CONDITIONS OF ENROLMENT

All enrolments are subject to the following General Conditions, which become legally binding on acceptance of enrolment by ACCADEMIA ITALIANA ROMA

1. ITALIAN COURSES

1.a. Italian Language Group Courses run Monday to Friday except on official Italian public holidays. On their first day students are expected to be at school by 08.30. One lesson lasts 45 minutes. During the high season, group lessons are scheduled on a double-shift basis and may take place either in the morning or in the afternoon.
The number of lessons includes the placement test and the final exam, as well as the final feedback. There are 6 different levels (A1-C1) and completion of a 4-week course does not guarantee advancement to the next level. Group courses run with a minimum of 4 participants and a maximum of 12 students per class. In the rare event that a student is the only one for a particular level after taking his placement test, his/her tuition will be turned to private one-to-one lessons, reducing the lessons by 50%. In the event that there are only 2 or 3 students for a particular level, tuition will be reduced by 25% (ex: 3 semi- individual lessons instead of 4 group lessons a day), given the more intense nature of a small class size.
After having started, it is possible to change the course, but only with a more intensive course and not the opposite, respecting the whole period of attendance previously booked. If a student does not attend or wants to shorten his/her course after the course has begun, lessons subsequently lost cannot be made up and tuition fees will not be refunded. Classes are normally not held on public holidays. All published course start dates are scheduled for Mondays. If a Monday falls on a public holiday, the course will begin on the following Tuesday. Classes not offered on public holidays will be made up within the week of the public holiday.
All students starting the Course on a non-starting date will be placed in a study-group which has already started previously. In this case, we strongly suggest that the student also books a Super intensive course for the first week in order to make up for all the units lost.
Individual classes are usually scheduled in the afternoon and have a duration of 45 minutes each.
In the case where the school is unable to fulfill any courses to which it is contractually bound because of Force Majeure (pandemic, earthquake, fire, natural disaster, and act of government, failure of suppliers or subcontractors, labor disputes) or other reasons which are beyond its control, the school will do its best to mitigate the troubles and will immediately move all the Italian face –to-face Courses ONLINE, respecting the same schedule and duration of onsite courses previously scheduled. A refund will not be offered under these circumstances.

1.b. Italian Courses Online include different options**:** one-to-one and group online lessons. Each lesson lasts 45 minutes. Online individual lessons are customized and timetable is usually agreed with the students. However, the minimum attendance is 2 online lessons per week and 3 lessons are highly recommended in order to get the most of the course. The full payment of the Italian online course package, by bank transfer, is due in advance and before starting the course (for more details about the bank details, please refer to n.5 of this document). The course package of 10 individual classes must be attended in maximum 6 weeks and in maximum 12 weeks for the package of 20 classes. If a student doesn't attend the class at the scheduled time, without any written notice by 24 hours prior the lesson, the lesson will be considered lost and it cannot be made up. Accademia Italiana guarantees that all teachers are native speakers and highly qualified. Students are assigned to a particular teacher according to teachers' timetable and to the organization of the school. When a student buys a new package of lessons, he/ she is not automatically assigned to the previous teacher. The school can assign a different teacher according to the current availability and can replace him/her with another teacher with the same qualifications.

1.c. Special Programs (50 Plus, Language Food and Wine, Families, Italian Tour) include tuition and the activity package. They take place with a minimum of n. 4 participants on fixed starting dates. In the rare event that there are only 1 to 3 students for a specific program, therefore the minimum not being reached, tuition can be converted to private individual or semi-individual lessons, reducing by 25-50%, given the more intense nature of a small class size. Otherwise, participants can join general group courses attending 100% lessons.
If there are no other 50 plus participants with same language level, they can be placed in a general group course of their language level with younger students, or they can turn their group course into private individual or semi- individual lessons, reducing the number of lessons by 25-50%, as stated above. The activity package including excursions, practical lessons, seminars and tasting visits, is guaranteed in any case, thus justifying the difference in the cost between special programs and general courses.

