

These regulations are applied to all the students enrolled at the school "Palazzo Malvisi" in Ravenna, stated and confirmed by Mida Training Center s.r.l., the firm which owns the School.

ENROLMENT

The enrolment must be sent in written, via the form on our website or via email or via fax. The enrolment shall be considered accepted and valid only upon receipt of our written confirmation.

PAYMENTS

A non-refundable deposit of 150 € is required to secure the reservation of the course. The rest of the tuition and accommodation fees must be paid in full within the first two (2) days of attendance otherwise the student will not be allowed to attend his/her course.

Payment must be made in cash or by bank transfer or by credit card via PayPal, as per the indications on our website.

The school Bank Account is at "Banco BPM", Piazza Caduti della Libertà 23, 48121 Ravenna (I) IBAN IT98 W 05034 13101 0000 0000 5856

BIC/ SWIFT BAPPIT21443

The payment should be addressed to Mida Training Center s.r.l.

For each Payment it must be clearly indicated whom it refers to: students name and period of stay.

LESSONS

During High Season, occasionally lessons can take place either in the morning or in the afternoon. In the event of insufficient students in a group course (less than 4), a different schedule of lessons will be offered, given the more intense nature of a small class size:

- in the case of 2 / 3 students: 15 lessons, at the same price;
- in the case of only 1 student: 10 individual lessons at the same price;

Requests to transform booked group courses into individual lessons will be accepted at the sole discretion of the School

Students who are absent for whatever reason from a group course are not entitled to any refund, fee reduction or replacement lessons.

CANCELLATION OF THE COURSE

For changes or cancellations communicated earlier than 30 days before the arrival, the deposit of 150 € will be credited for a future course within 12 months after the original starting date.

For changes or cancellations communicated in less than 30 days before the arrival, the deposit will be retained and not be credited for any future courses.

There is no refund in any circumstances of cancellation after arrival. If the course is longer than 2 weeks, the Student may apply for a credit for the unused part of the course. This may be used within one year and cannot be transferred to another student. Applications for a course credit must be in writing. Responses will be in writing and discussions will not be entered into.

ACCOMMODATION

Finding accommodation is a free service for all students enrolled into our courses. All of the accommodations are selected and monitored by the school, according to proper standards of cleanliness and comfort. Since all accommodations are privately owned, there could be minor differences in facilities. The school only acts as intermediary between students and landlords and therefore cannot be responsible for the relations between them.

After arrival, cancelling the accommodation costs: €100.

You must give written 1 week's notice. Where notice is not received, accommodation fees for the above periods will be added to the cancellation fee.

After arrival it is possible to change the accommodation but there is a cost of 50,00 € for general expenses, unless, of course, in case of claims or School omissions or mistakes.

INSURANCE

Students are advised to take out medical and personal insurance before leaving their home country.

Moreover, students are also advised to insure themselves against loss of fees through non-arrival, absence for any reason or unforeseen termination of their courses.

Palazzo Malvisi has insurance for those liabilities expressly imposed by Italian law and for in-door and out-door activities organised by the school.

COMPLAINTS - RESOLUTION OF DISPUTES

Students should bring any problems to the school's attention immediately in order to receive all the assistance and help needed to resolve any issues arising during the stay at school. The Italian Law will be applicable to any kind of dispute concerning any matter that might cause dispute.

POLICY ON HARASSMENT, BULLYING AND DISCRIMINATION

The school is committed to providing a working and learning environment that is free from all forms of harassment, bullying and discrimination. The students as well are committed to treating everyone equally and without any discrimination. 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.

LIABILITIES

Palazzo Malvisi 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, and similar. Refunds will not be made in such circumstances.

THE SCHOOL RESERVES THE FOLLOWING RIGHTS

- To change course schedule or location and accommodation in the event of unforeseen circumstances beyond our control.
- To levy an additional administration fee to cover the costs of any changes that are requested to pre-booked courses or accommodation after our written confirmation.
- To refuse claims that have not been made by a student during her/his stay at Palazzo Malvisi Ravenna.
- To dismiss any student whose conduct is unsatisfactory at the discretion of the Director, whose decision is final. There will be no refund for fees in cases of expulsion.

PERSONAL DATA

All Students' personal data are processed according to the GDPR 2016/679. Students authorize Palazzo Malvisi Ravenna to include her/his personal data on a mailing list for enrolment purposes. Student may also periodically receive informative publicity or promotional material. Students may at any time request that her/his personal data be removed from the mailing list of the School.

ACCEPTANCE

All enrolments are subject to the following General Conditions, which become legally binding on acceptance of enrolment.

November 2018

Palazzo Malvisi Ravenna
Michele Merola

