com where you find detailed information about bus schedules and prices, but please note that they are subject to frequent change!

  Bus terminal in Havana: Avenida 26 and Zoологico, Nuevo Vedado, Habana

  Bus terminal in Trinidad: Viro Guirnart e/ Antonio Maceo y Gustavo Izquierdo # 224

* Arrival by plane: Aerogaviota and Aerotaxi airlines arrange light-aircraft flights to Trinidad. There are two airports in Havana, upon arrival students should contact the information desk to ask from which airport the flight to Trinidad will be leaving. In Trinidad, the airport Alberto Delgado is 2 kilometres south of the city. We advise students to take a taxi to our meeting point in the city. The price will be around 10CUC.

* In case students have to stay one night in Havana prior or after their trip to Trinidad, they can stay with a host family we recommend.
SANTIAGO DE CUBA

With 420,000 inhabitants Santiago de Cuba is Cuba's second largest city and a strong rival to Havana in literature, music and politics. Santiago de Cuba lies in a partly submerged valley of the Sierra Maestra and the city's large natural harbour has made it an important port for almost five centuries.

During the 19th century French settlers arrived and contributed to the melting pot of Haitian, African and Spanish influences that have made this Cuba’s most Caribbean city. Santiago de Cuba has a thick Spanish colonial air without the American high-rise buildings from the 1950’s one finds in Havana.

Visiting the “warm lands” is a must in Cuba. Santiago de Cuba represents the origin of all that Cuba means today: revolution, hospitality and music. Santiago is the birthplace of many artists and popular “heroes”. Also, it is bordered by the Caribbean Sea and the Sierra Maestra Mountains and offers visitors the most diverse activities of the whole island, combining adventure, trekking and diving with ecotourism.

OUR LOCATION: REPARTO SUEÑO

All of our lessons and accommodations are arranged in REPARTO SUEÑO. “Reparto Sueño” is a residential area within walking distance of Céspedes Park, the heart of Santiago de Cuba.

In the same area is the city's largest hotel allowing tourists to access the most important amenities (mail, exchange, internet, etc.) and enjoy a refreshing afternoon close to the swimming pool. Also, you can find the Heredia Theater, sports house and Ernesto Che Guevara Monument.

HOLGUÍN AIRPORT

ARRIVING IN SANTIAGO DE CUBA

Outside the airport there are minibuses waiting to take tourists to Santiago. You pay approx. 30CUC for the ride of approx. 3 hours.

Please ask for the bus or minibus to Santiago when leaving the airport. In case no (mini)buses are waiting, you can take a taxi. This will cost around 86CUC. The (mini)bus will drop you at Hotel Santiago, in Santiago. Here you can walk or take a taxi to our meeting point in Reparto Sueño.

HAVANA AIRPORT

* Arrival by plane: There are two airports in Havana. Please contact the information desk to ask from which airport your flight to Santiago will be leaving. The airports are about 20 km from the city centre. In case students have to stay one night in Havana prior or after their trip to Santiago, they can stay with a host family we recommend.

BY BUS

It is possible to travel from Havana to Santiago by bus. The journey will cost approx. 60CUC and takes approx. 15.5hrs. For details please have a look at www.viazul.com.

SANTIAGO DE CUBA AIRPORT

Official taxis are waiting outside the airport. The ride takes approx. 15 minutes. The price is around 10CUC. Students can take a taxi directly to our meeting point.
OUR PROGRAM
HAVANA, TRINIDAD AND SANTIAGO DE CUBA

Classes are always held at a LOCAL HOME; either in the teacher’s home, in the house of a host family or in a cultural centre. Students are informed about the location of their classes upon arrival.

COURSE

1. Spanish Language course  
2. Language and Dance course  
3. Language and Music course

TIMETABLE

Timetable is decided according to student level. Classes are either held in the morning (starting at 08.30 hours) or in the afternoon.

DATES

All of our Spanish Programs are available all year round and start every Monday for all levels.

LEVELS

Beginner to superior.

PLACEMENT TEST

First day of class at 08:30am at meeting point.

COURSE LENGTH

Mini group lessons and mini group special: 2 weeks minimum, no maximum.  
One-to-One instruction: from 1 week minimum, no maximum.  
(*) Please note that stays longer than 30 days require a visa extension.

TEACHERS

All our teachers are native speakers with university degrees and years of experience teaching to foreigners. Their cultural level, teaching method, talent and personality have always impressed our most demanding students and many have called them the best teachers they ever had!

MATERIALS

Please note that materials are simple. Grammar books are only available during class hours. We advise students to bring their own pen & papers. We also advise our students to bring a grammar book and/or pocket dictionary themselves.