1.d. Italian Art and Culture Courses are combined with General Language Courses and start on Mondays. Group Lessons generally take place for an extendable duration of 1 week for 4 lessons per week in the afternoons with a minimum of 4 participants. These courses can be booked in advance when enrolling. In the event that the minimum number of n. 4 participants for a particular course is not reached, tuition fee is converted to private 1-to-one or semi-individual lessons: with n. 1 participant, lessons are reduced by 50%; from n 2 to n. 3 participants, lessons are reduced by 25%.

1.e. Teacher Training Courses run from Monday to Friday (except on official Italian public holidays) with a minimum number of 4 participants. Lessons are usually held in the mornings, however occasionally (high season) these group lessons may be scheduled in the afternoon. One lesson lasts 45 minutes. Preparation Courses for DITALS certification consist of 30 hours of lessons in 1 week. As far as the other teacher courses are concerned, conditions are the same as general courses (see above). In the rare event that a participant is the only one for this

course, the tuition will be converted to one-to-one lessons, reducing the lessons by 50% (ex: 2 individual lessons instead of 4 group lessons a day). In the event that there are only 2 or 3 participants classes will be reduced by 25% (ex: 3 semi- individual lessons instead of 4 group lessons a day, given the more intense nature of a small class size).

1.f. The Internship Program includes an Italian language course which is mandatory for a minimum duration of 4 weeks. It is not possible to book the Internship without the language course. The Internship is an unpaid working experience in the main professional fields. The minimum duration of the Program is 4 weeks and the maximum 24 weeks. It is mandatory to attend the Italian language course in the same period and for the whole duration of the Internship experience which will be scheduled in the afternoon or evening time according to the professional field. Students are required to inform the school of their preferred professional field for their internship prior to enrollment.
After registration, students must submit a CV and complete a questionnaire to assist our team in identifying the most suitable internship placement. Once the school has confirmed the internship company and location—based on the student's initial request and subject to availability—any changes will incur in a €450 penalty.

2. ACCOMMODATION

Finding lodging is a service exclusively reserved to students who are regularly enrolled and who attend Italian courses. Accommodation is booked from h 14.00 on the Sunday before the course until h 10.00 on the Saturday at the end of the course. Early check-in and late check-out are subject to availability and are at extra cost.
All the available accommodation has been selected by a Housing Office, according to our Inspection Scheme for cleanliness, comfort, and location. All lodgings meet with the standard level of quality and convenience and are regularly checked. All details about accommodation will be communicated to students or agents about 2 weeks before the starting date. In case of complaints, students must inform our secretariat office in written form within the first week of staying and the school will do the utmost to find the best and most satisfying solution, taking into account the student's fully justifiable reason and the availability of an alternative accommodation. Accommodation fee is never refunded after having booked the lodging for the whole period required.

Students are responsible for any damage, loss or theft affecting the accommodation or its contents during their stay and must cover the costs of any necessary repairs or replacements to restore the accommodation to the condition it was in upon arrival, except for normal wear and tear. In the event of loss or theft of the accommodation keys, students are responsible for the cost of replacing the keys and, where necessary, changing the locks.

3. PICKING-UP SERVICE

This service must be booked at least 1 week before the start of the course and availability must be confirmed by the school. All last-minute changes or delays in flight arrivals must be immediately communicated directly to the private transfer Company. Telephone number will be provided with the confirmation of the service. Students must confirm any changes or cancellation to the secretary office of the School by 48 hours before their arrival. This service cannot be cancelled later than 48 hours before arrival. The students must give written notice to the school of their time and day of arrival no later than 48 hours before. Therefore, upon receiving the accommodation address, agents or students have to contact the school to communicate the date and time of arrival in order to punctually arrange this service. If there is no previous communication, the transfer service will not be guaranteed.
In case of delays at the airport, the student will be charged 20% more on the picking up service original price for each hour of delay.

The school is not responsible if students or agents do not follow the stated conditions. In case of delay, the student must contact the landlord directly.
If a flight is cancelled or delayed after the transfer service has been booked, any additional costs resulting from waiting time or a rescheduled transfer will be charged to the student.

