

## General conditions & regulation

All enrolments are subject to the following General Conditions, which become legally binding on acceptance of enrolment by BABILONIA – Italian Language School -

### Lessons

All group classes run Monday through Friday except during official Italian holidays.

Students must present themselves at school on their **first day at 08.30**.

**One lesson hour equals 45 (forty-five) minutes in a group class and 55 (fifty-five) minutes in a private lesson or in the “Intensive course” afternoon session.**

Group lessons are usually held in the mornings, however on occasion (generally during high season) these group lessons may be scheduled in the afternoon.

Individual lessons are generally held before or after group classes. Individual lessons in the morning will have to be previously confirmed by our office.

The number of course hours includes the entrance/placement test (mandatory) and final exam (given on request).

Completion of a particular 4-week course does not guarantee advancement to the next level.

In the rare event that a student arrives, takes the entrance exam and is the only student for a particular level, that student’s tuition cost will be converted to private one-to-one lessons. The standard 4 lesson course (standard course) will be converted to 2 hours of private lessons.

If we don’t have a group (min 2 student) for a certain level of the afternoon component of the intensive course the 2 lessons in group will be converted into 1-hour private lesson.

In the event that there are only 2 students for a particular level, the number of hours for the class will be reduced by 1 lesson per day (for example: 3 lessons instead of 4 for the Standard class) given the more intense nature of a small class size.

Our class limit of **up to 10 students** (the average is between 4 and 7 students per class), continues to ensure the best teaching quality to students in a student-centered type of lesson. Please, note that in very rare occasions in **high season** (from mid-May to mid- October) the class limit may be up to **12 students**.

In case of complaints, a student can address our administrative office to talk to the Director of Studies. The policy for complaints is on display in our school administrative office.

### National Holidays

The school is closed on Epiphany Day (January 6<sup>th</sup>), Easter Monday, Liberation Day (25/4) Labour Day (1/5), Day of the Republic (2/6), Assumption of Mary (15/8), All Saints’ Day (1/11), and Immaculate Conception (8/12). For these holidays, we will **refund our students, according to the kind of course that they are enrolled for, on the following basis:**

LANGUAGE COURSES	Refund for 1-day holiday
SEMI STANDARD COURSE <i>2 lessons per day = 10 lessons per week</i>	20 €
STANDARD COURSE <i>4 lessons per day = 20 lessons per week</i>	30 €
STANDARD PLUS <i>5 lessons per day = 25 lessons per week</i>	65 €
INTENSIVE COURSE <i>6 lessons per day = 30 lessons per week</i>	70 €

These amounts will be immediately deducted on the letter of confirmation so that you can bill/invoice your clients immediately, net of this refund.

### Accommodation

Finding accommodation is a free service for all students regularly enrolled.

All housing is on a first come first served basis and is strictly **booked from week-end to week-end**. On the day of departure students must vacate their accommodation by **10.00 am**

The school acts only as an intermediary regarding the lodgings and takes no responsibility regarding the relationship between the renter and the student.

We believe that quality accommodation can be just as important as a well-planned curriculum. All of the accommodation available through the school have been **selected** for their cleanliness, comfort, and location. Most of our accommodation is **within 15 minutes walking distance** from the school. Special prices have been negotiated for our students that are generally below the standard rate available to tourists. BABILONIA does not take any commission in the placement of students in accommodations. It is a service that we offer exclusively to our students because we believe that it is an essential part of an enjoyable and productive stay.

Since all of our accommodation is privately owned and operated, there are minor differences in amenities, but all meet a standard level of quality and convenience and are checked every 3 months by our school. In matching housing needs with what is available, everyone must keep in mind the cyclical and limited nature of housing resources in Taormina. The *sooner* you communicate housing needs, registration and deposit, the *better* we can respond to your needs.

