



Young
Learners

2025 - 2026

Madrid

Student Handbook



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We’re so excited to have you with us. Whether you’re here for a short stay or a longer journey, you’re now part of a vibrant, supportive community across amazing cities like London, Dubai, and Malta. Our team is here to help you learn, grow, and make unforgettable memories. If you need anything, just reach out—we’re always happy to help.

**Enjoy the journey, and
welcome to the EP family!**

About Madrid

Madrid, the lively capital of Spain, boasts a history of over 2000 years and is home to about 3.4 million people in the city and nearly 7 million in the greater metropolitan area. Located in the heart of the Iberian Peninsula, it is known for its rich culture, diverse heritage, and energetic atmosphere. As a cultural hub, Madrid is home to famous museums like the Prado, Reina Sofía, and Thyssen-Bornemisza, as well as landmarks such as the Royal Palace, Plaza Mayor, and Puerta de Alcalá.



Famous landmarks

Almudena Cathedral, Plaza de Oriente, Plaza Mayor, Market de San Miguel, Paseo del Prado, Gran Vía, Faro de Moncloa, Palacio de las Cortes.

City personality

Warm and welcoming, historic yet modern, artistic, lively, passionate, walkable, culturally rich, energetic, safe, stylish, social, vibrant nightlife, sunny, traditional with a creative edge, proud, family-oriented.

What makes this city unique?

Madrid is known for its buzzing street life, where locals and visitors gather in lively plazas like Puerta del Sol and Plaza Mayor. The city's culture unfolds in its open-air cafés, late-night tapas, and spontaneous street performances, creating an atmosphere that's social, warm, and full of energy, day and night.

Transport within a 15-minute walk

Underground, train and bus.

Restaurants within a 15-minute walk

Latin-American, Spanish, Vegetarian, Georgian, Italian, Japanese, Halal, Mediterranean, Mexican, European, Thai, Chinese, Grill, Basque and Korean.

Alternative things to do

Discover El Capricho Park, explore the vibrant Lavapiés neighborhood, catch an indie film or live music at Cine Doré, browse vintage finds at El Rastro flea market, relax or bike along Madrid Río riverside park, visit the Matadero cultural center, stroll through the artistic Malasaña district, enjoy rooftop bars with city views, and explore the lesser-known Sorolla Museum

4 Reasons to choose this city

- 1 Discover Madrid's rich history and iconic sites like the Prado Museum and Royal Palace.
- 2 Study in the world class facilities at Schiller International University
- 3 Delight in world-renowned Spanish cuisine, full of captivating flavours
- 4 Immerse yourself in Spanish culture and practice one of the world's most widely spoken languages.



Why choose to study in our EP Madrid School?

- The School is located at the heart of Madrid
- Close to Parque El Retiro and Puerta de Alcalá
- We share the same campus and facilities with Schiller International University
- Opening hours: 8.00am - 7.00pm daily
- Surrounded by institutes, medical clinics, a pharmacy, convenience store, museums and art galleries.



Find us on Google maps

Paseo de Recoletos, 35, Madrid, 28004, Spain

At this address since: 2021

Landline: **+971 48 183 400**
Emergency: **+971 5253 17078**
WhatsApp: **+971 5253 17078**



Close to your EP school

Our centrally located school is walking distance to:

| | | |
|--|------------------------------------|------------|
| | Food court with restaurants | 4 minutes |
| | Bank/ATM | 2 minutes |
| | Gym | 2 minutes |
| | Metro station | 2 minutes |
| | Bus station | 2 minutes |
| | Puerta de Alcalá | 9 minutes |
| | Museo de Cera | 1 minutes |
| | Parque El Retiro | 11 minutes |

Library and Study areas



Classrooms



Staff



Romina Borderas

Global Head of Young Learners



Meet the team

Languages spoken by staff: English, Tagalog, Russian, Turkish, Spanish, Hungarian, Urdu.

Services & facilities

English Path and GBS Higher Education College, are part of Global Education Group. Together, our students share fantastic and modern university style facilities. At EP Madrid we have the following facilities:

Buildings: 2
Floors: 3
Total number of classrooms: 15

School facilities: Library, self-study area, Wi-Fi (Free), elevator, street parking, modern & spacious classrooms with smart TVs, AC.

First floor: EP Main Office, Student Services Office, Classrooms, Toilets, Students, Kitchen.

Ground floor: Entrance EP & GBS, GBS Offices, Classrooms, Toilets, Library, Social Program Desk, Multipurpose Room, Staff Kit

Other services provided: Social activity programme, airport transfer, medical insurance.

Levels of English offered: All levels.

Reception: The friendly student services staff can direct you to the EP offices and classrooms. A Student Services Officer and an Academic Coordinator will always be present to answer any questions you may have.

Your EP Madrid Welfare & Safeguarding Team

Do you have a question?

