

GENERAL CONDITIONS AND BOOKING PROCEDURE

1. To reserve a place, please send the enrolment form, together with a minimum deposit of **Euro 200,00** to:

ih Lake Como, ...IHL International House
Via Como, 27 - 23807 MERATE (Lecco) - ITALY
tel. ++39.039.990.66.00 - fax ++39.039.990.66.39

E mail: italian@ihteamlingue.it - Internet: www.ihlakecomo.it

(from now on called IHLC). An invoice will be issued to cover the amount effectively received as deposit. Once the enrolment form has been registered, IHLC will issue an invoice for the full amount of fees (balance, if an invoice has been issued), the payment of which is due before the course starts (see points 2 and 3). Written confirmation of the enrolment (for VISA purposes or otherwise) will only be issued after receipt of payment for the full fees (see point 7). Address and details relating to host families will be sent shortly before student's arrival. Enrolment fee includes registration and, where applicable, a written placement test, coursebook and educational material for one level, a mid-course progress test and final test, an individual report and certificate/certificate of attendance at the end of the course.

2. Full payment must be received by IHLC at least 30 days before the starting date of the course. Payment should be made by bank transfer or cheque (all bank charges have to be at customer's expense).

Account holder: **IHLC lecco srl**

Banca Intesa Sanpaolo S.p.A. - branch of Merate (Lecco)

Account N. 42901/69 in Euro - IBAN: IT19U0306951532000004290169 - SWIFT: BCI TIT 33606

Account N. 01660 1610 09364097 in USD - IBAN: IT72N0306951532161009364097 - BIC: BCITITMM

Account N. 01660 1610 09363938 in GBP - IBAN: IT73H0306951532161009363938 - BIC: BCITITMM

Sort code: ABI: 03069 - CAB: 51532

In all cases, please specify name, course references (including starting dates)

3. Any cancellation should be made in writing. Penalty and refund policy will apply according to the following:

- a. if a cancellation is received between **45 to 30 days** before the starting date, only the enrolment fee and the accommodation finding fee (see dates and fees) will be charged;
- b. if between **30 to 15 days** before the starting date, in addition to the enrolment fee and the accommodation finding fee, 15% of course fee will be charged;
- c. if between **15 to 3 days** prior to the starting date of the course, in addition to the enrolment fee and the accommodation finding fee, 30% of course fee will be charged + 1 week accommodation.
- d. no refund is due by IHLC if cancellation is made within **3 days** prior to the starting date of the course or for withdrawals after the course has started or for lessons not held on public holidays.

4. Modifications and eventual cancellation of group courses- If the course does not meet the minimum number of students required, an alternative will be offered (reduction in the number of hours, increase in). If there is no feasible alternative or owing to a force majeure that prevents the course from going ahead, the course will be cancelled and all fees, except eventual organisational fees, will be refunded. For organisational or educational requirements, the centre reserves the right to change teachers and calendars, even after the course start date, and fix new programmes in accordance with the course objectives and students. IHLC accepts no responsibility for such variations.

5. Students are advised to take comprehensive medical, travel and personal insurance, as they are not insured against illness, accidents, theft or loss of personal possessions either by IHLC or by those offering accommodation.

6. Please note that in making accommodation bookings, IHLC is acting as an intermediary between the client and the host family (or hotel). Payments have to be made directly to the host family on arrival. For hotel bookings, credit card guarantee might be requested.

7. VISA: European Union Citizens do not require a Visa to enter Italy. Citizens of countries outside the European Union should contact the local Italian Embassy or Consulate to be instructed on the details regarding entry permits. Certificates for Visa purposes can be issued by IHLC only after the enrolment form has been completed and received by IHLC. Also the full course fees have to be received by IHLC. (Money credited onto the IHLC account). In case VISA is not obtained after a certificate is issued, cancellations and penalty rules will apply (see point 3) and IHLC will have to inform the Italian local authorities.

- 8. Reports and end of course certificates: At the end of the course** IHLC issues a:

- **Final Report** – containing an assessment of each individual student in the language areas covered.

In addition, on the basis of the assessment of the teacher and of the results obtained in the final test, the centre will award:

- a **Final certificate** – that certifies that the student has passed the didactic areas, on the basis of the level of the course or

- a **Certificate of attendance** – that certifies the starting level, attendance and duration of course, when the level has not been reached.

Passing of the level remains the discretion of the teacher (and Director of Studies) even if the final test has not been passed. As a consequence, a "**Certificate**" can also be awarded to those who have not passed the test, or a "Certificate of Attendance" for those who, having passed the final test, have not been considered suitable for the higher level. For those who have been absent for more than 50% of the lessons, no certificate can be awarded whereas an eventual Certificate of Attendance will indicate poor course attendance. "Certificates" and "Certificates of Attendance" issued by the centre do not have the legal value of qualifications issued by Italian State Schools, nor are they legally recognised.

9.Privacy - In accordance with Art D.Lgs. 196/2003 (Italian Law) regarding the processing of personal data, please note that personal data included on the enrolment form, will be processed by IHLC in accordance with the law and in particular, will be stored in a database in order to ensure all legal requirements are fulfilled as well as to permit the agreement to be carried out correctly. All personal data will be stored and processed in such a way to guarantee safety and confidentiality. Full details are available on our site www.ihlakecomo.it

10. The school is not responsible for the loss of personal property on its premises.

11. Any dispute will be dealt with by the Court of Lecco.