

The following "general conditions" apply to all course enrolments at the Palazzo Malvisi school in Ravenna (henceforth SPMR), when accepted and confirmed in writing by Mida Training Center s.r.l., the firm which owns the School.

## **ENROLMENT**

Reservations for a course must be made in writing by filling in the form on the SPMR website ([www.palazzomalvisi.com](http://www.palazzomalvisi.com)). SPMR reserves the right to accept or reject the reservation and thus enrol the student in the requested course. Enrolment will only be considered valid when the student receives our written confirmation, sent within 5 (five) working days of the reservation.

## **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.

## **CLASSES**

Group Italian language courses are held from Monday to Friday with the exception of Italian national holidays, which are included in the school's calendar. Group lessons usually take place in the morning. During High Season, occasionally lessons can take place either in the morning or in the afternoon. Each lesson lasts 45 minutes.

On the first day of class, students must be at school by 9:00 am.

SPMR group course levels are those indicated in the Common European Framework of Reference for Languages (A1, A2, B1, B2, C1, C2). Lessons are held in homogeneous classes with students of the same level, ascertained by a special test taken before the school starts. After the first day in class, if the student does not feel comfortable in the class decided for them, they can request a level test.

## **NUMBER OF STUDENTS PER CLASS**

For all group courses the maximum number of students per class is 8, the minimum 3.

If there are 2 students in a class of a given level, the timetable is reduced from 20 to 15 lessons per week, at the same price. In case of a single student, the course timetable is reduced to 10 lessons per week at the same price.

SPMR reserves the right to accept or reject requests from students to turn booked and already started group courses into individual courses.

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

## **SPECIAL COURSES**

Booking a special group course (55plus, cooking, wine) guarantees the student that the planned activities will be provided at all times, in all conditions, regardless of the number of participants. SPMR reserves the right to allow other students present at the school to take part in these activities, who may pay a lower registration fee as they are not burdened by the above guarantee.

## **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.

## **VISA APPLICATION**

Non-European Union students who wish to enrol on a course for a period of more than 90 days need a student visa that can be requested to their country's diplomatic representation. SPMR can provide the necessary documents for the application, being it a school recognised by the Ministry of Education. Depending on the nationality of the student, pre-enrolment or full enrolment may be necessary. SPMR can issue a pre-enrolment document upon payment of the deposit fee only, or a final enrolment confirmation if the course has been fully paid for in advance.

If the visa application is refused, the student must present the written refusal to the school in order to request a refund of any payments made. In the case of pre-enrolment, the school will retain 75 € for administrative costs, plus bank charges. In the event of definitive enrolment and payment for the full course, the school will refund the total amount received, retaining €150 for administrative costs, plus bank charges

After obtaining the visa, it is not possible to cancel or change the course dates.

After arriving in Italy, the student must apply for a "Permesso di Soggiorno" (Residence Permit) at the Questura di Ravenna (Foreigners Office) within 8 days of arrival. SPMR will immediately inform the competent authorities in the event of unexcused absence from school for more than 3 days.

## **PHOTOS AND VIDEOS**

The school may take photos and videos of students or use their written feedback for promotional initiatives. Students who do not wish to take part in such events must inform the school in writing when booking and/or state this preference when they are photographed or filmed. By accepting these terms and conditions, the student (and parent/guardian if under 18) consents to the use of these photographs or video footage without further consent or notification.

## **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.

Cancellation of the accommodation booking communicated at least 1 week prior to arrival does not incur a penalty charge. In case of cancellation communicated less than 1 week prior to arrival, a cancellation fee of € 100 will be charged.

## **INSURANCE**

Students are advised to take out medical and personal insurance before leaving their home country. Citizens of the European Union are not obliged to have this insurance if they have an E111 form, which they can obtain from the health authority in their 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.

A complaint about the service rendered will only be considered if:

- submitted to the school by the end of the course;
- duly set out in writing;
- the full amount of the course and accommodation has been paid.

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.

## **AMENDMENTS TO THIS DOCUMENT**

Mida Training Center reserves the right to modify these conditions without prior notice. In this case, any newer version automatically replaces the previous one.

January 2024

**Palazzo Malvisi Ravenna**  
Michele Merola