About your class?



Hira Rashid
Academic
Coordinator

About personal, medical
or about your
accommodation?



Arlett Cruz
Young Learners
Coordinator Dubai

To speak to a member of staff please call:

+971 5253 17078

Call us 24 hours per day, 7 days per week.

School holidays & Madrid public holidays

2025 - 2026

13 Oct 2025

10 Nov 2025

08 Dec 2025

22 Dec 2025 -
01 Jan 2026

06 Jan 2026

03 Apr 2026

01 May 2026

15 May 2026

12 Oct 2026

09 Nov 2026

2025 - 2026

03 Dec 2026

08 Dec 2026

25 Dec 2026 -
01 Jan 2026

The school will be closed during the holidays. Please make sure to book your course/accommodation accordingly. Public Holidays are subject to change according to government announcements.

When the school is closed on a Monday, new students start on Tuesday.

Course days that fall on a public holiday are not reimbursed. The above dates are observed as holidays in the year.

If you arrive on a week where the Monday is a holiday, your first day of school will be a Tuesday.

**Need help?
Not satisfied?
Have a problem?**

At EP we believe that communication and an open-door policy is key to efficiently resolving any issue you might have. If you need help, are not satisfied with one of our services or you need advice, please talk to our staff at school. They will be able to help and assist quickly with any concerns you might have.

First day at school



Click here and take the placement test

| Feature | Tuition Only | Day Camp | Full Experience |
|--------------------|--------------------|----------|-----------------|
| Accommodation | ✗ | ✗ | ✓ |
| Lunch Provided | ✗ | ✓ | ✓ |
| Airport Pickup | ✗ Can be requested | ✓ | ✓ |
| Evening Activities | ✗ | ✗ | ✓ |

Example Week for Full Experience Students

| | 7:30 - 8:30 | 09:00 - 13:00 | | | 13:30 | 14:00 - 17:40 | 19:00 | 20:00 - 21:30 | 22:00 |
|-----------------|-------------|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|--------|---|------------|
| Sun 30.06.24 | Arrival Day | | | | | | Dinner | On-Campus Activities I Departures I Arrivals | Good Night |
| Mon | Breakfast | Visit to the Thyssen-Bornemisza National Museum. | | | Lunch | Classes | | Hawaiian Mixer | |
| Tue | | Walk through the Manzanares Linear Park. | Bike route through the Madrid Río. | Bike route through the Madrid Río. | | | | Afternoon of sports and games in the Retiro Park. | |
| Wed | | EP Sports, EP Workshop, EP Academy | | | | | | Karaoke Night | |
| Thu | | Tour of the Royal Palace. | | | | | | Board game and karaoke night. | |
| Fri | | Excursion to Faunia Nature Park. | Madrid Amusement Park. | | | | | Graduation & Sunset at the beach | |
| Sat | | 09:00 - 15:00 | | | | | | 19:00 | |
| | | Shopping and exploration day at the Mercado de San Miguel. | | | Excursion to the Botanical Garden. | Excursion to the Botanical Garden. | Dinner | Pool Games | |

Here's a detailed breakdown

Tuition only - Timetable



Arrival - Monday

08:30 Welcome, school tour and induction



Afternoon Classes

15:00 - 16:00 Lesson 1
16:00 - 16:20 Break
16:20 - 17:20 Lesson 2
17:20 - 17:40 Break
17:40 - 18:40 Lesson 3



Evening

18:30 Student pick-up (by parents/guardians)

Day camp - Timetable



Arrival

Welcome, check-in, residence tour and induction



Monday Morning

08:30 Leisure time and meet the team



Afternoon

13:30 Lunch
15:00 Lessons start



Evening

18:00 Student pick-up (by parents/guardians)

Full experience - Timetable



Arrival

Welcome, check-in, induction



Morning

07:30 Breakfast
09:00 Leisure time



Afternoon

13:30 Lunch
15:00 Lessons start



Evening

18:45 Dinner and evening activities



Bed time

22:00 Bed time

About your course

Teaching methodology

At English Path we use the communicative approach which means:

- A focus on speaking
- Interactive lessons
- Noticing students' gaps and reacting to them
- Going beyond the textbook
- English for real life outside the classroom
- Understanding each student's individual needs

All EP teachers are trained in this approach from their first day, so students have the same experience in all levels at all EP locations. Take a look at our graduation ceremony



School material

Books: Empower (Cambridge) Language Hub (Macmillan), Outcomes (Cengage), English File (OUP), Mindset for IELTS.

Additional material used: Audio, Digital Presentation Material, Authentic Materials.

Students

Average Number of students per class: 15

Minimum age of students: 16

Average age of students*: 25

Nationality mix*: Turkey, Colombia, Ecuador, Peru, Mexico, Russia, Thailand, France, China.