HOLIDAYS

1 January  
2 January  
19 April  
1 May  
25 July  
10 October  
25 December  
31 December

Classes will not be provided on these days & classes will NOT be made up (except one-to-one)

Book at worldwide lowest price at: https://www.languagecourse.net/school-studyteam-cuba-santiago-de-cuba.php

+44-330 124 03 17 - support-en@languagecourse.net
OUR COURSES
HAVANA, TRINIDAD AND SANTIAGO DE CUBA

MINI GROUP LESSONS

Mini Group Standard

- Max 3 participants per class, Min 2
- 20 lessons per week, 4 lessons daily
- 1 lesson = 50 minutes
- Morning and Afternoon
- Levels Beginner to Superior
- Start dates: every Monday, all year round
- Minimum 2 weeks

Mini Group Special

- 4 hours daily in mini group with additional
- 1 or 2 hours one to one per day
- 1 lesson = 50 minutes
- Morning and Afternoon
- Levels Beginner to Superior
- Start dates: every Monday, all year round
- Minimum 2 weeks

STC reserves the right to change a mini group course into one-to-one tuition in case there is no other student at the same level. In this case classes are reduced by 25% (20 group lessons change to 15 one-to-one)

ONE-TO-ONE LESSONS

- 4-6 hours per day,
- 1 lesson = 50 minutes
- Morning and Afternoon
- Levels Beginner to Superior
- Start dates: Every Monday, all year round
- Minimum 1 week

<table>
<thead>
<tr>
<th>Mini Group</th>
<th>20hrs/week</th>
<th>Max. 3 students. Min 2.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Min. 2 weeks</td>
<td></td>
</tr>
<tr>
<td>Mini Group Special</td>
<td>25 or 30hrs/ week</td>
<td>20hrs Mini group +</td>
</tr>
<tr>
<td></td>
<td>Min. 2 weeks</td>
<td>5 or 10hrs one-to-one</td>
</tr>
<tr>
<td>One-to-One</td>
<td>20-25-30hrs/ week</td>
<td>4 to 6 hrs/day</td>
</tr>
<tr>
<td></td>
<td>Min 1 week</td>
<td></td>
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</tbody>
</table>
SPECIAL COURSES
Havana, Trinidad and Santiago de Cuba

**DANCE COURSE**

- Mini group (or individual) lessons with personalized attention
- 1 lesson per day, 5 per week
- 1 lesson = 60 minutes
- In the afternoon
- Levels beginner to superior
- Start dates: Every Monday, all year round
- Minimum 1 week
- Salsa, mambo, rumba, son

Dance lessons are organized in mini groups (or individual) with personalized attention per student (1 teacher + extra dancers per class).

All courses (mini group, mini group special, individual) can be combined with a dance course. The dance course consists of 5 lessons per week, but extra lessons are possible upon request.

Mostly students have their dancing lessons in a host family house or cultural centre.

The exact time of lessons is to be agreed upon with the teacher (depending on his/her schedule). Lessons are taught by qualified teachers of the Escuela Nacional de Arte (E.N.A.).

**MUSIC COURSE**

- Individual lessons
- 1 lesson per day, 5 per week
- 1 lesson = 60 minutes
- In the afternoon
- Levels beginner to superior
- Start dates: Every Monday, all year round
- Minimum 1 week
- Percussion and guitar

All courses (mini group, mini group special, individual) can be combined with a music course. A music course consists of 5 lessons per week, but extra lessons are possible upon request. The exact time of lessons is to be agreed upon with the teacher (depending on his/her schedule).

The instruments taught are percussion and guitar, depending on the interest of the student. Please contact us with interest for other instruments. In Santiago it is possible to do singing lessons as well (to be booked and paid for on the spot, approx. 11.50 Euro per hour).

The music lessons are in the house of a host family or in the house of the music teacher (because of the instruments). Please note that there might be a small fee for rental of musical instruments. This is paid locally.

NOTE: Dance and music courses can only be booked in addition to a language course.

Book at worldwide lowest price at: https://www.languagecourse.net/school-studyteam-cuba-santiago-de-cuba.php3
+44-330 124 03 17 - support-en@languagecourse.net
SPECIAL COURSES
HAVANA - TRINIDAD

LANGUAGE AND SOCIAL PROJECTS - HAVANA

Students can combine a language program with visits for a close encounter with Cuban reality and community projects. Students choose a language course for a minimum of 2 weeks and additionally they can have 3 visits to social/cultural projects.

