



PICCOLA UNIVERSITÀ ITALIANA

PER STRANIERI – TROPEA

# General terms and conditions

## 1. Registration Procedure:

When registering you accept the published “General Conditions”. The registration should be filed online through the form on the website. In exceptional cases, the application may also be sent in writing through our printed material. The contract is achieved by a written confirmation from our side. This confirmation comes into effect on receipt of pre-payment.

## 2. Minimum age:

**2.1.** Minimum age of admission for group courses is 18 years. In case of deviations, we ask you to contact the secretary’s office. **Teenagers aged 16 to 17,99** may be accepted for group courses, provided that the parents or legal guardian agrees to the course participation, assuming personal liability for the minor and confirming that the child is financially secure. This authorization (scanned) must be sent together with the application and the passport copy (scanned) to the secretary’s office. The template of the authorization is available upon request in the secretary’s office.

**2.2. Children from 4 to 15,99 years** are not eligible for adult group courses and need to book private lessons. Children must be accompanied during their stay by their parents or legal guardian.

## 3. Payment:

**3.1.** The deposit must be paid within 7 days after registration to continue the enrolment process, thereby the confirmation receives its effectiveness. The deposit includes 100% of the registration fee and 30% of the accommodation cost.

The balance must be paid without being asked within 30 days before the course starts.

For “last minute enrolment” (= < 4 weeks before arrival), the entire amount must be paid immediately upon receipt of the official confirmation from the school.

**3.2.1. Payment by bank transfer:** Together with the confirmation of the booked language course, students receive automatically the relevant bank details. The bank transfer fees are borne by the student. A remittance copy must be presented at the beginning of the course.

**3.2.2. Credit Card Payment:** Upon request, the payment can be made by credit card. This way the participant receives a link to the online payment via e-mail. All payments within the contractual due dates as explained in section 3.1 are subject to a bank fee of 3% to be assumed by the student. Copies of the automatically generated confirmation emails are to be provided at the beginning of the course.

**3.2.3. Cash payment:** In exceptional cases cash payments are accepted especially for “last minute” registration and have to be made on the first day of course to the secretary’s office.

**3.2.4.** Services, which are booked additionally on site (= extensions, individual lessons or activities offered within the weekly program) can only be paid **in cash**.



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**3.3.** The student is entitled to participate in the course, once copies of the payment records have been presented.

#### 4. Contracted Services:

The scope of the school's contractual services is clear from our publications, including the price list and any related information received in the confirmation. Written confirmation must be received from the school for any exceptions and a copy presented when the course begins.

#### 5. Concerns and Complaints:

Any concerns or complaints should be taken directly to the school management. It is our number one priority to provide the best service and study experience possible. Therefore, should the student have any problems, complaints or concerns, we will address these immediately and come to a mutually satisfying arrangement.

#### 6. Cancellation:

**6.1.** Withdrawal from a course program can be done only by registered letter, telegram, fax or e-mail to our office.

##### Cancellation policy:

Course	Apartment
Registration fee: 100 €	30% of the accommodation rate
Cancellations received 3 days or more before arrival: 50 % refund.	Cancellations received 30 days or more before arrival: 50 % refund.
Cancellations received 1 day before arrival: no refund	Cancellations received 7 days or less before arrival: no refund

**6.2.** There will be no course or accommodation refunds in the event of a cancellation once the course has begun.

**6.3.** Course startup days are fixed. There is no refund for any missed lessons, early termination of a course or for missing the start of class.

#### 7. Inscription fee:

The registration fee of 100 Euros includes:

- Pick-up transfer from and to Lamezia Terme or 2 half-day excursions by minibus.
- Course book and teaching materials
- Schoolbag, writing pad and pen
- Written and oral grading tests
- Participation certificate
- City map and information on Tropea, tips on excursions.
- Club card



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- Presentation including a welcome cocktail
- Guided city tour of Tropea
- Italian film evenings

Services included in the registration (transfers/excursions) are neither transferable (to any other party) nor refundable should they not be used.

## 8. Classes:

**8.1.** Lessons take place from Monday to Friday and will either be scheduled from 9:00 am to 1:00 pm or in the afternoon from 4:00 pm to 8:00 pm. During high-season lessons could also be scheduled between 1:00 pm and 4:00 pm. The timetable is stipulated by the school. Special timetable or scheduling requests can apply only to individual lessons and must be requested by email or fax before arrival.

**8.2.** On national holidays, group courses will be cancelled without scheduling any make up classes. Only private lessons will be made up.

**8.3.** In case of late arrivals, early departure or absence due to illness of the participant, booked group lessons cannot be made up. Booked private lessons can possibly, but only after consultation and based on teacher availability be rescheduled. In either case a refund is possible. See also section 6.3.