*As per 2023 stats. Nationality mix and age varies. Dependent on the time of year.

End of course certificate: you will receive a course certificate at the end of your course.

Extracurricular activities

- Placement test to ensure accurate placing in levels
- Varied and interesting course material
- Continuous progress monitoring
- Project with final presentation

Library and Study area

There is a bright Library/ Study-Centre available for students which is a great opportunity to help you get more out of your studies. There are open areas where you can work with your classmates and access the internet.

Why not borrowing a book and watch yourself improve as you're able to move up through the understanding of content!

How to

improve your language skills during or outside of your course

At English Path, learning English is fun! Let's have a look at the following tips to make sure you get the most out of your experience.

Study skills

Study Skills refer to the ability to frame and improve our learning. For example, what do we do when we learn a new word? Do we make notes? How? It's very important that we are organised in the way we learn, so that we have a much better chance of remembering the language and using it correctly in the future.

We would like to share with you some ways to keep learning and improving your English skills. If you practice these Study Skills, they will help you to continue your English language learning wherever you are.

Listening, Reading and Writing

What to listen to?

Try to listen to as many different types of spoken English as possible to improve your listening.

You can find lots on the internet:

- Music and songs TV shows, the news and films
- Speeches and interviews
- Audiobooks

What to write?

Getting the new language you've learnt down on paper, can really help to consolidate your learning.

Think about the language you've learnt that week and try the following:

- write an email to a friend/your teacher
- write a diary/journal entry each day
- write your shopping list in English

What to read?

There's so much you can read to practice your skills, it doesn't have to be a book. You can read signs, newspapers, the back of food packets!

- Why don't you find an interesting article online?
- Choose a book you've read in your own language and get reading!
- Find an e-book and read on your daily commute to work or studies. This site has lots of free ones: gutenberg.org

How to

practice vocabulary?



When you record vocabulary, you should also include longer phrases like:

phrasal verbs (e.g. get away with),
multi-word expressions (e.g. How's it going?),
idioms (e.g. raining cats and dogs),
and collocations (e.g. take a chance).

Quizlet



Download the **Quizlet** app – create your own set of flashcards, practice and test yourself!

Cut out lots of strips of paper or use index cards. Use the Language Bank you have made and write a word on one side of each strip, with the translation or definition on the other side. Now you can place your cards on a table and test yourself by placing either all the English sides, or all the translations/definitions, face down and test your memory.

Make two cards with the English word and its translation on different cards. Put all these cards on a table and play a game of Snap! Here's how:

- Place all of the cards face down.
- Take one card and place it face up.
- Take another card and place it face up.
- If the two cards are the English word and its translation - you have Snap! Place the two cards at the side of the table and continue until you have matched all the cards.
- Try timing yourself and completing the game as quickly as possible.

Other useful websites for Learning and Practice

- [bbclearningenglish.com](https://www.bbclearningenglish.com)
- [englishclub.com](https://www.englishclub.com)
- [lyricstraining.com](https://www.lyricstraining.com)
- [ted.com](https://www.ted.com)
- [voscreen.com](https://www.voscreen.com)

Exam Practice

- [flo-joe.com](https://www.flo-joe.com)
- [cambridge.org](https://www.cambridge.org)
- [ieltsspeaking.co.uk](https://www.ieltsspeaking.co.uk)
- [ieltsliz.com](https://www.ieltsliz.com)

Grammar, Pronunciation and Vocabulary

- [bbclearningenglish.com](https://www.bbclearningenglish.com)
- [englishclub.com](https://www.englishclub.com)
- [lyricstraining.com](https://www.lyricstraining.com)
- [ted.com](https://www.ted.com)
- [voscreen.com](https://www.voscreen.com)

Extra tip: Using a dictionary

Dictionaries are a useful resource for researching different meanings, collocations, examples of use and standard pronunciation. Use a mono-lingual dictionary and focus on understanding the meaning rather than translation of individual words. Translating individual words can often lead to misunderstandings.

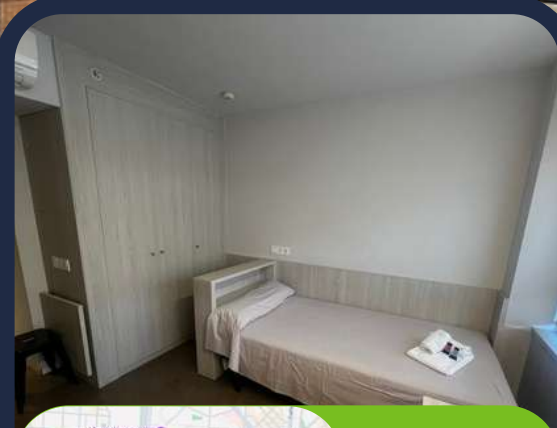
A great, big paper mono-lingual dictionary is best but Cambridge, for example, have an online advanced learners' dictionary at www.dictionary.cambridge.org, which is easy to use and provides examples of word use.

