

## **GENERAL CONDITIONS**

All enrollments are subject to the following General Conditions, which become legally binding on acceptance of enrollment by the linguistic and cultural centre UNMAREITALIANO.

## **LESSONS**

All group classes run Monday through Friday except during official Italian holidays. Group lessons are usually held in the mornings (from 9 am to 1 pm) or in the afternoon (from 3 pm to 7 pm) depending of the availability of the classroom. One class hour equals 45 minutes. The number of course lessons includes the final exam (given on request), whereas the entrance test will be conducted before the enrollment. Individual lessons are generally held before or after group classes. Should only two students enroll in a group Standard-Course (A, B, C) the weekly hours would be reduced from 20 to 15. Should only one student enroll, the hours would be reduced to 10 per week. Completion of a particular 4-week course does not guarantee advancement to the next level.

## **NATIONAL HOLIDAYS**

The school is closed on Christmas Day (25/12), Boxing Day (26/12), New Year's (1/01), Easter, Easter Monday, Liberation Day (25/4) Labour Day (1/5), Day of the Republic (2/6), Assumption of Mary (15/8), All Saints' Day (1/11), and Immaculate Conception (8/12). A refund of 30€ will be made for Public Holydays.

## **ACCOMMODATION**

Finding accommodation is a free service for all students regularly enrolled. The linguistic and cultural centre UNMAREITALIANO acts only as an intermediary regarding the lodgings, and takes no responsibility regarding the relationship between the renter and the student. All of the accommodations available through the centre have been selected according to our Inspection Scheme for location, cleanliness and comfort. Since all accommodations are privately owned and operated, there are minor differences in amenities, but all meet a standard level of quality and convenience and are regularly checked by UNMAREITALIANO.

## **PICK-UP BOOKING CONDITIONS**

This service must be reserved at least one week in advance of arrival. All last minute flight changes or late flights (on Saturdays and Sundays) must be immediately communicated to UNMAREITALIANO. The telephone number of the taxi service is always provided by our office to the booking part who is responsible for informing the taxi service. The school is not responsible if agents do not notify the student of the stated conditions or if the student does not follow the conditions given. This service is not cancellable within 24 hours of your arrival.

## **EXTRA COURSES**

Extra courses are operated through external partners who are liable for the services provided.

## **DEPOSIT**

A 50€ non-refundable deposit is required to secure reservations. Payments for the deposit can be made by cash or bank transfer.

## **BALANCE**

All fees must be paid in full at the latest on the first day of your arrival at school. If payment in full has not been

received within the first day the student will not be allowed to start his/her course. On no account can the tuition fee paid for group classes be transferred to individual classes, after the beginning of a course.

## **CHANGES TO BOOKINGS**

UNMAREITALIANO reserves the right to levy an additional administration fee to cover the costs of any changes that are requested to pre-booked courses or accommodation after we have confirmed the student's place in school. It is possible to upgrade the course for a more intensive course during the study-stay but the contrary is not possible, without paying an additional enrollment fee.

## **CANCELLATIONS AND REFUND POLICY – GENERAL**

UNMAREITALIANO will the following charges and refunds for cancellation or withdrawal from a course:

- The school must be informed immediately of any requested changes or withdrawal notices or cancellations in writing.
- The deposit is non-refundable.
- Deposits and fees are not transferable from person to person
- If UNMAREITALIANO rejects an application, the applicant is entitled to a full refund within 30 day

## **REFUNDS OF TUITION OR ACCOMMODATION FEES PRIOR TO ARRIVAL**

The fee of 50€ is never refundable after an enrollment has been accepted by UNMAREITALIANO and the school has sent a confirmation for the course and/or any other related service.

## **REFUNDS OF TUITION FEES OR ACCOMMODATION AFTER COURSE START DATE**

If a student does not attend, withdraws or shortens his/her course after the course has begun, tuition fees will not be refunded. No refunds are allowed for a delayed start or premature departure. Student tuition is never refunded due to absence from class and study hours subsequently lost can not be made up.

## **ACCIDENT AND MEDICAL INSURANCE**

We advise students to take out medical and personal insurance before leaving their home country. Citizens from the European Union are entitled to free medical care in Italy if they hold an E111 Form which can be obtained from their local health authority in their home country before departing for Italy. Citizens not of the European Union must conform to the requirements issued by the Italian Government. Details can be obtained at their local Italian Embassies. UNMAREITALIANO has insurance for those liabilities expressly imposed by Italian law and for in-door and out-door activities organized by the school.

## **RESOLUTION OF DISPUTES**

If a student wishes to complain about any aspect of the services, the complaint should be made in the first instance to UNMAREITALIANO office. In the event that the matter is not resolved, the student or student's agent should make a complaint in writing to the Director of UNMAREITALIANO. Such complaints will be

investigated provided that:

- the complaint is received within one month of the course finishing
- the complaint was initially registered in writing
- all bills relating to the student making the complaint have been settled in full

## **LIABILITIES**

UNMAREITALIANO and its staff and representatives are not held liable for any loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by Italian law. UNMAREITALIANO is not held liable in the event that any service contract to be provided by UNMAREITALIANO should become impossible to supply for any cause or reason beyond the control of UNMAREITALIANO.

## **VALID PRICES**

Prices in the web site are valid from January, 1st until December, 31st .

## **EXPULSION**

UNMAREITALIANO reserves the right to dismiss any student whose conduct is unsatisfactory at the discretion of the centre Director, whose decision is final. There will be no refund for fees in cases of expulsion and any billed but unpaid fees become payable immediately.

## **ACCEPTANCE OF THIS REGULATION**

All enrollments are subject to the above mentioned General Conditions, which become legally binding on acceptance of enrollment by UNMAREITALIANO.

By UNMAREITALIANO's acceptance of an applicant's electronic and/or signed form of registration or any other written form of registration (also through agencies and representatives), the applicant tacitly agrees to accept these General Conditions. The application is made according to the Italian Law, and the Italian Law will be applicable to any kind of dispute concerning any matter that might rise a dispute, due to the enrollment.