Projects can be for example organic collective farm, local artist studio, public hospital, recreational centres, artist workshops, etc. Visits include either social interaction or hands-on experience. Projects to visit are assigned according availability.

Start Dates: Every week, all year round
Levels: from intermediate
Application: due with reservation

PRICE: 70 EUR/week
* Additional cost per program

LANGUAGE AND DIVING - TRINIDAD

Cuba is an ideal destination not only for Spanish language learning but also for diving. The pearl of the Caribbean has paradisiacal beaches and excellent spots to discover life under sea. The visibility conditions, variety of species and water average temperature (24-28°C) make exciting dives possible to multiple sites carpeted by coral, gorgonians and sponges with schools of coral fish, caves and shipwrecks.

Start Dates: Every week, all year round
Levels: Dive license required
Minimum length: 1 week, no maximum.

PRICE: 55 EUR/wk
* Additional cost per program

SCUBA DIVING PACKAGE

Only for participants with a diving accreditation or license. The package includes 1 dive but students can add extra dives according preference.

* 1 dive per week (Dive License required)
Tanks, weights, boat and dive guide, equipment and transportation included.

Book at worldwide lowest price at: https://www.languagecourse.net/school-studyteam-cuba-santiago-de-cuba.php3
+44-330 124 03 17 - support-en@languagecourse.net
ACCOMMODATION  
HAVANA, TRINIDAD AND SANTIAGO DE CUBA  

We advise accommodation in host families. The selected host families live in spacious homes. A host family can be an elderly couple, a younger couple with children, a single mother with children, a widow etc. All families have an official license to welcome foreigners into their homes.

Every country has its own habits and customs. In Cuba it is possible that students will not eat at the table with the rest of the family, because in Cuba it is not common to eat at the table with your guests. The Cubans cook for their guests and stay in the kitchen. Therefore students need to emphasize that (when) they want to eat together.

*Students with private accommodation/hotel must inform their local contact details on first day the latest.  
*Accommodation for companion(s) can be arranged for an extra fee of €50.00.

Please note that no family address is provided before arrival; instead all students must arrive to our meeting point per city.

LIVING WITH A HOST FAMILY

- Single, double (and twin) rooms.  
- Half board (breakfast and dinner) included.  
- Double rooms only for students travelling together.  
- Dinner is between 18.30 - 20.00 hours.  
- All rooms have air-conditioning or a fan.  
- Most rooms have a private bathroom.  
- Towels and sheets are provided.  
- Laundry is not included.  
- Host families take care of the laundry for a small charge.  
- Cuban people are not allowed to stay with a host family.  
- All homes in same area within walking distance to class and from each other.

TRANSFERS

Arrival transfers are arranged from Airport or Bus station to meeting point per city. A transfer driver is waiting at the airport or bus station with a sign with the student's name. Flight/arrival information is due in advance. One way only, private car.

<table>
<thead>
<tr>
<th>HAVANA</th>
<th>TRINIDAD</th>
<th>SANTIAGO</th>
</tr>
</thead>
<tbody>
<tr>
<td>(20-30 min approx.)</td>
<td>(10 min approx.)</td>
<td>(15-25 min approx.)</td>
</tr>
<tr>
<td>Airport Havana (Jose Marti International Airport)</td>
<td>Bus Terminal Trinidad</td>
<td>Airport Antonio Maceo Santiago de Cuba</td>
</tr>
<tr>
<td>In case of flight delays or emergency, please contact our emergency phone number:</td>
<td>In case of delays or emergency, please contact our emergency phone number Trinidad:</td>
<td>In case of flight delays or emergency, please contact our emergency phone number Santiago:</td>
</tr>
<tr>
<td>(0053) 7 833 6850</td>
<td>(00 53) 41 99 39 57</td>
<td>(0053) 226 46362// 226 40 306</td>
</tr>
<tr>
<td>Sr. Onelio Rodríguez</td>
<td>Sra. Irma Naranjo</td>
<td>Sr. Fernando Bermúdez and Sra. Raquel Valls</td>
</tr>
</tbody>
</table>

NOTE: The airport of Trinidad is located at a distance of 2 km to the city and receives “aero taxi” flights. These flights are not always available and most students arrive to Trinidad by bus. (www.viazul.com) Further details page 6.
PRICES 2019

All prices are in Euros per person. Registration fee: 60

COURSES Havana, Trinidad and Santiago de Cuba

<table>
<thead>
<tr>
<th>Tuition</th>
<th>one week</th>
<th>two weeks</th>
<th>extra week</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours per week</strong></td>
<td>20</td>
<td>25</td>
<td>30</td>
</tr>
<tr>
<td>Mini group Spanish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini group Special</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>One-to-one Spanish</td>
<td>325</td>
<td>365</td>
<td>405</td>
</tr>
</tbody>
</table>