Take a look at your accommodation

RESA

RESA Madrid Claudio Coello sits right in the heart of Salamanca, Madrid's most stylish and central neighborhood. You'll be steps away from cafés, museums, parks, and some of the city's best shopping. With easy access to public transport, getting to class, exploring the city, or grabbing a late-night snack couldn't be easier.

- WiFi
- Concierge service
- Laundry service
- On-site cafeteria and mini-mart
- 24-hour security personnel
- Secure and covered parking
- Full access to gym and entertainment facilities



Address:
C. de Claudio Coello, 141,
28006 Madrid

Single

- Your own cozy space with a comfy bed, desk, and loads of storage.
- En-suite bathroom offering convenience and personal space.

- High-speed Wi-Fi available for studying, streaming, and staying connected.
- A quiet and secure environment designed for focus and relaxation.



About the residence

Accommodation types:
Single en-suite rooms.

Bedrooms:
The apartments contain the following: bed, bath towels, air conditioning, refrigerator, microwave, desk.

Bathroom:
Private bathroom.

Kitchen:
Each room contains a refrigerator and a microwave. A cafeteria is also available on-site.

Additional costs:
Mandatory €1,000-€1,500 refundable deposit. Food and beverage-related orders as well as a €4 breakfast buffet. Some fees also apply to late check-out, exit cleaning, parking and RESA HUB events.

Neighbourhood:
A 10-minute walk from a community centre, medical facilities, malls, supermarkets and a gym.

Visitors/guests:
Daytime guests are allowed with prior notice at the reception. Overnight guests are allowed but may require a fee.

Noise:
Residents are required to respect all other residents and maintain a level of noise that does not disturb others. Quiet hours are 11pm-8am.

Smoking:
All facilities and residents' rooms are non-smoking.

Reception/security desk:
24-hour reception including security personnel.

Cleaning service:
Rooms are cleaned before check-in. Twice a week cleaning is provided. Towels and sheets are changed weekly.

Beddings/towels:
Bedding and linen provided on check-in.

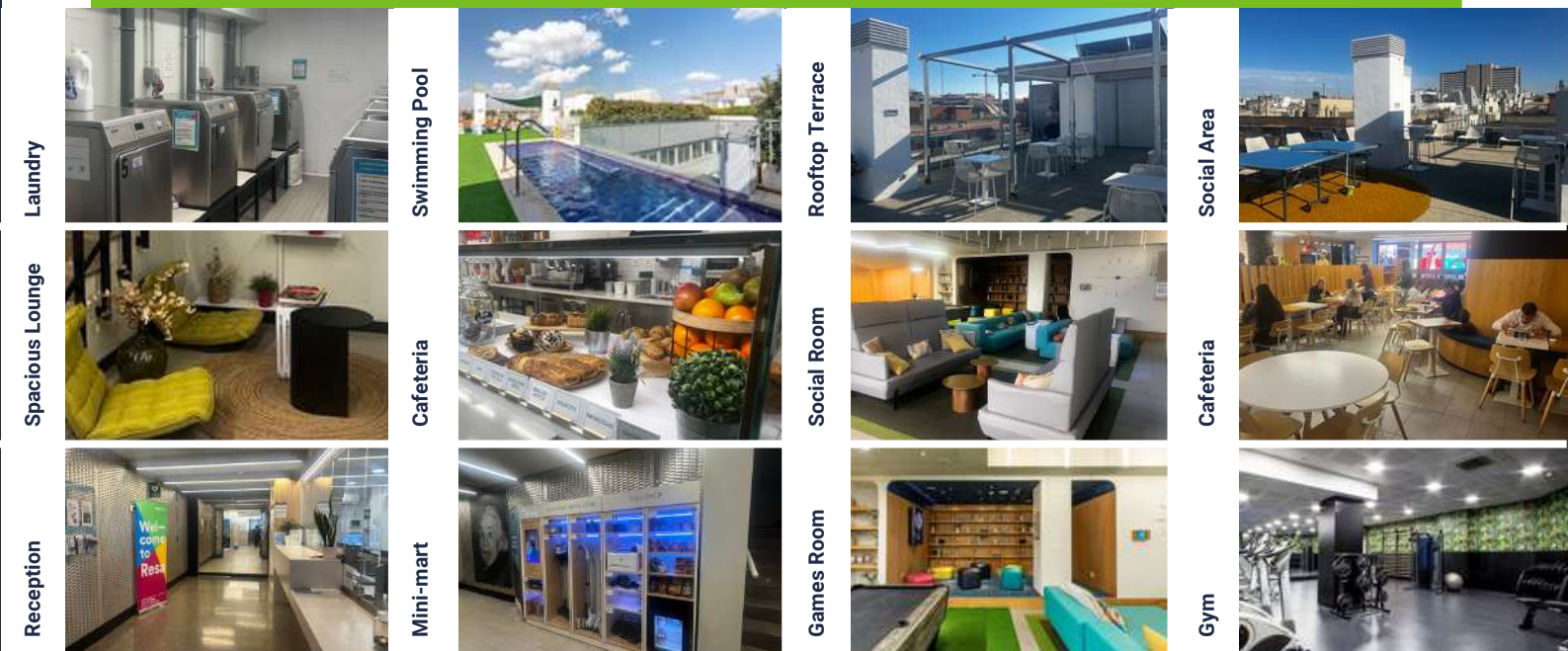
Minimum stay
1 week minimum stay.

