

ACCEPTANCE: The School will notify the Student of the School's acceptance or non-acceptance into the Program via email.

AIRFARE & TRAVEL TO/FROM SCHOOL: The Student is expected to travel completely independently to Siena. Student is solely responsible for getting to and from Siena, regardless of major flight delays, cancellations, or other complications. It is the Student's responsibility to confirm flight(s). The School is not responsible for airline and airport policies, fees, delays, mechanical troubles, employees, weather delays, luggage damage, luggage weight allowances, lost luggage, accommodation or transportation for flight delays, compensation for flight delays or missed connections, or any other airline complications. In the event of an overnight flight delay, the School is not responsible for providing escorting/chaperoning services, overnight hotel accommodation, transportation, and meals. If a Student is denied boarding, or if the Student does not have the required travel documentation, or if the Student fails to board, the responsibility of making alternative travel arrangements and the cost of same shall be the responsibility of the Student. The Student acknowledges that some airlines will not deliver lost baggage to the ticket holder at the ticket holder's final destination. If this occurs, Student agrees that the cost of lost baggage reclamation is the financial responsibility of the Student. The Student acknowledges that the Program itinerary shall not be changed to accommodate meeting or connecting with a student whose flight was delayed, missed, or cancelled.

APPLICATION: The Student hereby makes application for acceptance into a program, (hereinafter the "Program"), to be conducted by the school. The School reserves the right to accept or reject the Student's Application in its sole and absolute discretion. The Program begins when a representative of the School physically meets the Student at the School. The Program ends once the last lesson has ended.

BALANCE: The balance must be paid in full before the starting date of the course.

BEHAVIOUR & STANDARDS OF CONDUCT: The School naturally expects all Students to treat fellow students, flat mates and families with respect. Student agrees to the Standards of Conduct in its entirety and authority to dismiss or expel a Student based on violations or infractions of these standards. The Program directors will not allow disruptive or misbehaving Students to impair or diminish the Program benefits for the other Students. The Student hereby agrees to comply to the Standards of Conduct. The Student's violation or disregard of the Standards of Conduct may be grounds for the Student's expulsion or restitution from the Program by a Program director or the School.

BREAK: Students booking for 12 weeks or more are entitled to take 2 weeks break which will not be counted as part of the 12 or more weeks of study. Students who wish to take a break must communicate the exact break dates to the Front Office Assistants. Housing during the break will not have to be paid if the Student takes all personal belongings and returns the keys to the landlord. On the other hand, it is possible for the Student to keep the housing during the break and pay for the entire period of stay.

CANCELLATION POLICY: Student may cancel participation in the course at any time by delivering written notice to the School via email. The School applies the following policy for cancellation:

- More than 30 days before the beginning of the course – complete refund except administration fees (70 Euro);
- Between 30 and 15 days before the beginning of the course – complete refund except administration fees (70 Euro) and 30% of the tuition fees;
- Between 14 and 7 days before the beginning of the course – complete refund except administration fees (70 Euro) and 50% of the tuition fees;
- Less than 7 days before the start of the course – complete refund except administration fees (70 Euro), 100% of the tuition fees, 50% of the accommodation costs;
- In case of no-show without notice – the School will charge in full the Administration fees, Tuition fees, and Accommodation costs.

Please note that on or after the course starting date no refunds are applicable.

COURSE CHANGES: Deposits and fees are non-transferable and may not be accredited to other persons.

COURSE LEVEL CHANGES: Students who wish to change course level must refer to the Director of Studies.

EFFECTIVE DATE: The effective date of this Contract shall be deemed to be the date on which the Student sends the Application Form.

ENROLMENT AND PAYMENT: Application should be sent to the booking office at least 30 days before the beginning of the course together with the deposit (200,00 Euro). For application sent less than 30 days before the beginning of the course, the total fees must be paid in full. The Student is required to send by fax/email copy of the bank transfer or make credit card payment online.

FEES INCLUDE: Lessons, certificates, use of facilities such as the library and study zones, WI-Fi connection at the School, and the "Co-curricular and Social Activities" offered by the School (trips/activities requiring additional payment are not included).

FEES DO NOT INCLUDE: Textbooks, Accommodation, official PLIDA Examination Fees, transfer to and from the train-station/airport, bank charges, insurance, and any other fees not expressly mentioned under "Fees Include".

FORCE MAJEURE: The School shall not be responsible for its non-performance under this Contract, in whole or in part, if such non-performance is on account of events outside the control of the School including, but not limited to, acts of God, war, labour strikes, transportation strikes, political turmoil/revolt, or inclement weather.

HOLD HARMLESS: Student hereby releases, discharges, acquits, indemnifies and holds harmless the School, its officers, directors, shareholders and employees, and the program directors, including their heirs or assigns, from any and all claims, demands, liabilities and/or causes of action, of whatever kind or character, relating to any illness, accident, injury, death that may be sustained by Student, and/or any property loss, damage, or theft that may be sustained by Student, during, or after the Program, and/or any financial loss that may be incurred by Student as a result of Student's expulsion or dismissal from the program.

HOUSING: By carefully following the preferences specified by the Student in the enrolment form, the accommodation department does its best to ensure that the Student is placed in the most suitable housing choice. Student should specify any particular requirements and expectations in the enrolment form, dietary restrictions, allergies, health protocol, etc. Students are responsible for the day to day cleaning of their room/apartment.