4. PAYMENTS

A non-refundable down payment of Euros 160 is required to secure reservation for courses and training. The down payment can be made in cash, by PayPal or bank transfer when a student enrolls. All bank expenses are charged to the students. The balance of tuition and accommodation fees must be paid in full by bank transfer at least within 2 weeks before the arrival or in cash or by credit card on the first day of attendance, otherwise students are not allowed to attend their lessons. Those who send the total payment by bank transfer before arriving at Accademia Italiana are asked to provide the school's administrative office with the bank's receipt of payment in advance (email: accounting@accademia-italiana.it)

Students who need to get the certificate of enrolment to prove their travelling for study purposes have to pay the total amount of the course fees upon enrolment. If for any reason, they need to change the course dates, the school issues a credit note for a future in-person course, which must be attended within 12 months after the original starting date. In any case, no refund is due after receiving the total course payment or for any mistaken payment issued by the students.

5. CONDITIONS OF PAYMENTS

Payments can be made by bank transfers, PayPal or in cash. Bank transfers must be made in favour of:

ACCADEMIA ITALIANA ROMA DI MEMOLI DR.SSA FRANCESCA ROMANA SRL

BANCA BCC Campania Centro -CRA soc.coop.

Via Silvio Baratta n° 92 - 84134 - Salerno - Italia

Bank account N. 000000365385 ABI: 08378 CAB: 15201

IBAN: **IT15M0837815201000000365385**

BIC/SWIFT: ICRA IT RR AI0

Students must clearly specify the name and the course in the bank receipt and send it to: accounting@accademia-italiana.it

6. CHANGES OF BOOKINGS, CANCELLATIONS, REFUNDS, TERMINATION AND POSTPONEMENT POLICY

Whereas students may have to postpone, cancel or prematurely terminate their course, the school reserves the right to levy an administration fee to cover the costs of any change for courses and accommodation after booking and confirming the enrolment in accordance to the refund school policy listed below. It is possible to upgrade the course for a more intensive course during the stay but downgrading is not possible. The school must be informed immediately of any requested changes or cancellations in written form.

7. REFUND POLICY

Possible refunds will be issued to the original account from which the payment was received. All refund requests must be submitted in writing.

7.a. Refunds prior to arrival.

The down payment of €160 is never refundable once an enrolment has been accepted and the school has issued an enrolment confirmation. For any changes or cancellations communicated earlier than 15 days before the scheduled arrival the down payment of €160 is credited for a future course which must be attended within 12 months of the original starting date. For any changes or cancellations communicated less than 15 days before arrival, the down payment of €160 is neither refundable nor applicable to future courses. Additionally, a cancellation fee

equivalent to one week's accommodation cost will be charged. After receiving the total course payment in advance, if for any reason, students need to change the course dates or to cancel their original booking, the school issues a credit note for a future course, which must be attended within 12 months after the original starting date. Courses fees are non-transferable to any other person.

7.b. Refunds after course start date.

After the course has started, tuition and accommodation fees are never refundable. Students cannot cancel the booked course and no refund is given if a student arrives late, prematurely interrupts or does not attend the classes. This includes any period of missed lessons or illness during the course. No refunds are allowed for a delayed start or premature departure. Tuition is never refunded due to absence from class and lessons subsequently lost cannot be made up. Courses fees are non-transferable to any other person.

7.c. Force majeure: Accademia Italiana is not liable in cases the school is unable to fulfill any services to which they are contractually bound because of Force majeure like pandemic, earthquake, fire, natural disaster, and act of government, failure of suppliers or subcontractors, labor disputes or other reasons which are beyond its control. In these cases, tuition fees are never refundable and no refunds are given to the students. The school will do its best to mitigate the troubles and the full tuition fee for a postponed course will be credited, by issuing a credit note for a future course with no cancellation fee, valid within 12 months after the original starting date. If a student cancels his /her course, no refund is due under force majeure circumstances but the school can offer the possibility of re-scheduling the program, issuing a credit note for the amount of the course/ program paid, detracting all the costs that have already been covered. If a student cannot attend his /her course in person because of quarantine, self-isolation, etc., the school offers online lessons during all the period thus offering hybrid courses.