Check-in/check-out
Check-in from 3pm/check-out by 9am.

Accommodation location:

Metro station: 750 m away
Lázaro Galdiano Museum: 100 m away
Ríos Rosas Park: 1.7 km away
Museo Nacional del Prado: 2.7 km away
El Retiro Park: 1.9 km away
Real Madrid Stadium: 2.2 km away

Madrid airport: 10.4 km away
Gran Vía: 2.5 km away
Royal Palace of Madrid: 3.9 km away
Plaza Mayor: 3.4 km away
EP Madrid campus: 1.7 km away



At RESA Madrid Claudio Coello, student living gets a serious upgrade. Think private rooms, a rooftop pool, gym, games room, and chill-out lounges—all in one of Madrid's coolest neighborhoods. It's a safe, social space where you can study hard, sleep well, and still have fun. Basically, your new favorite place to live.



Recommendations

Checklist & other useful information

Here are a few important items that you should bring with you:

- Passport
- Acceptance letter
- Accommodation letter
- Proof of health/medical insurance
- A bit of cash and credit/debit cards/ Apple or Google Pay
- Weather-appropriate clothing
- Adaptor for electrical appliances
- Prescription medication and medical records
- Emergency information

Before you leave your country

Here are some important things you need to know to make your arrival as smooth as possible. Use our checklist to ensure you don't forget anything and are prepared for the exciting times ahead.

Pocket money

Recommend weekly budget: €200. This should cover expenses, laundry, local travel and activities. You will need additional money if you want to take weekend trips. Bring €150 with you in cash and a debit or credit card. You will need to check with your financial institution to make sure you will be able to withdraw money from a Spanish ATM. Do not bring foreign currency. It is not wise to carry around large amounts of cash.

Clothing

Most students dress casually for classes, but you should bring nice clothes for going out and sportswear for sports and outdoor activities. The climate is changeable and maybe different from your own. The typical temperature is 30-35°C in the summer and 3 to 11°C in the winter, although it can drop below freezing. Bring waterproof clothing if you're arriving in the autumn or winter.

Electrical current

Standard voltage in the Spain is 230 volts; remember to bring an adaptor with you or buy one when you arrive.

School notifications

We encourage you to follow the school's Instagram account before you arrive and especially during your stay. This will give you an idea of what is happening at the school and help you connect with staff and students. This is also where we will post notification of any unexpected school closures: it is important you check our Instagram account for any messages while you are attending the school, especially if there is severe weather in the area (e.g. snowstorm, flood, etc.). If the school cannot open or school opening will be delayed, we will post a message as soon as possible (the night before or in the morning) to advise you of this, along with information on how to get further updates and any alternate scheduling, (if applicable). Follow EP! [@englishpathschools](#)



When you arrive in Madrid

Arriving at the airport in a foreign country can be overwhelming. To better prepare yourself, make sure that you have read the information below about your arrival and how to get to your accommodation. If you get lost or confused upon arrival, don't be afraid to ask the airport staff for help as they will be happy to give assistance.

EP transfers

If you choose to book an airport transfer, please send us your flight details at least 2 weeks in advance to ensure we can arrange the service for you. Students should arrive at Madrid-Barajas International Airport, and we kindly request that you book your flights in line with the starting date of your specific programme. You must arrive on the Saturday or Sunday prior to your course start date.

If you have booked a transfer service, a driver will meet you outside the customs area and drive you to your homestay or residence. Please ensure the transfer fee is arranged and paid in advance.

Transfer service emergency contact details

If you have any flight changes, miss a connecting flight or need help meeting the transfer service, you should call one of the following emergency numbers. Please be prepared to tell them your name, school name (English Path) and location. Students should only accept a transfer from a greeter with the official English Path signage.

Transfer service emergency numbers:

+971 58 257 8026

Independent transfers

| | |
|--|-------------|
| Taxi Service cost: | \$20 - \$30 |
| Journey time: | 45 minutes |
| depending on location of homestay/ residence | |

Underground

| | |
|--------------------------|---------------|
| Line or number: | Metro Line 8 |
| Cost | €1.50 - €4.50 |
| Duration (to the centre) | 15 minutes |

Location and Travel

In EP Madrid, our YLs don't need public transport, we have private transfer to make your staying and commuting much more enjoyable. However, here you will find some information about walking distances.

