

SPAZIOLINGUA RULES AND REGULATIONS

ENROLMENT AND PAYMENT

1. The school follows current workplace and student safety regulations. We ask to avoid behavior that could put others at risk (pandemics and natural disasters included).
2. The course must be completely paid before the starting date; the reservation and the payment of the 30% of the fee is optional and guarantees the place in the classroom for the dates agreed with the office of the school. It is not applicable to Visa courses.
3. The level of the courses can be in the morning or in the afternoon, depending on the needs of the school.
4. Access to the course is subject to the result of the placement test and in agreement with the office of the school
5. Courses at the school have places for a maximum of 8 students.
6. The student's enrolment information will be retained by the school in accordance with the privacy legislation GDPR and reserves the right to publish images, videos and photographs relating to the activities that students carry out at and with Spaziolingua, inside and outside the school headquarters.
7. The school has the right to postpone or cancel a group course if the minimum number of 3 students is not reached. If a course is cancelled the school will provide suitable alternatives, but it is not possible to have a refund.
8. Bank holidays lasting one day and published on the website will not be retrieved, except for evening courses.
- 9. Absences in daily and evening group courses which are related to any students motivations are not recoverable**
10. If Spaziolingua Snc is unable to carry out courses referred to in this regulation due to the occurrence of a force majeure event, such as, by way of example but not limited to, epidemic, natural disaster, or other unforeseeable event and outside the possibility of control, for which it cannot be held responsible, will proceed with proposing alternative dates for the purpose of using those courses that the aforementioned impossibility has rendered useless.
11. In the event that it is impossible to attend the courses in presence due to causes and events of force majeure as in the point above, students are required to participate in the same courses, if they are offered online, for which the non-adhesion, for any reason to be attributed to the student, involves a renunciation of the courses themselves without the possibility of reimbursement, catch up or postponement.

GROUP CLASSES VALIDITY AND DURATION

12. The validity and duration of group courses are communicated by the office and refer to the number of weeks bought from the starting day of the course.
13. In case of repeated and/or long absences the school does not guarantee the previous group class.
14. Teacher changes may occur for teaching purposes within the same course or in the change of level.
15. The request of postponing the starting date of a course must be done written to info@spaziolingua.it and within two weeks before, otherwise the starting date of the course will be considered as the one agreed at the time of registration.
16. The courses are not transferable to other persons or convertible and it will not be refunded if abandoned and after the starting date.
17. Working in groups with a limited number of students, it is recommended to book the place with the payment of the 30% of the total as a reservation. This fee will not be refunded in case of cancellation and for any reason not attributable to Spaziolingua.
18. In the case of a course paid in full with the issuance of a course registration document that can be used for transit at the airport or for any bureaucratic request, no refund is provided. Otherwise (course paid in full but no document issued by Spaziolingua) the refund will be made in the following ways after written communication via PEC to spaziolingua@legalmail.it:
 - 70% of the total amount within 1 month from the course starting date
 - 50% of the total amount within 3 weeks from the course starting date
 - 20% of the total amount within 1 week from the course starting date

PRIVATE COURSES POSTICIPATION AND CANCELLATION

19. The cancellation of individual lessons must be 24hrs before the starting date except for Monday lessons which must be cancelled the previous Friday before 17.00 or in both cases the student will lose one hour and it will be counted on the log as done.

20. The validity and the duration of individual courses is as follows:

- from 10 to 25 hours the course must be concluded within 6 months from the course starting date

- from 26 to 50 hours the course must be concluded within 1 year from the course starting date

21. The office of the school will send every week the lessons schedule by e-mail unless a fixed appointment has been agreed, repeatable for the entire duration of the course. In case of missed confirmation of day and timetable within 24 hours from the beginning of the lesson, the lesson will be cancelled. **The cancellation of an individual lesson must be e-mailed to the office 24 hours before the scheduled timetable or the student will lose one hour.** After 5 cancellations not due to scheduled breaks (summer holidays, business trip, etc.) the school will not guarantee the same teacher for the remaining classes of the package purchased.

22. **The courses are not transferable to other persons nor convertible.**

OPTIONS INCLUDED IN OUR COURSES:

INDIVIDUAL COURSES/DIDACTIC MATERIAL AND CERTIFICATION OF ATTENDANCE (on written request within 3 months from the end of the course): 1 book for the purchase of 11 hours, 2 books for the purchase of 50 hours. Test and level certification are included in the general fee with the purchase of a minimum of 20 hours carried out within 3 months from the end of the course

EVENING COURSES/TWICE-A-WEEK COURSES/DIDACTIC MATERIAL AND CERTIFICATION OF ATTENDANCE(on written request within 3 months from the end of the course): these courses have included all materials. Test and level certification are included with the purchase of an entire level (3 months for the evening courses and 2 months for the twice-a-week course) within 3 months from the end of the course

STANDARD GROUP COURSES: 1 book plus didactic material and certification of attendance (on written request within 3 months from the end of the course)with the purchase of less than 4 weeks. 2 books for a purchase of 7 to 10 weeks. 3 books for a purchase of 12 weeks. 1 book every level for purchases of more than 15 weeks. Test included in the fees with the purchase of minimum 4 weeks within 3 months from the end of the course

CERTIFICATES

The request for any kind of certificate or test after 3 months from the end of the course will have a cost as follows:

- certificate of attendance: 50,00 euro

- test and certificate of level A1, A2 and B1: 60,00 euro

- test and certificate of level B2, C1 and C2: 80,00 euro

The regulation in English is a translation of the Italian one. For any doubt or dispute, please refer to the official one in Italian.

For acceptance