One-to-one (extra hour): EUR 8 per hour

<table>
<thead>
<tr>
<th>Tuition</th>
<th>one week (total of 5 hours)</th>
<th>two weeks (total of 10 hours)</th>
<th>extra week (extra 5 hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dance</td>
<td>90</td>
<td>180</td>
<td>90</td>
</tr>
<tr>
<td>Music</td>
<td>110</td>
<td>220</td>
<td>110</td>
</tr>
</tbody>
</table>

Dance and music courses can only be booked in addition to a language course.

HOUSING Havana, Trinidad and Santiago de Cuba

<table>
<thead>
<tr>
<th>Host families</th>
<th>1 week (6 nights)</th>
<th>2 weeks (13 nights)</th>
<th>extra week (7 nights)</th>
<th>extra night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Half board</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Double room</td>
<td>228</td>
<td>494</td>
<td>266</td>
<td>38</td>
</tr>
<tr>
<td>Single room</td>
<td>312</td>
<td>676</td>
<td>364</td>
<td>52</td>
</tr>
</tbody>
</table>

High-season supplement (non-commissionable) single rooms:
1 January 2019 - 2 March 2019 and 15 December 2019 – 29 February 2020
4€ per person per night in Havana
5€ per person per night in Trinidad
No supplement in Santiago de Cuba

TRANSFERS

<table>
<thead>
<tr>
<th>Airport transfer</th>
<th>Havana: José Martí Airport</th>
<th>Santiago de Cuba: Antonio Maceo Airport</th>
<th>Trinidad: Viazul &amp; Astro bus station</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way only</td>
<td>41</td>
<td>24</td>
<td>12</td>
</tr>
</tbody>
</table>
CONDITIONS AND TERMS 2019

ENROLMENTS
- The agency is responsible for reviewing our agent manual and promoting services accordingly.
- Please send complete enrolment details to info@studyteam.com.
- The minimum age is 16. Participants under 18 must travel with companion or parental permission.
- The only contact details provided prior to arrival is our official meeting point (per city).
- Please be aware of Cuban entry requirements. Information in detail and our direct suggestions are included in our agent manual.
- Every student must have a comprehensive insurance package before leaving home.
- Payments are due prior to student arrival.
- Please note that referral and/or extension commissions are only paid for language courses.

COURSES
- Courses are available every Monday, all year round.
- The only contact details provided prior to arrival is our official meeting point (per city).
- In Havana and Santiago de Cuba all lessons are taught at local homes.
- In Trinidad lessons are taught either at local homes or cultural centres (ex. local library).
- STC reserves the right to change a mini group course into one-to-one tuition in case there is no other student at the same level. In this case classes are reduced by 25% (20 group lessons change to 15 one-to-one)
- Courses are offered according to demand. We reserve the right to vary the organization and content of courses, and the range of leisure activities, according to numbers of students or in response to local circumstances.

ACCOMMODATION
- We strongly recommend courses including accommodation with our host families.
- Students staying with our host families must inform arrival details in advance.
- Students with private accommodation/hotel must inform STC of their local contact details in advance.
- Accommodation for companion(s) with no course can be arranged for an extra fee of €50.00 (+ cost of accommodation).
- The only contact details provided prior to arrival is our official meeting point (per city).
- It is possible to reserve extra nights of accommodation before or after the course. This includes students with programs in Trinidad or Santiago arriving/leaving from Havana.

AIRPORT/BUS STATION TRANSFERS
- Reservation of transfers is not commissionable.
- Flight details must be provided in advance.
- Transfer is not refunded if student has lost reservation due to mistakes in the provided flight information.
- In Trinidad we only offer a transfer service from the Viazul bus station, NOT from the airport.

CANCELLATIONS/REFUNDS
- Cancellations must be communicated in writing. Our cancellation policy is applied:
  * Prior to 30 days before the course: no cancellation fee will be applied
  * 30 - 7 days before the course: a cancellation fee of €60 will be applied
  * 7 days or less before the course/accommodation commences the fees become non-refundable
- We reserve the right to terminate the course and/or accommodation of any student who persistently misconducts himself/herself in their classes or accommodation. Fees are non-refundable.