Metro



| | |
|-----------------|------------|
| Recoletos | 2 minutes |
| Banco de España | 9 minutes |
| Metro Gran Vía | 11 minutes |
| Sevilla Station | 14 minutes |

Bus



| | |
|---------------|------------|
| Metro Colón | 2 minutes |
| Chueca | 11 minutes |
| Sol - Sevilla | 14 minutes |

Links



| | |
|--------------------------|---------|
| From Banco de España to: | |
| Royal Palace of Madrid | 3 stops |
| Plaza Mayor | 2 stops |

Walking distances



| | |
|-----------------------|------------|
| Supermercado Villalar | 9 minutes |
| Carrefour Express | 9 minutes |
| Supercor | 10 minutes |

Living costs

(sample prices for items in this city)

- Bottle of water: **€0.50**
- Coffee: **€1.20 - 2.60**
- Can of coke: **€1.93**
- Meal out for two: **€24 - 36**
- Takeaway pizza: **€10**
- Sandwich: **€5 - 10**
- Local bus ticket: **€1.50 - 2**
(depends on the distance)

- Local metro and tram ticket: **€1.50**
(depends on the distance)
- Cinema ticket: **€21**

Useful apps

cabify

Cabify

Book a cab in seconds and get around town with ease and style



EMT

Track buses in real-time and navigate Madrid like a local



Google Translate

Break language barriers instantly and chat like a native anywhere

Uber Eats

Uber Eats

Order food, groceries, clothes, and more

Staying Safe and Respectful in Madrid:

What you need to know

Local customs

Women in the UK are equal to men and should always be treated fairly.

All people treat one another with dignity and respect. British people are very empathetic, often consider the feelings of others, and are willing to listen to those with different views and opinions.

British people sometimes talk to strangers in public areas. This is a great way to practice English, but caution should be taken. You should not give out your address and telephone number or accept inappropriate invitations.

“Please” and “thank you” are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.

The UK is a culturally diverse nation where people of all ethnic backgrounds are treated equally. All individuals should challenge any prejudice they witness (prejudice is the negative opinion or feelings towards something or someone without reason).

People in the UK leave a tip for good service in restaurants, hair salons and other places. The tip rate at most restaurants is about 10–15% of the bill and is sometimes included. Fast food is not tipped unless it is delivered. Porters in stations, airports and hotels should be tipped approximately £2 per bag. Taxi drivers are generally given a 15% tip.

No one is above the law, which is put in place to protect everyone. Students should be aware of their legal rights and responsibilities. All individuals hold freedom of choice (within the law).

Laws

No one under the age of 18 in Spain may buy or consume tobacco or alcohol, including beer and wine. It is against the law to buy tobacco or alcohol for someone you know who is under the age of 18.

Driving under the influence of alcohol is a very serious crime and police make regular random checks.

You will need international ID to enter bars, clubs or pubs (e.g. Passport, ID card, driving license).

Buying, selling and using drugs is illegal.

Student code of conduct

You must attend all classes. If you do not attend your classes your representative will be informed. If you do not then improve your attendance you will be sent home. 85% attendance is needed to be able to receive a certificate of completion.

Be on time for all your lessons.

Always inform English Path if you are going to be absent from school for any reason and tell your host family if you are going away overnight.

If you commit a criminal offence or have to be severely disciplined you will be sent home. We will also inform the immigration authorities.

Be respectful, polite and open to different cultures.

Madrid Traffic regulations

When having tours...

- Look at both sides of the road.
- When it is safe, go cross the road – do not run.
- Keep looking and listening for traffic while you cross.
- Look out for cyclists and motorcyclists travelling between lanes of traffic.
- Do not walk diagonally across the road.
- Everyone in a vehicle must wear a seat belt.

Medical Insurance

If you are studying in the UK for less than 6 months, you should take out private health insurance before coming to the UK.

If you need to see a doctor, you may go to one of the walk-in centres. To find the walk-in centres nearby you visit: clch.nhs.uk/services/walk-in-centres

Accessing Healthcare in Madrid

If you get sick while in the Spain you should visit a doctor. You can ask the Student Services team or your host family where the nearest doctor is. If you have a minor illness, you can ask staff at a local pharmacist for advice. Remember to bring any relevant insurance or medical documentation with you.

