

TERMS AND CONDITIONS

FLORENCE - MILAN

ENROLMENT

The student fills in the *Application Form* and sends it to the chosen school along with

- **registration fee of € 80**
- **deposit of 20%** of the global tuition fee.

For enrolments of more than one month the student must pay a deposit corresponding to the global tuition fee.

Students reserving courses **less than 2 weeks** before course starting date should send the full payment with their registration.

In the case of bank transfers, proof of payment should be sent to the school.

Enrolment shall be considered valid upon receipt of a written confirmation by the school.

In order to reserve an accommodation the school requires the student's credit card details as guarantee for the accommodation.

HOW TO PAY

The balance of the global tuition fee must be paid in full 2 weeks before course starting date. Following methods of payment for both deposit and balance are possible:

- International Bank Cheque
- Credit card (Mastercard and Visa)
- Bank transfer to:

For enrolments at LINGUAVIVA Florence
Banca Intesa San Paolo
Via Nazionale 93/95, 50123 FLORENCE
Account name: LINGUAVIVA srl
Account number: **100000000803**
IBAN: **IT 27 P030 6902 9041 0000 0000 803**
Swift: **BCIT IT MM**

For enrolments at LINGUADUE Milan
Intesa San Paolo Spa, Agenzia 2109
Corso Buenos Aires 92, 20124 MILAN
Account name: LINGUAVIVA srl
Account number: **1000 / 00014204**
IBAN: **IT 37 T030 6909 4651 0000 0014 204**
Swift: **BCIT IT MM**

In case of bank transfers please indicate for whom the payment is being made by stating clearly the student's name and the starting date of the course.
Payment must be received in full. Students are liable for all bank charges and will be billed for such charges on first day if necessary.

HOURS OF CLASSES

Each academic hour / lesson is of 45 minutes

ACCOMMODATION

The school acts as intermediary between students and owners/families.

Credit card

When reserving an accommodation through the school, students will be asked to give the credit card details as guarantee for the reservation. Once the student has received the accommodation details, the School is authorized to charge € 100 for homestay or shared flats only in the event of:

- **change of booking**, if communicated less than 2 weeks prior to the arrival date
- **cancellation of accommodation**, if communicated less than 2 weeks prior to the arrival date
- **non arrival or no show** in the reserved accommodation

In case of Visa refusal no cancellation fees are due for the reserved accommodation.

Accommodation Payment

Accommodation fees are to be paid by the student in cash directly to the owner upon arrival and at the start of each successive course for long-term stays.
Accommodation fees can be paid in full and in advance also through an authorized Linguaviva educational agency.

Damages caution

Upon arrival students must pay in cash directly to the landlord or homestay family a **damages caution of € 100** for homestay and shared flat. This caution will be refunded at the end of the stay if no damage is caused in the accommodation reserved for the students.

Independent flat

Independent apartments are managed by selected estate agencies specialized in offering housing services to international students. On request the school will be happy to provide all the details to contact the real estate agency. Students or Educational agencies should make the reservations directly with the real estate agency.

Leaving earlier or changing accommodation

Students who wish to leave their accommodation before the end of the reserved period must give the owner 2 weeks notice.

In case students leave immediately, they have to pay 2 weeks rent.

MINIMUM AGE

The minimum age to be a student at Linguaviva in Florence is 16.
The minimum age to be a student at Linguadue in Milan is 18.

UNDER 18S

Minors are hosted in homestay accommodation with half board. Parents or guardians of under 18s must send the school a completed "parental consent form" before the student arrives in the school and must abide by the curfew set by the school and homestay provider. Please note that normally 16/17 year old students are not supervised except in lessons and during social activities organized by the school.

COURSE CANCELLATIONS

Cancellations must be communicated in writing.

Before the beginning of the course

Registration fee and deposit of the global tuition fee are not refundable.

After the beginning of the course

If a cancellation is made after the course has started the school will retain the entire tuition fee, even if the period of study is more than one month.

If the course is longer than 4 weeks students may apply for a credit for the unused part of the course. A voucher will be issued for the unattended period and will be valid for 12 months after the date of issue. If the student decides not to attend classes or to shorten the course, he/she is not entitled to any refund.

Deposits, fees and course credits are not transferable to another person.

COURSE CHANGES

If the request to change type of course is made less than 15 days before the course begins, students will be given a credit for the tuition fees for the new course or period chosen.

It is not possible to make changes after the course has begun.

On no account paid tuition fees can be transferred to individual classes.

PARTICIPANTS

A **minimum of 6 students** is required for all courses. For general language courses the maximum group size is 14 participants. In the event of insufficient applications for a course, the school reserves the right to offer an alternative course of equal value.

STUDENT VISA

In order to receive a study visa students must be enrolled in a course of at least 20 lessons per week. According to the Italian law the global tuition fee must be pre-paid in full for the entire period of study.

If students wish to have the original certificate of enrolment sent by express courier DHL this cost is to be paid by the student.

Students who do not get the visa to enter Italy must notify the school in writing before the course starting date showing proof of rejection from the Italian Embassy.

In this case they are entitled to a complete refund less the Registration Fee of € 80 + administrative expenses. Once the student has arrived in Italy and intends to shorten the period of stay by cancelling a course that has already begun, the school will retain the global tuition fee for the period of study for which the certificate of enrolment was issued.

TRANSFER SERVICE

All information concerning airport of arrival, flight details and arrival time should be communicated to the school with the enrolment or at the latest 2 weeks before arrival date. The school will send the confirmation and any relevant information concerning the airport transfer service.

PUBLIC HOLIDAYS

No lessons will take place on public holidays as indicated on the Fees sheet.

No refund will be offered or extra lessons held for these days.

PERSONAL DATA

The student authorizes the school Linguaviva/Linguadue to use his/her personal data in accordance with the European privacy law (UE 679/2016) which foresees also that this information will be kept in secure archival form. We collect or store personal information in the context of managing bookings and directly related products. The student authorizes Linguaviva/Linguadue also to send, periodically, information and promotional material about the school and the courses offered. The student may request at any moment that all this information is deleted.

USE OF PHOTOS AND COMMENTS

Permission is given for the use of student comments or testimonials and photographs/images of students in the official promotional material for Linguaviva by the student or their parents or legal guardian with acceptance of these terms and conditions.

QUERIES AND COMPLAINTS

Students should bring any problems to the school attention immediately in order to receive all the assistance and help needed to resolve any issues arising during the stay at school. We do not accept retrospective complaints or queries.

SPECIAL LEARNING NEEDS AND PHYSICAL DISABILITY

Please consult the school well in advance if you have special learning needs.

Our schools are not accessible for wheelchair users or those who have difficulties using stairs. Generally all the courses are not suitable for those with complete visual or hearing impairment.

CONDUCT

Students are expected to observe a behaviour based on mostly accepted standards of courtesy and consideration for others. In a multi-national environment it is vital to respect cultural, racial and religious differences.

RESPONSIBILITY

The school is not liable for any loss of property on the premises.

Linguaviva is not liable for loss of tuition or other services due to factors outside our control (*force majeure*). Refunds will not be made under these circumstances

INSURANCE

Students are advised to take out medical and personal insurance before leaving their home country and to insure themselves against loss of fees through non-arrival, absence for any reason, or unforeseen termination of their courses.