When we confirm the accommodation address to you, **you will be given the full address for the accommodation and the telephone number(s) for the landlord/hosting family.**

**Students must inform their landlords/ hosting family of their time of arrival in Taormina in order to fix an appointment to get the apartment keys. BABILONIA declines any responsibility if a student does not inform the landlord/hosting family (or the agents and the agents then informing the school) about their time of arrival at least four days in advance. If students do not inform the landlords/hosting family about their time of arrival in Taormina, they will risk not finding the landlord/hosting family at the apartment. Landlords for independent or shared apartment do not live in the same apartment and sometimes they can live far away.**

**All of the accommodation available through the school has been selected by our Accommodation Manager, according to our Inspection Scheme for cleanliness, comfort, and location. Since all accommodation is privately owned and operated, there are minor differences in amenities, but all meet a standard level of quality and convenience and are regularly checked by our school.**

**In matching housing needs with what is available, everyone must keep in mind the seasonal and limited nature of housing resources in Taormina, and our efforts to offer competitive rates in respect of the current market prices.**

**In case of complaints, a student can address our administrative office to talk to the Apartment Manager, who will first talk with the student and understand the complaint and then call the landowner in order to fix the problem.**

In case of serious and major problems, under suggestion of our Apartment Manager, the Administration Office will move the student to another apartment or find another adequate solution. **No change of accommodation will be made for reasons that are not fully justifiable** (non-major problems like type of view from the windows, absence of balconies & terraces, distance from school, personal taste issues in furniture, etc) The policy for complaints is on display in our school administrative office.

**If the payment for the accommodation is not done directly by the agent, on their first day of school, students are given a bill to be paid within 24 hours.**

**Pick-up booking conditions**

**We offer an airport pick-up service from the Catania Airport to Taormina.**

This service must be reserved at least one week in advance of arrival.

All lastminute flight changes or late flights (on Saturdays and Sundays) must be immediately communicated directly to the taxi service. The telephone number of the taxi service is always provided by our office to the booking part who is responsible for informing the taxi service. Please, note that the **taxi driver's telephone number** for a pick-up service is **(+39) 338-7167241** (Mr Renato Mirabile, RM SERVICES).

**Please give this telephone number to your client for any booking of a pick-up service from the airport. The school will not be responsible if the agent will not inform the client.**

**The school is not responsible if agents do not notify the student of the stated conditions or if the student does not follow the conditions given.**

**This service cannot be cancelled after 48 hours before arrival.**

Taxi airport pick-up is available for both individuals and groups. Larger groups may be accommodated on request and with appropriate advanced notice.

**Extra courses**

Extra courses are operated through external partners who are liable for the services provided.

**Changes to bookings**

**On no account can the tuition fee paid for group classes be transferred to individual classes, after the beginning of a course.**

After the course starts, BABILONIA reserves the right to levy an additional administration fee (150 €) to cover the costs of any changes that are requested to pre-booked courses or accommodation after we have confirmed the student's place in school.

It is possible to upgrade the course for a more intensive course during the study-stay but the contrary is not possible, without paying an additional administration fee (150 €).

**Payment conditions**

Payments can be made by bank transfer to:

INTESA SAN PAOLO	(bank name)
Agenzia di Taormina	(agency of Taormina)
Corso Umberto	(mail address)
98039 Taormina	(mail address)
ITALY	
IBAN Code	IT92 Q030 6982 5901 0000 0000 262
BIC Code	BCITITMM
Account holder:	BABILONIA srl
	via Timoleone, 10
	98039 Taormina

Bank charges are to be met in full by the agent. Please, always clearly specify for whom the payment is made.

### **Cancellations and refund policy-general**

The following are BABILONIA – Italian Language School - charges and refunds for cancellation or withdrawal from a course:

- The school must be informed immediately of any requested changes or withdrawal notices or cancellations in writing.
- In case of cancellation, a **€ 150 Cancellation Fee will be billed to the agent if the cancellation arrives less than 2 weeks prior to the course starting date**
- Deposits and fees are not transferable from person to person
- If BABILONIA rejects an application, the applicant is entitled to a full refund within 30 days

**On no account can the tuition fee paid for group classes be transferred to individual classes, after the beginning of a course.**

### **Refunds of tuition fees after course start date**

If a student does not attend, withdraws or shortens his/her course after the course has begun, tuition fees will not be refunded. No refunds are allowed for a delayed start or premature departure. Student tuition is never refunded due to absence from class and study hours subsequently lost cannot be made up.