Medical Costs

Medical costs are at the discretion of your local doctor or hospital. Minimum medical costs are as follows:

- Consultation with a doctor: 25-90€
- Prescriptions at a chemist: 5-70€
- Dental treatment: 80€
- Eye test or new glasses: 90-300€

Dental Care

There are many private dentists that charge for their services. For free dental treatment by supervised dental students you can try Guy's Hospital floors 17-28, Tower Wing Great Maze Pond London SE1 9RT Tel: 020 7188 8006

Frist Aid

If you or another student has an accident or needs urgent medical attention, please come to the Main or Student Services Offices where the assistance staff is located.

Prescription Medications

Remember to bring enough of your prescribed medication with you as Spanish pharmacists will not dispense a foreign prescription. International customs agents may ask you questions about your medication upon your departure or arrival, so be sure to pack it carefully.

Bring any important medical records (blood type, prescriptions, x-rays) that might be useful for medical care abroad as well as contact information for your health care providers at home.

Mental Health and Wellbeing

If you are experiencing mental health difficulties, there are lots of options for support. You can speak to the Student Services Officer at your campus who can then recommend an appropriate service for you.

There are helplines that offer professional support and can also make referrals to speak to a mental health professional.

Samaritans. To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call: 116 123 (free from any phone), email jo@samaritans.org or visit some branches in person. You can also call the Samaritans Welsh Language Line on 0808 164 0123 (7pm–11pm every day).

SANE line. If you're experiencing a mental health problem or supporting someone else, you can call SANE line on 0300 304 7000 (4.30pm–10.30pm every day).

To find the walk-in centres nearby you visit: <https://clch.nhs.uk/services/walk-in-centres>

Please note that everyone is entitled to free emergency medical treatment in the UK. However, if you are admitted to hospital you may be charged if you are not entitled to free medical care. (as described before).

Emergency and First Aid

If you or someone else has a serious accident or needs immediate medical help:

- Call 112 in case of fire.
- Call 112 if you need the police.
- Call 112 in case of a medical emergency.
- Inform the EP office or use the emergency phone – staff will assist you immediately
- Paramedics will provide an initial check and help determine further steps

Fire Safety

If you discover a fire, press the fire alarm button on the nearest alarm. Leave the building immediately via the fire exit. Make sure you tell a member of EP staff exactly what happened so they can call 999. If you hear the fire alarm, leave the building immediately. Do not run, use the lift or stop to collect your belongings. EP staff will guide you to the fire exit. Go to the assembly point. Follow any instructions given by a member of EP staff and do not go back into the building until you are told to do so by EP staff.

Personal Safety & Protecting Your Belongings

Madrid is generally a safe place but as with a lot of big cities, you should always be alert. Some tips are: Be alert when you are walking alone at night. Avoid carrying large amounts of cash. Do not leave your belongings unattended. In Spain, you do not need to always carry your identification card or passport with you, you can keep it at home and carry a picture of your ID on your phone or a photocopy in your bag.

What you can expect from EP

At EP, we care about you. Your safeguarding and wellbeing are very important to us. We strive to ensure your stay is surrounded by a safe and stable environment so you can focus on enjoying your experience, learning, and growing.

Following norms and rules helps create a respectful and supportive atmosphere where everyone can thrive and get along.

At English Path (EP), our mission is to provide high-quality, motivating English courses that help students:

Learn

We aim to help you improve your English skills to achieve your personal goals. That's why we employ excellent, experienced, and dynamic teachers who maintain high teaching standards.

Excel

We want all students to do their best. Our creative and challenging classes are designed to bring out your full potential. At the end of your course, you will receive a certificate showing your achieved level.

Grow

Language learning is a great way to build confidence and grow as a person. Experiencing other cultures helps broaden your horizons. Our lessons and activities are designed to support your personal development and help you flourish during your EP experience.

As part of your journey with EP, you will also receive:

- A friendly and efficient service from the Young Learners (YL) Team to support you with any queries, problems, or questions.
- An initial placement test by the Academic Team to ensure you are placed at the right level.
- A modern, clean, safe, and well-lit environment to study in.
- An engaging activity programme with free and paid options, linked to your study programme to enhance your learning.
- Advice on further studies, such as exam classes, further or higher education.

What we expect from you

We cordially invite you to:

- Behave well at all times and everywhere you are.
- Respect all school rules and policies (available on our website).
- Follow local etiquette and cultural norms.
- Be punctual and attend all classes—100% attendance is required for all Young Learner programmes.
- Speak English at all times—practice makes perfect!
- Get to know and interact with your classmates. It's a great opportunity to make friends.
- Attend the school's induction presentation and read the student handbook—both contain important information to help you make the most of your stay.
- Keep Student Services informed of any changes in your personal circumstances—we care about your safety and wellbeing.
- Tell an EP staff member if you are not feeling well—we need to keep the school updated about any absences.
- Refrain from eating or drinking (except water) in the classroom.
- Do not use your phone during class unless your teacher asks you to do so.