**8.4.** On the first day of the course (Monday), all participants, without exception, are required to take a written and oral placement test. Classes are then formed based on exam results and in accordance with the Common European Framework of Reference (CEFR). Should there be no 3-6 grouping available at a student's level, the student will be placed in a 1-2 student to teacher ratio setting. If this occurs, the number of lessons will be reduced by 50%.

Should a student not be satisfied with the classification, it must be reported to the secretary's office 2 days, at the latest, after courses start. The placement test will then be retaken and a reclassification made, if warranted.

The student is called throughout the stay to give feedback on the lessons, which must be communicated directly to the secretary's office.

**8.5.** However, no change can be made to the pre-booked course after arrival in Tropea. Therefore, any request for a booking change must be made prior to arrival.

**8.6.** In case of teacher availability students can book private lessons additionally to the already confirmed course.

## 9. Accommodation:

**9.1.** Scheduled day of arrival is Sunday before classes start and the departure date is the Saturday morning after the end of the course. Arrival and departure should always be arranged on the weekend. On departure day the apartment has to be cleared so must be vacated by 10.00 am.

**9.2.** Prices can only be calculated on a weekly basis. The week of accommodation is calculated from arrival Sunday to departure Saturday. Extra nights on weekends may be booked and prices are subject to the official pricelist. When booking an extra night it could become necessary to change apartment, which may differ from



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the original category booked. In case of lack of availability in an apartment, the secretary's office will arrange a B+B or hotel. The supplement will be communicated prior to arrival and must be paid on site in cash in the secretary's office.

**9.3.** Prices are per person. Family members, spouses or friends are welcome to visit and stay in a student accommodation as well. The secretary must be informed, in advance, of the arrival of a visitor(s). The terms and conditions remain the same and apply equally to guests.

**9.4.** A once a week (on weekends) cleaning and change of towels and bed linen is included in the price. Additional changes of linen and towels during the week can be arranged at an extra cost of EUR 10.00 per change.

**9.5.** Students are asked to report any problems with their accommodation within 24 hours and reports should be directed to the secretary's office to give the school the opportunity to remedy the situation.

## **10. Excursions:**

Half-day and full day excursions are subject to a minimum number of participants. The school reserves the right to cancel excursions if the minimum number of participants is not reached. The half-day excursions with the mini-bus included in the registration fee cannot be refunded. However, transfers to and from Lamezia Terme (airport / train station) may be chosen instead.

## **11. Insurance:**

**11.1.** The students are neither insured through the school nor the accommodation provider against sickness, accident, theft or loss of personal property. We therefore recommend taking out special insurance.

**11.2.** It is judicious to take out insurance against sickness, injury or accident during a stay in Italy. Participants from EU countries, who are in possession of the E111 form are entitled to free medical care in Italy. This form can be obtained from the health insurance provider in the country of origin. Participants from other countries should ask their health insurance provider if coverage in foreign countries is included or can be added on. However, even with no specific health insurance, emergency medical care in Italy is still guaranteed and is free.

**11.3.** We also recommend taking out travel cancellation insurance, which covers course and accommodation costs in the event of cancellation prior to departure or in case of early termination of your language study (due to illness, accident, death of a family member, etc.).

## **12. Visa:**

Western European citizens do not require visas to enter Italy, unless their stay exceeds 90 days. Citizens of other countries should inquire at the nearest Italian Consulate about entry formalities and requirements. A document confirming the study holiday will be issued only after full registration of the participant, and upon receipt of payment for the entire language stay. Students are responsible for obtaining the visa and any corresponding costs.



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### 13. Privacy:

**13.1.** The participant authorizes the Piccola Università Italiana to use personal data for processing the registration and for demographic or statistical analysis and promotional materials. The participant may, according to Italian law (art. 13, 675/96), request the deletion of personal data at any time.

**13.2.** The participant authorizes the Piccola Università Italiana, to publish photographs taken during their stay at the school. If the participant does not agree, he/she must report this on the 1<sup>st</sup> day of school to the secretary's office.

### 14. Program and prices:

The school reserves the right to change course programs and prices for services.

### 16. Holiday Schedule:

Please consult the following website for current holiday schedule:

[http://www.piccolauniversitaitaliana.com/en/faqs/public-holidays-and-school-holidays\\_33.php](http://www.piccolauniversitaitaliana.com/en/faqs/public-holidays-and-school-holidays_33.php)

### 15. Acceptance of general terms and conditions of participation:

It is understood, that after having read the school's "general terms and conditions of participation" and having made a booking request, that the student accepts these terms. The school, therefore, reserves the right to expel participants for blatant disregard of these terms and conditions and/or for any behaviour deemed inappropriate by the school.



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