

## **TERMS AND CONDITIONS**

### **1. REGISTRATION AND PAYMENT**

To confirm registration, the student must leave a deposit of **Euro 100** and send a receipt of payment to [info@laboling.it](mailto:info@laboling.it). The remainder of payment for the course and the accommodation can be made before arrival or on the first day of the course. Payment can be made in cash, by bank transfer or by credit card. Here our bank details:

**LABOLING – SOCIETA' COOPERATIVA**  
**Intesa Sanpaolo S.p.A. – Filiale di Milazzo**  
**Via dei Mille 47 - 98057 Milazzo (Messina) Italia**  
**IBAN: IT43P0306982292100000000743**  
**BIC: BCITITMM**

In the description of payment, the student must include name, surname and the period of the course. All bank charges and/or any PayPal fees are paid by the student.

### **2. ITALIAN LANGUAGE AND CULTURE COURSE**

Lessons are held from Monday to Friday. Every lesson lasts 45 minutes. Group lessons are usually held in the morning but sometimes in the afternoon. The times for individual lessons will be decided on with the students, however the final decision lies with the school. Before the course start all students, except beginners, will do an entrance test to verify their level of Italian.

The school notes 6 levels. Attending a four-week course, however, does not guarantee a step up to the next level. There is a maximum of 10 students per class. If there are less than 3 students in a group, there will be 3 instead of 4 lessons a day (intensive course) or 4 instead of 6 lessons a day (intensive course plus). This is due to the intensity of the lessons.

### **3. HOLIDAYS**

The school is closed for the following national holidays: January 1, January 6, Easter Monday, April 25, May 1, June 2, August 15, November 1, December 8, December 25 – 26. The lessons are recuperated through a cultural activity for free.

### **4. ACCOMMODATION**

Accommodation are available from 12 am on the Saturday prior to the course and should be vacated at 9 am on the Saturday after the course. Laboling selects the accommodation based on location, facility, comfort and cleanliness. Guests are not permitted in accommodation provided by the school. Double room accommodation can be booked only from two people travelling together. Students are responsible for any damage caused.

In case of a complaint, the student should immediately inform the school secretary. The student will be asked to fill out a form specifying the reason for his or her complaint. The school will carefully analyze the reasons of the complaint and check its validity. Based on the investigations carried out, the school will provide the customer with a response to the complaint.

### **5. CANCELLATIONS AND REFUNDS**

The school should be informed immediately, in writing, of any requests of changes, refunds or cancellations.

**Course refund before arrival:** After Laboling has confirmed the enrolment, the pre-payment of Euro 100,00 will no longer be refundable. For cancellations reported within 14 days before the start of the course, the pre-payment will be considered valid as a credit for a subsequent course. For cancellations reported after this deadline, the advance will not be valid as credit for a future course.

**Course refund after arrival:** For cancellations communicated after the course has started, no refund will be made. There is no refund in case of a late start and early departure of the course. Any lessons missed by the student are not refundable.

**Refund of accommodation:** There is no refund in case of late arrival and early departure. In case of cancellation of the accommodation, a minimum of 14 days' notice is required to be entitled to a refund. The amount of the refund will be calculated based on the period of the unused accommodation from which will be subtracted a penalty of Euro 100,00.

## **6. VISA**

Students from outside the European Community who would like to attend a course in Italian language and culture for more than 90 days need a *Visto d'entrata* (student's entry visa). This can be obtained from the Italian Embassy in the student's country ([www.esteri.it/visti/](http://www.esteri.it/visti/)). Laboling will issue a Certificate of Enrolment only after receiving the full amount for the Italian language and culture course and the chosen accommodation. Students who are denied a visa will be eligible for a refund only after submitting to Laboling the document that certifies the visa denial and the reason of the denial. Bank charges are paid by the student and there will be retained an administration fee of Euro 50,00. Once the visa has been obtained, it is impossible to cancel or change the course dates. Within 8 days of arrival in Italy, the student must report to the police, to get the *Permesso di soggiorno* (permission of stay).

## **7. INSURANCE**

We advise students to have health insurance before leaving their country. Students from the European Community who have a European Medical Card have the right to free medical care. Students from outside the European Community must be in compliance with the regulations prescribed by the Italian government, which can be obtained from Italian Embassies around the world. Laboling students are covered by insurance taken out in accordance with Italian laws for activities organized by the school.

## **8. VALIDITY OF PRICES**

Course and accommodation prices posted on the school website are valid from January 1 to December 31 of the current year.

## **9. DISPUTE RESOLUTION**

The student should immediately submit any complaint to the school secretary who will find an appropriate solution to the problem. If the problem is not resolved contextually, the student should submit the complaint in writing to the school management. Complaints submitted after the end of the course will not be considered.

## **10. RESPONSIBILITY**

Laboling cannot be held liable for loss, damage and insult, except where liability is imposed by Italian law. Laboling cannot be held responsible if a service becomes impossible to be offered due to force majeure, calamity, natural disasters, etc.

## **11. HARASSMENT, BULLYING AND DISCRIMINATION**

Laboling is committed to ensuring a work and study environment free of all forms of harassment, bullying and discrimination. This standard must be adhered to by students, teachers and school employees. Staff and students are committed to treating everyone without discrimination of any kind by gender, background, or religion. The school reserves the right to implement action against anyone who violates this rule.

## **12. EXPULSIONS**

The school reserves the right to expel a student if his or her conduct is found to be improper or harmful to others. There is no refund in case of expulsion.

### **13. PHOTO AND VIDEO USE**

The student, by accepting these Terms and Conditions, authorizes the school to use photos and video taken during the course and activities for promotional purposes.

### **14. ACCEPTANCE OF THE RULES**

All enrolments are subject to these Terms and Conditions, which take effect upon registration. By Laboling's acceptance of an enrolment submitted electronically or by paper form, signed by the student or agency, the student tacitly accepts the Terms and Conditions.

### **15. PROCESSING OF PERSONAL DATA**

By signing the enrolment form, the student in accordance with Art. 13 of European Law No. 2016/679, authorizes Laboling to process their personal data.

Revisione n. 6 del 20 novembre 2025