COMPLAINTS
- In the event that something does not go according to plan during a student’s stay- or if he/she feels to have a genuine reason for complaint- the student must contact our local team coordinator immediately. He will provide advice and help him/her resolve any uncertainties. If the student prefers an alternative way of communication, our email is: info@studyteam.com
HAVANA, TRINIDAD AND SANTIAGO DE CUBA

THE FIRST WEEK IN CUBA

To get the student to feel at home in Cuba, we organize several meetings to inform the students adequately.

DAY OF ARRIVAL
All students go to the meeting point, where they will be welcomed by our local team. They will call the family where the student will be staying. Either the host family will come to the meeting point to meet the student, or the student will get the address of the host family and he/she has to go to the host family directly. All families live in the same part of town and within walking distance from the meeting point.

MONDAY
On the first Monday all students are expected at 08.30 hours at the meeting point (the same address where they arrived the first day) to meet their teacher. Here they are given a written and oral placement test in order to determine their knowledge of the Spanish language, and for the mini group students to place them in the appropriate class for their level. Classes start immediately after this placement test. Students who booked dance or music lessons will then be informed at what time in the afternoon they will have their first dance/music lesson.

WELCOME MEETING
At 20.30 hours all (new) students gather at the meeting point again, where they will get general but important information about practical things.

Practical things like:
- what & where in Havana/Trinidad/Santiago de Cuba
- where to change money into pesos convertible (CUC) and where to spend CUCs and moneda nacional (MN)
- information about taxis, buses, trains
- where to make international phone calls
- where to go for the use of internet
- nightlife
- excursions

We recommend students to bring a pen, paper and a street map to make notes.
Please note that activities and excursions can only take place if the minimum number of participants is confirmed.

(EVERY*) THURSDAY
Again at 20.30 hours all students gather at the meeting point to make plans for the weekend. Students who want to make the same excursion can go together; this way it will be cheaper to rent a taxi. Taxis are usually the best way to make an excursion. Please note that excursions can only take place if the minimum number of participants is confirmed.
*DEPENDS ON NUMBER OF STUDENTS PRESENT AT THAT TIME
### ACTIVITIES
**HAVANA, TRINIDAD AND SANTIAGO DE CUBA**

Students can ask our local team to help them organise one of the following activities/ excursions:

- **Dance**: Dance classes (individual and in groups) e.g. salsa, mambo, rumba, cha-cha-cha, son.
- **Guided city tour**
- **Music**: Music classes (only individual) e.g. percussion, guitar, trumpet.
- **Religion**: To witness Santería or consult with Santería priests. Santería is a fusion of Catholicism with the Lucumí religion of the African Yoruba tribes.
- **Excursions**: Visits to the most popular places for 1-day or weekend excursions. In general students travel in couples or mini group of 4 people to make transportation cheaper especially when they rent a car. Prices vary from 30-150CUC approx.
- **Swimming pool**: Havana: In Hotel Habana Libre 18CUC approx. cover or meal deducted. Trinidad: Hotels Costa Sur, Las Cuevas, Ancón, 10CUC approx. Santiago de Cuba: Hotel Melia Santiago 12CUC approx cover or meal deducted.

Please note that activities and excursions can only take place if the minimum number of participants is confirmed.

### SAMPLE EXCURSIONS

<table>
<thead>
<tr>
<th></th>
<th>HAVANA</th>
<th>Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>Playas del Este</td>
<td>12 km long! The most popular beach is Santa María. It is 30min of distance to Vedado.</td>
<td>35</td>
</tr>
<tr>
<td>Valle de Viñales</td>
<td>One of Cuba’s greatest natural attractions. It is a lush valley, famed for its picturesque tobacco farms.</td>
<td>55</td>
</tr>
<tr>
<td>Varadero</td>
<td>Resort town in the province of Matanzas. One of the largest resort areas in the Caribbean. Also called Playa Azul.</td>
<td>55</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>TRINIDAD</th>
<th>Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>Playa Ancón</td>
<td>Closest beach, accessible by taxi or cocotaxi</td>
<td>18</td>
</tr>
<tr>
<td>Valle de los Ingenios</td>
<td>Also called Valley of the Sugar Mills. Three interconnected valleys about 12 km outside of Trinidad. This valley is a natural history museum and offer several excursion options</td>
<td>25</td>
</tr>
<tr>
<td>Cayo Blanco</td>
<td>Excursion by boat to Cayo Blanco, lunch (mostly mussels or lobster) and one drink are included in the price.</td>
<td>35</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>SANTIAGO DE CUBA</th>
<th>Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basílica el Cobre</td>
<td>Cuba’s only basilica (“Cuban Lourdes”)</td>
<td>25</td>
</tr>
<tr>
<td>Gran Piedra</td>
<td>Highest point (1214 m) near Santiago with spectacular views</td>
<td>35</td>
</tr>
<tr>
<td>Parque Baconao</td>
<td>Large park region, located about 20 km away from the city declared a World Heritage Biosphere Reserve by the UNESCO</td>
<td>35</td>
</tr>
</tbody>
</table>
PRACTICAL INFORMATION  
HAVANA, TRINIDAD AND SANTIAGO DE CUBA  

