

GENERAL TERMS AND CONDITIONS

1 TERMS USED IN THIS DOCUMENT

- 1.1 Student or participant = either a person participating in a work experience programme or a language training programme or a combination of both
- 1.2 Promoter = an organisation acting on behalf of an individual or group of individuals in arranging work experience, language training or work experience with language training programmes, with or without additional services, through Didaxé to individuals.
- 1.3 Individual = a person wishing to participate in a work experience programme, a language training programme or both.
- 1.4 ILT = Italian Language Teaching/Training
- 1.5 ELT = English Language Teaching/Training
- 1.6 Guardian = a person legally responsible for the care of others, particularly children and minors.

2 GENERAL KEY PRINCIPLES

- 2.1 The student/participant understands and agrees to our two Key Principles:

- The student/participant will show respect to other people, their privacy and possessions.
- The students/participants will make every effort to speak English/Italian when they are in a group setting and work hard to develop their language skills during their stay in the Italy.

3 GENERAL TERMS AND CONDITIONS FOR ALL STUDENTS AND PARTICIPANTS

- 3.1 Didaxé reserves the right to change these terms and conditions at any time. We will make every reasonable effort to notify students and staff of any changes. Any such changes affect all bookings. Changes to these terms and conditions are considered as notified by their publication on this website.

Please, note that as soon as your registration has been accepted by Didaxé, the following terms and conditions will apply.

4 SERVICES

- 4.1 The company reserves the right to change details of its services, including courses, facilities and course dates, where circumstances beyond the company's control necessitate such changes or where the number of registrations is not enough to operate a programme viably.

5 CONTRACT

- 5.1 The contract is agreed between Tellus and the promoter.
- 5.2 Registration as a student or promoter is acceptance of Tellus Group terms and conditions unless expressly agreed in writing between the parties.

6 BOOKINGS, REGISTRATION and VISAS

- 6.1 There is no restriction on nationality, but students/participants who need a visa to come to the Italy are advised to check the requirements for Italian visas
- 6.2 If a visa application is rejected or delayed you must inform us in writing at least 14 days before the course start date. Failure to do this may result in charges being incurred.
- 6.3 We will refund all fees except any courier charges within 28 days if notified as above and on receipt of the visa refusal letter.

- 6.4 All enquiries and registration must run through the email of one of our staff, we will check your eligibility and then confirm your registration and send you an invoice for the full fees.
- 6.5 Tellus Group Ltd has the right to refuse any applicant who does not meet the eligibility requirements for any given programme.
- 6.6 Letters of acceptance, where necessary, are issued on payment of the due fees.
- 6.7 You must ensure that the information you have given in your application is correct and acknowledge that, if it contains any false information, it may compromise your participation in the programme you have registered on.
- 6.8 Students/participants who require accommodation and/or work placement must produce and send over all needed/requested documents at least twelve weeks before their arrival in Italy.
- 6.9 Didaxé does not provide partial programmes: all programmes are inclusive of at least accommodation and work placement. Requests of work placement programmes only, with no accommodation can be accepted only for well documented reasons.
- 6.10 Advanced booking is necessary for us to be able to arrange your preferred programme requirements. Delayed bookings can result in the need to provide alternative rather than the preferred programme requirements.

7 PAYMENTS

- 7.1 All fees and charges will be agreed between you and Didaxé in writing prior to any programme booking.
- 7.2 A gross invoice will be sent following receipt of signed contract.
- 7.3 Payment of the agreed fees must be completed 4 weeks before arrival. Special arrangements can be found only for group of 15 students or more, staying 13 weeks or more.
- 7.4 For longer stays, payment can be made by instalments and they must be made as advised in the invoice.
- 7.5 To help us to track your payment, please insert an INVOICE NUMBER on all payments and queries.
- 7.6 It is your responsibility to ensure that all the fees have been paid in full in due time.
- 7.7 It is your responsibility to pay bank charges for payments made by bank transfer.

8 LATE PAYMENT

- 8.1 If the invoice is not paid on time, Didaxé reserves the right to cancel the booking 4 weeks before arrival.
- 8.2 Students whose payments are overdue will be refused to their programmes and requested to leave their accommodation.

9 DISCOUNTS

- 9.1 Discounts are at the sole discretion of Didaxé.

10 AGE REQUIREMENTS

- 10.1 Minimum ages for different courses are as follows:
English/Italian language courses for adults: 16 and over.
Work experience: 17 and over.
Work experience trial: 16-17.
- 10.2 Students/participants under the age of 18 must come to Italy with their signed copy of the parental consent Didaxé will provide.

11 PUBLIC HOLIDAYS

- 11.1 Didaxé offices are closed on public holidays (over the Christmas and New Year period)

12 TRAVEL AND MEDICAL INSURANCE

- 12.1 Didaxé does not insure students against any type of accident, illness or loss. Students must arrange insurance for themselves before coming to the school. All students/participants should ensure they have appropriate insurance cover for their personal possessions, any medical, health, repatriation needs etc. Didaxé is not responsible for the organisation of or the payment for these costs.
- 12.2 To access work placement programmes or training courses, students/participants must be covered by travel insurance, insurance against injuries at work and civil liability. Students/Participants will be admitted to their programmes only upon presentation of relevant insurances to Didaxé staff members. In case of absence of relevant documentation, the students/participants will not be admitted.