7. VISA APPLICATION

Non-EU students wishing to enroll in a course for a period exceeding 3 months must apply for a student visa in their home country. Accademia Italiana issues a certificate of enrolment, clearly stating the course duration (course start/end date), along with the necessary school documentation valid for the student visa application, only after receiving full payment of the course fees.

If the visa request is rejected, students must provide the school with written notification and official documentation confirming the refusal in order to get a credit note from the school valid for a future course within 12 months from the original date. If the VISA is permanently denied, students are entitled to a refund of the amount paid, detracting 10% of the paid tuition fees in order to cover administrative costs and any pre-booked services. Refunds can only be made to the original payer and can take from 6 up 12 months from the date the visa refusal notification is received.

After receiving the visa, it is not possible to cancel or change the dates of the original course.

Once in Italy, non-EU students must register with the Foreigners' Office within 8 days of their arrival. Accademia Italiana takes the responsibility to notify the Italian Authorities in case of non-attendance exceeding one week without valid justification**.**

8. ACCIDENT AND MEDICAL INSURANCE

We advise that students take out a 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. 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.

9. RESOLUTION OF DISPUTES

If a student needs to complain about any aspect of the school and its services, the complaint must be made in the first instance to the Administrative office in writing which will try to find an adequate solution. In the event that the matter is not resolved, the student or agent must make a complaint in writing to the Director of the school. Such complaints will be taken into consideration provided that:

- The complaint is received by the end of the course
- The complaint has been officially made in written form
- The total amount of courses and accommodation have been settled in full.

10. LIABILITIES

Accademia Italiana is not held liable for any accident, damage, injury to persons or property however caused. The school is not held liable for theft, damage or loss of objects within the school or within the spaces used for extra activities and within student accommodation. Furthermore, the school is not liable in the event of the school being unable to supply services to which it is contractually bound resulting from causes outside the school's control such as, but not limited to, natural disasters, government actions, pandemics, terrorism and like. Refunds will not be made in such circumstances.

11. POLICY ON HARASSMENT, BULLYING AND DISCRIMINATION

Students at Accademia Italiana come from more than 30 different countries and the school is committed to providing with a working and learning environment that is free from all forms of harassment, bullying and discrimination.

The School makes all students and employees aware of the policy forbidding harassment, bullying and discrimination and their responsibility to comply with the policy. This policy is clearly stated in our terms and conditions so students are perfectly aware of it and accept it. Appropriate action, which may include warnings and dismissal/disciplinary proceedings for serious or repeated offences, may be taken against any student or employee who violates this policy.

Staff and students of Accademia Italiana are committed to treating everyone equally and without discrimination.

12. VALID PRICES

Price lists in the school brochures and on our official website are valid from January 1st until December 31st. of the current year.

13. EXPULSIONS

Accademia Italiana reserves the right to dismiss any student whose conduct is unsatisfactory at the discretion of the Director, whose decision is final and binding. There will be no refund for fees in cases of expulsion.

14. ACCEPTANCE OF THIS REGULATION

All enrolments are subject to the above-written Terms &Conditions, which become legally binding on acceptance of enrolment through electronic and/or signed registration form or any written form of registration (also through agencies and representatives). By enrolling, the applicant tacitly agrees and accepts our Terms & Conditions.

15. APPLICABLE LAW

Any dispute, claim, litigation or other matter concerning the interpretation or implementation of these Conditions of Enrolment will be subject to the current Italianlaw and shall exclusively be brought in the court of competent jurisdiction of Rome (Italy), in the place where the services covered by the contract take place, conformingto the normal practice in the Italian law.

16. PHOTOGRAPHY, FILMING AND SOUND RECORDING

Accademia Italiana may arrange to photograph or shoot video footage of students or use their written feedback for promotional purposes. Any student who does not wish to participate should inform the school in written form at the time of booking and at the time of the photographing or video shooting. By accepting these terms and conditions the student (and their parent/guardian if under 18) gives consent to the use of these photographs or video footage without further consent or notification.

17. CHANGES TO THE TERMS AND CONDITIONS

Accademia Italiana reserves the right to amend or alter its terms and conditions without providing further notice. In such cases, any newer version automatically replaces a previous version and becomes valid for all courses and students from the date of its implementation.