Respect and Responsibility

- Cyber or in-person bullying or harassment will not be tolerated under any circumstances.
- At EP, we follow the British values of democracy, the rule of law, individual liberty, and respect for other people's values and beliefs.
- Smoking is not allowed inside the school buildings. It is also banned in all public indoor spaces in Madrid.
- Madrid has strict laws against illegal drugs. Penalties can be very serious—do not use or possess illegal substances during your stay.
- If you are under 18, it is illegal to buy, attempt to buy, or consume alcohol, or for anyone else to buy it for you.

Students may be asked to leave their course early if they do not follow the Code of Conduct or EP's Disciplinary Policy.

A Final Note

We are happy to welcome you to EP Madrid. Let us begin our journey together filled with new discoveries and experiences.

It's your attitude that helps us do great things in different ways. You inspire us to keep improving, and it's your enthusiasm that drives us to do our best.

Let's encounter new possibilities, embrace learning, and create memories for life.

Let's enjoy the ride together!

#memoriesforlife

Life in Madrid

Leisure time



Retiro Park

A lush green oasis in the heart of Madrid, perfect for relaxing strolls, paddle boating on the lake, or discovering hidden sculptures and gardens. It's the city's beloved backyard where locals and visitors unwind all year round.



Royal Palace

Majestic and grand, this lavish palace dazzles with ornate rooms, stunning art, and beautifully manicured gardens. It's the official residence of Spain's royal family and a window into centuries of regal history.



Puerta de Alcalá

This iconic neoclassical gate stands proudly at the entrance to Madrid's bustling city center. Its elegant arches have witnessed centuries of celebrations and serve as a timeless symbol of the capital.



Ávila

Just a short trip from Madrid, Ávila sits high in the mountains and charms visitors with its perfectly preserved medieval walls and cobblestone streets. Known as the "City of Saints and Stones," it's a step back into Spain's rich history and stunning architecture.

Life in Madrid

Cultural



Prado Museum

One of the world's finest art museums, home to masterpieces by Velázquez, Goya, and El Greco. The Prado invites art lovers to wander through centuries of European creativity and culture.



Thyssen-Bornemisza Museum

A treasure trove bridging classic and modern art, this museum features everything from Renaissance portraits to 20th-century impressionism. It's a must-see for anyone looking to explore Madrid's rich artistic heritage.



Santiago Bernabéu Stadium

A cathedral of football and home to Real Madrid, this stadium pulses with passion and history. Tour it by day or catch a match to experience the electric energy of one of the world's greatest football clubs.

Life in Madrid

Food



Paella

A golden, fragrant feast straight from Valencia that's all about saffron-infused rice piled high with fresh seafood, tender chicken, and vibrant veggies. It's the ultimate dish to share and savor with friends under the Spanish sun.



Tapas

Small plates with big flavor, these bite-sized delights invite you to taste a little bit of everything. From olives to chorizo, tapas turn every meal into a lively social experience full of variety and surprises.



Gazpacho

A cool, refreshing tomato-based soup packed with fresh veggies like cucumber, bell pepper, and garlic, blended to silky perfection with a splash of olive oil and vinegar. It's the perfect way to beat the summer heat while savoring the crisp, tangy flavors that capture the essence of Spanish cuisine.



Patatas bravas

Golden, crispy fried potatoes served with a bold, spicy tomato sauce and a touch of smoky paprika. This classic Spanish tapa is a crowd-pleaser that brings warmth and zest to any table, ideal for sharing with friends over cold drinks in a lively tapas bar.

Life in Madrid

Plazas



Plaza Mayor

A postcard-perfect square with striking red buildings and lively cafés. Plaza Mayor buzzes with street performers and centuries of history. Perfect for people-watching and soaking in Madrid's tradition.



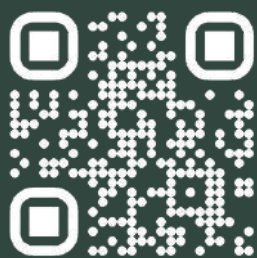
Plaza de Cibeles

Elegant and grand, this square is home to the stunning Cibeles Fountain surrounded by impressive historic buildings like the City Hall. By day, it's a symbol of Madrid's heritage, and by night, it lights up beautifully, often becoming the gathering spot for celebrations and city views.



Plaza de España

Spacious and green, Plaza de España was recently renovated to include beautiful fountains and the iconic statues of Don Quixote and Sancho Panza. It's a peaceful escape right in the heart of the city, perfect for relaxing on a bench, taking a leisurely stroll, and enjoying panoramic views of Madrid's skyline.



@englishpathschools

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All Young Learners centers

EP Greenford

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UB6 0HE

EP Stratford

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Street, Stratford, London E15 2JA

EP Middlesex

The Burroughs, London NW4 4BT

EP Dublin

Clarinda Park North, Dun
Laoghaire Co. Dublin Ireland

EP Madrid

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EP Malta

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EP Dubai

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