TOURIST VISA  
To enter Cuba every tourist needs a passport (that's still valid for 6 months after arrival) and a tourist card that normally can be purchased together with the flight. This tourist visa is usually valid for 30 days. At the immigration office one extension of 30 days can be made (approx. Euro 29). After a total of 60 days the student will have to leave Cuba for at least one day to enter again on a tourist visa.

AT CUSTOMS  
To avoid any complications with customs (due to the lack of regulation on language courses), we advise students to not speak Spanish to just say that they are a tourist going on holiday and staying at a hotel (for example Hotel Colina or Hotel Habana Libre in Vedado, Havana). This way they will probably avoid having to answer lots of questions and numerous phone calls. The customs officers like impressing and overruling tourists to benefit from it themselves.

**Please remind your students, they enter Cuba as tourists and they have to identify themselves as tourists during their whole stay.

INSURANCE (MANDATORY)  
All travelers, foreign and Cubans living abroad, coming to the island shall take out a medical insurance policy. To meet such requirement, travelers shall have a travel insurance which covers medical expenses or a policy for medical expenses with coverage in Cuba.

The insurance policy should be taken out at the home country of departure. Travelers, who, exceptionally, do not have insurance at arrival, could take out a policy of insurance and assistance from Cuban insurance companies at the airport, port or marina. Travel insurance from Cuban insurance companies and most international insurance companies receive travel assistance services in Cuba from Asistur S.A, available 24 hours all year round.

Residents in the United States traveling to Cuba will have to take out their insurance policy at their home country of departure from Cuban insurance companies. The arrangement shall be made through agencies associated with Havantur-Celimar Company. US insurance companies do not provide coverage in the Cuban national territory.
CUBA

-country name : Republic of Cuba
-capital : Havana
-language : Spanish
-area : 110,922 km²
-population : 11,263,429 (2.1M Hav.)
-Independence : 20 May 1902 (from Spain 10 December 1898; administered by The US from 1898 to 1902)
-ethnic groups : mulatto 51%, white 37%, black 11%, Chinese 1%
-religions : nominally 85% Roma Catholic prior to CASTRO assuming: Protestants, Jehovah’s Witnesses, Jews, and Santeria are also represented.
-

ELECTRICITY

110 volt, so you should bring an adapter for your electrical appliances.

TIME

In Cuba it’s five (Great Britain) or six hours (most of Europe) earlier.

WEATHER

From November to April (wintertime, the dry season) temperature is around 25ºC. In summertime (May to October) the air is very moist (80%) and you should count on some rainfall, mainly in the afternoon. Temperatures rise to 32-35ºC.

<table>
<thead>
<tr>
<th>Month</th>
<th>Avg. High</th>
<th>Avg. Low</th>
<th>Avg. Precip</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>26.0° C</td>
<td>19.0° C</td>
<td>6.35 cm</td>
</tr>
<tr>
<td>February</td>
<td>26.0° C</td>
<td>19.0° C</td>
<td>6.86 cm</td>
</tr>
<tr>
<td>March</td>
<td>28.0° C</td>
<td>20.0° C</td>
<td>4.57 cm</td>
</tr>
<tr>
<td>April</td>
<td>29.0° C</td>
<td>21.0° C</td>
<td>5.33 cm</td>
</tr>
<tr>
<td>May</td>
<td>30.0° C</td>
<td>22.0° C</td>
<td>9.91 cm</td>
</tr>
<tr>
<td>June</td>
<td>31.0° C</td>
<td>23.0° C</td>
<td>18.29 cm</td>
</tr>
<tr>
<td>July</td>
<td>31.0° C</td>
<td>24.0° C</td>
<td>10.67 cm</td>
</tr>
<tr>
<td>August</td>
<td>32.0° C</td>
<td>24.0° C</td>
<td>9.91 cm</td>
</tr>
<tr>
<td>September</td>
<td>31.0° C</td>
<td>24.0° C</td>
<td>14.48 cm</td>
</tr>
<tr>
<td>October</td>
<td>29.0° C</td>
<td>23.0° C</td>
<td>18.03 cm</td>
</tr>
<tr>
<td>November</td>
<td>28.0° C</td>
<td>21.0° C</td>
<td>8.89 cm</td>
</tr>
<tr>
<td>December</td>
<td>27.0° C</td>
<td>20.0° C</td>
<td>5.84 cm</td>
</tr>
</tbody>
</table>