### **Refunds of Accommodation fees after arrival**

No refund is allowed for a delayed arrival or premature departure.

Should a student withdraw from his/her accommodation after arrival without satisfying the Administration Office with a valid motive, a 2-week notice is required. In this case, any accommodation fees paid in excess of this period will be refunded in full, less a cancellation fee of € 150.

In the event of a fully justifiable reason for withdrawal, with the help of our Apartment Manager, the Administration Office will move the student to another apartment or find an alternative solution.

### **“Permesso di Soggiorno” Residence Permit and Visas**

According to the Italian Law n° 68, May28, 2007, foreigners (citizens not belonging to the European Union) staying in Italy for less than 90 days with a regular Tourist Visa do not need to apply for a Permesso di Soggiorno.

As per the Official website of the Italian Police (<http://www.poliziadistato.it/pds/ps/immigrazione/ingresso.htm>), all individuals entering Italy who are citizens of non-European countries (countries not belonging to the Schengen area) and staying in Italy for fewer than 90 days are only required to get their passports stamped at the customs station at the airport of entry. The customs stamp is equivalent to the Dichiarazione di Presenza required of the Schengen area citizens. Additionally, according to the current legislation, U.S., Canadians, Australians, N.Zs. and Japanese citizens, do not need to apply for a Permesso di Soggiorno, if staying for fewer than 90 days.

If the stay is for over 90 days, all non EU citizens who enter Italy legally must comply with the rules governing the stay of foreigners in Italy, and are required to report their presence on Italian territory to the local Central Police Station ('Questura') of the province in which they are staying within 8 working days from the date of entry and apply for a residence permit ('permesso di soggiorno') pursuant to article 5 of Law 286/1998. Visitors requesting this residence permit are required to be fingerprinted.

For up-to-date information we suggest looking on the Italian Police website <http://www.poliziadistato.it/> and the Foreign Office website [www.esteri.it](http://www.esteri.it)

### **Accident and Medical Insurance**

We advise students to take out 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 **European Health Insurance Card**. More information on: <http://ec.europa.eu/social/main.jsp?catId=559> or can be obtained from their local health authority in their home country before departing for Italy.

Citizens not from the European Union must conform to the requirements issued by the Italian Government. Details can be obtained at their local Italian Embassies.

BABILONIA has insurance for those liabilities expressly imposed by Italian law and for indoor and outdoor activities organised by the school.

#### **Resolution of disputes**

If a student wishes to complain about any aspect of the services, the complaint should be made in the first instance to BABILONIA office.

In the event that the matter is not resolved, the student or student's agent should make a complaint in writing to the Director of BABILONIA. Such complaints will be investigated provided that:

- the complaint is received within one month of the course finishing
- the complaint was initially registered in writing
- all bills relating to the student making the complaint have been settled in full

**If no complaint is addressed locally and immediately to BABILONIA's office in the first instance, BABILONIA will NOT take any responsibility for the subject of the student's complaint. Complaints reported to agents after the end of the course or stay in Taormina will be judged as NOT VALID by BABILONIA's management if the complaint has not be previously reported in writing to BABILONIA's office by the student/client.**

#### **Liabilities**

BABILONIA and its staff and representatives are not held liable for any loss, damage or injury to persons or property however caused, except where liability is expressly imposed by Italian law. BABILONIA is not held liable in the event that any service contract to be provided by BABILONIA should become impossible to supply for any cause or reason beyond the control of BABILONIA.

#### **Valid prices**

Prices in the brochure are valid from January 1<sup>st</sup> until December 31<sup>st</sup>

#### **Expulsion**

BABILONIA reserves the right to dismiss any student whose conduct is unsatisfactory at the discretion of the centre Director whose decision is final. There will be no refund for fees in cases of expulsion and any billed but unpaid fees become payable immediately.

#### **Acceptance of these regulations**

All enrolments are subject to the above-mentioned General Conditions, which become legally binding on acceptance of enrolment by BABILONIA – Italian Language School -

By BABILONIA's acceptance of an applicant's electronic and/or signed form of registration or any other written form of registration by the Agent or Representative, the applicant tacitly agrees to accept these General Conditions.