HOUSING CHANGES: Housing changes will be taken into consideration after the Student submits in writing the reason for the need of housing change. Housing will be changed in the event that there is a serious problem or particular situation requiring a need of housing change. The School will apply a fee of Euro 50 for unjustified changes.

INFORMATION: The school will send the Student by email all the necessary information at least 2 weeks before the beginning of the course, and only after receiving the total fees due (course + accommodation + administration fees).

INSURANCE: Students are strongly advised to obtain medical and personal insurance before leaving their home country. Student shall be solely responsible for obtaining and maintaining health insurance. The School does not provide any insurance of any kind for the Student, including health, accident, life, or property loss. The Student acknowledges that in the event of a medical need that requires medical attention, evacuation or repatriation, that any such care or evacuation is at the Student's sole expense.

LANGUAGE OF LESSONS: All of the School's lessons and activities are held in Italian unless otherwise specified.

LIMITATION OF SCHOOL'S FINANCIAL LIABILITY: In no event shall the School be liable to the Student for an amount of money exceeding the amount paid by the Student for the Program less all costs and expenses incurred by the School on the Student's behalf. Such costs and expenses include, but are not limited to, airfare, transportation, tours, tour guides, excursions, events, attractions, hotel/lodging, meals, housing, courses, classes, instruction, and tutoring. Any damage, expulsion, or unforeseen on-site expenses or fees related to the Student are pre-authorized and pre-approved by the Student.

LOST/STOLEN OBJECTS: The School is not responsible for any lost/stolen objects in or out of the School (including accommodation).

MINIMUM AGE: The School will accept Students under 18 years of age only under the supervision and legal responsibility of the Student's parent(s) or legal guardian(s).

MINIMUM NUMBER OF PARTICIPANTS: The School reserves the right to offer an alternative course of equal value in the event of a class level that does not reach the minimum of 4 students. With 1 student the School will offer 1,5 private lesson plus 1 group lesson per day. In case of 2 students the School will offer 2 private lessons plus 1 group lesson per day. In case of 3 students the School will offer 2,5 private lessons plus 1 group lesson per day.

PAYMENT METHODS: Student must provide evidence of payment to the School. The School accepts cash, credit cards (Visa and MasterCard), bank transfer in Euro, bank transfer in US dollars, etc.

CANCELLATION POLICY IN CASE OF VISA REFUSAL: Student must send the official letter of visa refusal to the School. The School will only require payment of Administration fees (70 Euro) and any fees incurred by the School for mailing of documents to the Student or consulate of competence. Please note that the School will refund the cost of the course only if the correct type of visa was requested (STUDENT VISA). Any other payment received by the School from the Student will be reimbursed in full.

PERSONAL DATA: Student authorizes the treatment of his/her personal data according to the current Italian and European directives concerning privacy policy (Law No. 196 of 30 June, 2003 and section No. 13 of the General Data Protection Regulation (EU) 2016/679). Students agree to periodically receive information, publicity or promotional material. Students may at any time, request that such personal data be removed from the mailing list of the School, in accordance with Italian law.

POSTPONING: The School will apply a 100,00 Euro accommodation fee to Students who postpone the beginning of a course with two weeks or more written notice. With less than one-week notice, the Student must pay one-week accommodation fee. These fees do not apply in case of postponing due to documented Visa issues.

PROGRAM RISKS: Student acknowledges and accepts the risks associated with the participation in the Program including, but not limited to, Student's illness, accident, injury, or death. Student also acknowledges and accepts the risk of loss, damage, or theft of personal property during the Program including, but not limited to, personal items, baggage, clothing, jewellery, phone, camera equipment, computers, travel documents, travel tickets, credit cards, debit cards, and/or cash. The Student hereby expressly accepts all risks associated with participation in the Program. The School will not be responsible for assisting students to recover lost, stolen, or misplaced items.

PUBLIC HOLIDAYS: No lessons will take place on public holidays as indicated in the Application Form. No refunds or make-up lessons will be held for lessons not held on these dates. For the Palio, on July 2nd and August 16th the School will close in the afternoon. Missed afternoon lessons on Palio dates will be re-scheduled.

RELEASE OF PHOTO AND VIDEO USE: The Student acknowledges that the School has the right to use photos, film, or other images recorded of the Student while participating in the Program. Student accepts that these images may be used in brochures, catalogues, website, video/slide-show presentations, and all print media.

STUDENT INFLICTED DAMAGE: Students are wholly and fully financially responsible for paying any damage caused by their actions or behaviour. Damage caused by the Student includes, but is not limited to, property damage in home-stay, apartments, residence, damage at a hotel or accommodation venue, damage on transportation, and personal physical damage or injuries. If any damage is incurred to the property of the School or to third parties contracted by the School, the cost of these damage must be settled immediately at the School by those responsible.

VENUE: In the event any dispute arises concerning this Contract, venue shall lie in Siena, Italy.

Standards of Conduct – Procedures for Dismissal

By clicking the "I have read and agree to the Terms & Conditions" check-box, Student constitutes acceptance of these Terms and Conditions and the Standards of Conduct. The Online Application, Terms and Conditions, and Standards of Conduct form the Contract between the Student and the School. Student's acknowledge that they have read the Online Application & Refund Policy, the Terms and Conditions, and the Standards of Conduct, and agree to them in their entirety.

The Programs shown in our web-site/brochure are only indicative, the School reserves the right to alter dates, times and contents of courses at any time. The School will give the Student the revised schedule upon arrival at the School. The School reserves the right to adjust fees in the event of particular international monetary situations.

www.learning-italy.it

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