GENERAL DAILY EXPENSES

Average prices are:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Ticket</td>
<td>CUC3</td>
</tr>
<tr>
<td>Drinks</td>
<td>CUC1-3</td>
</tr>
<tr>
<td>Lunch</td>
<td>CUC7</td>
</tr>
<tr>
<td>Average meal</td>
<td>CUC12</td>
</tr>
<tr>
<td>Luxury meal</td>
<td>CUC20</td>
</tr>
<tr>
<td>Hamburger/sandwich</td>
<td>CUC4</td>
</tr>
<tr>
<td>Cinema/Theater</td>
<td>CUC6</td>
</tr>
<tr>
<td>Disco ticket</td>
<td>CUC5-20</td>
</tr>
<tr>
<td>Museum ticket</td>
<td>CUC5</td>
</tr>
<tr>
<td>Ice cream</td>
<td>CUC2</td>
</tr>
<tr>
<td>Bank commission for cash withdrawal</td>
<td>CUC25</td>
</tr>
</tbody>
</table>

WATER

Tourists should always drink boiled water or mineral water (available for free in all host families).

Book at worldwide lowest price at: https://www.languagecourse.net/school-studyteam-cuba-santiago-de-cuba.php3
+44-330 124 03 17 - support-en@languagecourse.net
HOLIDAYS

1 January  2 January  
19 April    1 May       
25 July     10 October  
25 December 31 December

Classes will not be provided on these days & classes will NOT be made up (except one-to-one)

MEDICAL

Tourists have their own medical facilities, provided by the Clínica Internacional. A doctor and a nurse are on permanent duty (ca. 35CUC per consultation). The clinic has a modestly stocked pharmacy, an ambulance, and beds in the event that one needs an overnight stay.

MONEY

Currency
Pesos Convertibles and Cuban Pesos.

Euros can be changed into the so called "Peso Convertible" (CUC), which is the national currency of Cuba from November 2004 onwards.

USD is no longer accepted. However, it is allowed to import USD, which can be changed at the exchange offices. A local change rate of 10% needs to be paid. You will most probably not have to pay this commission if you buy the Peso Convertible with Euro’s, Canadian Dollars, British Pounds or Swiss Francs.

Banks: Opening times: 09.00 - 15.00 hours, Monday to Friday.

Credit cards: Credit cards are accepted unless issued by US-banks e.g. American Express is not accepted.

SPORTS

Possibilities for:
- Recreational water sports (including diving and snorkeling, mainly at the big hotels at the beach)
- Horseback riding
- Swimming
- Trekking

TRANSPORTATION

Taxi from the host family:
To the old center CUC6 -7
To the nearest beach CUC18

Also there are bicycle-taxis, horse-drawn coaches, buses and trains. Car-hire is only possible through Cuban companies. Petrol stations (called Servi-Cupet) are open for 24 hours a day and can always supply petrol to tourists.

For information about buses, please look at the site www.viazul.com where you can find detailed information about bus schedules and prices, but please note they that they are subject to frequent change!

Viazul Havana: Casa Matriz; Avenida 26 y Zoológico, Nuevo Vedado, Habana
Viazul Sucursal de Santiago de Cuba: Avenida de Los Libertadores, Esq. Yarao
PLACES OF INTEREST

<table>
<thead>
<tr>
<th>HAVANA</th>
<th>TRINIDAD</th>
<th>SANTIAGO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morro</td>
<td>Plaza mayor</td>
<td>Historic Centre of the City</td>
</tr>
<tr>
<td>Callejón de Hamel</td>
<td>Iglesia de San Francisco</td>
<td>Cathedral Nuestra Señora de la Asunción</td>
</tr>
<tr>
<td>Capitolio Nacional</td>
<td>Palacio Brunet (Museo Romántico)</td>
<td>Down Town Santiago</td>
</tr>
<tr>
<td>Casa de Las Américas</td>
<td>Museo Histórico</td>
<td>Diego Velázquez House</td>
</tr>
<tr>
<td>El Cristo de La Habana</td>
<td>Palacio Cantero</td>
<td>Bacidari Rum factory</td>
</tr>
<tr>
<td>El Malecón</td>
<td>Piro Guinart Fábica de Tabacos</td>
<td>Moncada Barracks</td>
</tr>
<tr>
<td>José-Martí Memorial</td>
<td>Plaza Santa Ana</td>
<td>Parque Céspedes</td>
</tr>
<tr>
<td>Parques del 21 y K</td>
<td>Museo de Arqueología</td>
<td>El Morro Castle</td>
</tr>
<tr>
<td>Playas del Este</td>
<td>Beach: Ancon, María Aguilar</td>
<td>Plaza de la revolución</td>
</tr>
<tr>
<td>Plaza de Armas</td>
<td>Waterfalls Salto del Caburini</td>
<td></td>
</tr>
</tbody>
</table>