13 TRAVEL TO, FROM AND WITHIN ITALY

- 13.1 The organisation, management and payment of travel to and within Italy are not the responsibility of Didaxé, unless you have asked us to do any of this for you.
- 13.2 We recommend that you do not book your flights or make travel arrangements until your programme booking has been confirmed.

14 TRANSFERS ARRIVALS AND DEPARTURES

- 14.1 All transfers are arranged at our discretion and are subject to cancellation or alteration.
- 14.2 Didaxé can arrange such transfers at an additional cost. If you decide to use this service, please remember that it is your responsibility to give us all your arrival / departure details at least 14 working days before your arrival. If you do not do this, we may not be able to arrange the transfer you wanted.

- 14.3 If you want to cancel the transport we have arranged for your arrival or departure, you must give a minimum of 5 working days' notice, otherwise you may still be charged.
- 14.4 You must notify us of any changes to airport transfers at least 5 working days before the designated arrival time. If we receive notice after this period, you may incur the full cost of the service.
- 14.5 We accept no responsibility for any costs incurred by you in waiting for any late transport pick-up.
- 14.6 We accept no responsibility for any costs incurred by you in delays that may occur in arrival time in dropping you at an airport or other transport connection point.

15 WHEN YOU ARRIVE

- 15.1 You are required to organise your travel to make sure that you arrive at the time you have specified. You will be met by the accommodation provider or one of our staff when you arrive. You are expected to arrive at your destination between 07.00 and 23:00, and a member of Didaxé or our accommodation provider will be waiting for you.
- 15.2 If you arrive outside these hours you might be charged an additional 'Out of Hours Meet and Greet' fee of 150Euros per staff member and accommodation provider involved. You may also have to pay a local taxi fee from the local arrival stop to the accommodation.

16 STUDENT/PARTICIPANT DEPARTURES

- 16.1 Your departure should take place between 07:00 and 23:00. If you leave outside these hours, you may need to arrange your own transport at your own expense.

17 TRANSPORT

- 17.1 If a local travel pass is issued or purchased for you by Didaxé, you will be responsible for its safe keeping; you are responsible for the cost of its replacement if it is lost or stolen.

18 CANCELLATIONS AND REFUNDS

- 18.1 For any bookings made with Didaxé, there is a seven-day cooling off period, during which you can cancel your booking without any charge. This cooling-off period applies to bookings made up to six weeks before the planned start of the course.
- 18.2 If you cancel your programme, the courier fees (if applicable) are non-refundable.
- 18.3 All cancellations must be made in writing to Didaxé. Any refunds will be made by bank transfer refunded to the same account as your payment was made from.
- 18.4 Apart from the cooling-off period, in the event that you have to cancel your programme, we will charge you the following:
- 8 weeks before arrival - 25% of all fees and charges or 150 euros, whichever is the greater.
 - 7 to 5 weeks before arrival - 50% of all fees and charges.
 - Within 4 weeks of arrival - 100% of all fees and charges.
- 18.5 If you, without notifying Didaxé, do not arrive at all, arrive late or are absent during the course of your programme, a refund for this will not be given, nor may periods of absence be compensated with an extension at the end of the course free of charge. Regarding visa nationals, the Home Office will always be notified of all such irregularities.
- 18.6 If Didaxé cannot provide an agreed programme in full, a refund consisting of the difference between the fees paid and what has been provided up to date of termination will be granted to the student/participant. The payment of this refund will be made within 28 days of the date of termination. Alternatively, and if possible, the student/participant will be offered a suitable alternative programme at no additional cost. The student/participant has the right to choose between the refund or accepting a place on another programme. If they decide to choose the latter, they will be asked to sign a document indicating their acceptance of the programme.
- 18.7 If any participant breaches the conditions on which they were granted their visa no refund will be made for the remainder of their programme.

19 CHANGES TO CONFIRMED BOOKINGS

- 19.1 Any reduction to the agreed programme by the student/participant must be applied for in writing.

The company reserves the right to charge an administration fee each time the course or accommodation details are changed or cancelled after a place has been confirmed. This fee will not apply to upgraded or extended courses.

19.2 If you decide to leave the accommodation we have arranged for you before the end of the booking period, refund might be awarded to you.

19.3 If a visa student/participants leaves before the termination of the programme, we must inform the Home Office.

20 ACCOMMODATION

20.1 Accommodation provided by Didaxé is in units of a calendar week (Sunday to Saturday). Whilst every effort is taken to ensure accommodation is safe and secure, Didaxé does not take responsibility for any loss, damage, accident or otherwise as a consequence of the students/participants residing in the accommodation.

20.2 The rules and regulations, either verbal or written, of the accommodation in which you live must be observed. You will need to ask permission from the owner or other residents before inviting visitors to the house or allowing them to stay overnight.