CULTURAL CENTRES

<table>
<thead>
<tr>
<th>Casa de la música</th>
<th>Casa de la música</th>
<th>Casa de la música</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casa de la Trova</td>
<td>Casa de la Trova</td>
<td>Casa de la Trova</td>
</tr>
<tr>
<td>Casa de la amistad</td>
<td>Bazaar Trinidad</td>
<td>Casa de las Tradiciones</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Casa del Caribe</td>
</tr>
</tbody>
</table>

CALENDAR OF CUBAN EVENTS

<table>
<thead>
<tr>
<th>Month</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>* Liberation day, * Feria Internacional de Artesanías, Pabexpo, Havana.</td>
</tr>
<tr>
<td>February</td>
<td>* Carnival in Havana * Havana International Jazz Festival * Feria Internacional del Libro</td>
</tr>
<tr>
<td>March</td>
<td>* Festival de Monogolos y Unipersonales (Havana)</td>
</tr>
<tr>
<td>April</td>
<td>* Electro-acoustic Music Festival Varadero * La Huelra de Espana (Havana) * Festival Internacional de Percusion (Havana) * Bienal del Humor de San Antonio de los Banos. * Festival de Arte Danzario (Havana and Camaguey), * Los Dias de la Danza, Havana, * Semana de la Cultura (Baracoa) * Festival de Arte Danzario (Havana and Camaguey),</td>
</tr>
<tr>
<td>May</td>
<td>* Primero de Mayo (Labor Day), Meetings, parades at the Plaza de la Revolution. * Feria Internacional del Disco Cubadisco * Festival de Arte Danzario (Havana) * First week - Romería de Mayo (Holguin) * Festival de Arte Danzario (Havana and Camaguey).</td>
</tr>
<tr>
<td>June</td>
<td>* Fiestas Sanjuaneras (Trinidad) * Festival of Caribbean Culture * Festival de Boleros de Oro (Santiago, Havana) * Jornada Cucalambeana * Carnaval in Havana, a parade of decorated cars driving from Hotel Nacional to Calle Belascoain * Half June - Festival de Boleros de Oro (Santiago, Moron, Havana), * 1 till 15 - Encuentro de Bandas de Concierto (Plaza de la Revolución, Bayamo) * End of June - Fiesta del Gallo (Moron), * Festival Iberoamericano de la Décima (Las Tunas),</td>
</tr>
<tr>
<td>July</td>
<td>* Celebration of the National Rebellion * Festival de Titere (Havana) * Last week - Carnival santiago de Cuba, Parade of decorated cars through the streets of the city, music of comparsas and a show of the Tropicana at Santiago. * 25-27 July - Celebration of the National Rebellion, every year in a different city. The official tribute because of the Moncada barrack attacks at July 26 1953. Fidel Castro will always speech at one of the Revolution Squares in a Cuban city. Lots of concerts etc around the country. * Fiesta del Fuego (Santiago de Cuba) * Festival Internacional de Musica Contemporánea de Camaguey, Big festival about today’s music, with concerts, workgroups and discussions about music and composers.</td>
</tr>
<tr>
<td>August</td>
<td>* Fidel Castro’s birthday (1926)</td>
</tr>
<tr>
<td>September</td>
<td>* Festival de Teatro de la Habana, * B - Fiesta de la Virgen del Cobre (Santiago de Cuba) * Metamoros Son (Santiago), Festival of Son. * Festival de Teatro de Camaguey</td>
</tr>
<tr>
<td>October</td>
<td>* Day of Cuban Culture * Havana Festival de Contemporary Music Trinidad * Festival Internacional de Ballet de la Habana, * Second half of Oct. - Fiesta de la Cultura Iberoamericana (Holguín)</td>
</tr>
<tr>
<td>November</td>
<td>* Semana de la Cultura Trinitaria Trinidad * Salon de Arte Cubano Contemporáneo, Havana * Festejos de San Cristobal de la Habana * Festival Internacional de Coros, Sala Dolores, Teatro Heredia (Santiago de Cuba)</td>
</tr>
</tbody>
</table>