20.3 During your stay, you will be responsible for any damage you or your guests cause to the accommodation, and will have to pay for any damage caused by you or your guests.

21 PERSONAL POSSESSIONS

- 21.1 Whilst every effort is taken to ensure that students/participants have a safe environment, whether in Didaxé does not take responsibility for any loss, damage, accident or otherwise of personal possessions unless caused by our own negligence. Thus, during your stay, you will be responsible for the safety and security of your own personal possessions, including money, travel documents and travel tickets.
- 21.2 During your stay, you will be expected to contribute to the cleanliness and tidiness of your accommodation. You will not deface the decor of the accommodation and will leave the accommodation as clean, tidy and orderly as it was on your arrival.
- 21.3 For work experience participants, accommodation can be up to 60 MINUTES travel time from your place of work. Distance to work within this time limit is no reason to change accommodation or for complaint.
- 21.4 If you are asked to leave your accommodation by the owner, landlord or Didaxé because of a breach of agreement, you have no automatic right to new accommodation provided by Didaxé.
- 21.5 A change of accommodation is only possible in exceptional circumstances and with the prior approval of Didaxé. During your stay, we may need to move you from one accommodation to another due to unforeseen circumstances. Whilst we will try to avoid this, we reserve the right to do so.
- 21.6 If students/participants have arranged their own accommodation, they are required to give Didaxé Group accurate and up-to-date information about their address, phone numbers, email address and emergency contact details in Italy and their home country. If they do not do this, Didaxé will not be responsible of any unforeseen circumstances.

22 DISCIPLINE

- 22.1 Didaxé reserves the right to exclude any students/participants from their programmes or remove them from their accommodation when there is evidence of gross misconduct, abusive behaviour causing offence to staff at Didaxé or at the work place, accommodation or other clients, or poor discipline or attendance either at work, at school or at the training centre. In these cases, no fees will be refunded and Didaxé accepts no responsibility for providing alternative work placement, course or accommodation, and the student/participant or their parent will be responsible for all the costs involved in providing their transport home.
- 22.2 During trips and activities organised by Didaxé, students/participants must observe the directions given by the accompanying members of staff; to ensure the safety of you and others.

23 CHANGES TO PROGRAMME

- 23.1 From time to time, Didaxé may have to make changes to services and reserves the right to do so. In case any major changes become necessary, a notification of such changes will be made to the participants as soon as it is possible to do so.

24 LIABILITY

- 24.1 You are held responsible to ensure you have a valid passport, or any other appropriate travel document/ID, to enter the country your programme is provided in. Didaxé accept no liability for financial loss caused by you not having correct travel documents.
- 24.2 Didaxé cannot be held liable for damage or accident to student/participant's person or property, except where such liability is expressly imposed by Italian law.
- 24.3 Didaxé accepts no liability for any damages related to death, personal injury, breach of contract, inappropriate performance of the contract or negligence in situations where the claim has originated out of circumstances that are neither due to Didaxé's fault nor that of other suppliers for the following reasons:
- the failure was due to the student/participant's fault;
 - the failure was due to a third party that was not connected to the services provided by Didaxé under their contract with the participant and was therefore unforeseen and unavoidable;
 - the failure was due to circumstances that were unpredictable and out of the ordinary, and thus beyond the control of Didaxé, whose consequences it would not have been possible to avoid no matter how diligently due care had been exercised; and
 - the failure was due to an event that would have been impossible to foresee or forestall by Didaxé or any other supplier, even with due care.
- 24.4 Didaxé is not responsible for the safekeeping or delivery of any post or fax sent to you at Didaxé premises.
- 24.5 Didaxé is not liable for refunds or damages, however they arise, in cases where the school is unable to provide any services to which it is contractually bound because of labour disputes, insufficient demand for courses, natural disasters or for any other reasons that are beyond its control.
- 24.6 If participants feel that the service provided by Didaxé or any of its providers has been defective, they must inform Didaxé and/or any other supplier of it as soon as it possible to do so. Such notification must be in writing to grecor@didaxe.it

25 COMPLAINTS AND DISPUTES

- 25.1 If there is a dispute between a participant and the school, any complaints should first be made in writing to the Complaints and Compliance Manager at grecor@didaxe.it. Provided that a complaint is received within one month of the course ending and all fees have been paid, it will be investigated fully. In the unlikely event that the issue still remains unsolved, the next step is to contact the National Agency for Erasmus Plus in your country.

26 PRIVACY POLICY

- 26.1 When you complete the Registration Form, you agree that Didaxé can store and use the information you give for their purposes only; not passing your details on to any other organisation or third party. Didaxé may take photographs or video footage of social events, some of which may be used for promotional purposes.

27 PUBLICITY AND DISSEMINATION

- 27.1 Students/participants understand and agree that Didaxé may choose to publicise their experience in local, national or international media and use any material, statement or anecdote in their marketing and public relations materials and activities.

The above information is correct at time of publication but may be subject to change.

These Terms & Conditions shall be governed by and interpreted in accordance with the Italian laws.