

## Enrolment Conditions

last update 31/05/2023

The course and anything published on the website <https://www.learnable-europe.eu/> belongs to Learnable Società Cooperativa a r.l.. The course is delivered by Learnable Società Cooperativa a r.l. that adheres to specific quality standards. Payments for the course are made directly to the Learnable Società Cooperativa a r.l. Below are the updated and completed terms and conditions for Learnable Società Cooperativa a r.l.:

Website services are offered by:

Learnable Società Cooperativa a r.l.

Galleria dei Fonditori 3,

61122 Pesaro

Italy

### Who do we share your data with

We prioritize the protection and privacy of your data, which will be shared with the necessary third parties according to our Privacy Policy.

We will share your data when you make an enrolment through our website, send us an email, or register for Learnable newsletter.

Learnable newsletter is managed and is property of Learnable Società Cooperativa a r.l.

By providing your data, you are giving your consent for us to process it for the intended purposes.

### Service details

The course published on our website follows a specific format, with lessons taking place from Monday to Friday including cultural activities.

Classes take place in the morning or afternoon, at the provider's discretion. The schedule outlines may differ significantly depending on participants' requests and on the trainer, who has discretion over any changes.

Participants who attend at least 80% of the course will receive a Certificate of Attendance either on Friday or Saturday.

If a course does not reach the minimum number of participants expected, the Management reserves the right to change the course structure.

### **Cultural activities**

To participate in walking tours and excursions, participants declare they are fit to do so. Where concerns about the participants health exists, Learnable Società Cooperativa a r.l. may ask the participant not to attend the cultural activities for their own good.

### **Attendance etiquette**

Participants are not permitted to bring partners or children to the lessons. Minors; i.e. under 18 year olds, always need to be supervised by their parents and cannot be left alone on the school grounds. The course is for adults and any extra adult attending needs to pay the standard course fee.

The health of our staff and participant is one of our primary concerns. Please note that the Learnable Società Cooperativa a r.l. reserves the right to implement any health and safety measurement it deems necessary to protect everyone's health.

Inappropriate language/behaviour towards class participants or Learnable staff will not be tolerated and we reserve the right to ask participants to refrain from attending the course if behaviour persists. The participant's superiors will be notified of any incident of inappropriate behaviour having taken place during course hours or during a cultural activity.

### **Signing up**

Enrolment in the course is subject to receipt of the registration confirmation from Learnable.

The confirmation of registration is a document that shows all the information related to the course and payment conditions.

Without having received this document the participant cannot be considered enrolled in the course.

### **Language level (except for language courses)**

Please note that the majority of course participants are not native English speakers. The level of English spoken by your fellow European teachers may therefore vary.

### **Payment**

Payment must be made by bank transfer to the current account of Learnable Società Cooperativa a r.l. Payment information will be sent to you together with the Course Confirmation Document.

You are asked to pay the full amount within 15 days from the booking confirmation.

If registration is less than 15 days before the start of the course, the total cost of the service purchased will be requested before the first day of the course.

Learnable Società Cooperativa a r.l. reserves the right to cancel an enrolment where no payment or communication about late payment has been received.

### **Late registration fee**

A 60 € late registration fee will be applied for registrations submitted less than 8 weeks in advance from the course start date.

### **Deposit and enrolment fee**

No deposit or enrolment fee is required.

### **Cancellations**

If you are forced to cancel your course attendance due to unforeseen issues, these are the options you may take into consideration first:

- rescheduling to another period (if applicable) by sending a written notice;
- any other colleague may take your place and use the already paid fee without any additional costs.

Cancellations must be notified by email.

For cancellations communicated at least 4 weeks before the start of the course, Learnable Società Cooperativa a r.l. will retain 30% of the course cost.

For cancellations communicated in the last 4 weeks before the start of the course, the full amount will be retained.

Absences for personal reasons, early departures, and late arrivals are not valid reasons to demand refunds.

If your Visa is denied, you must send us a written refusal from the authority with the reason for the denial. We will be able to refund you the total amount minus €150 for the administrative fees.

### **Refund policies**

To apply for a refund of the course fee, the sending institution may be required to send a written communication to Learnable Società Cooperativa at the following email: [contact@learnable-europe.eu](mailto:contact@learnable-europe.eu).

### **Treatment of complaints**

Any participant complaints about aspects of the service offered can be reported to the trainer or to the email address [contact@learnable-europe.eu](mailto:contact@learnable-europe.eu).

We will thoroughly evaluate all complaints and, if deemed necessary and feasible, immediately address them.

Alternatively, participants can also provide suggestions in the end-of-course questionnaire, although this may not allow us to intervene promptly.

### **Insurance**

Participants will be held responsible for any damage caused to Learnable's premises. Learnable Società Cooperativa a r.l. declines all responsibility for the loss of personal belongings within the premises made available for the course.

### **Acceptance of the regulation**

Once enrolled, the participant will automatically accept the enrolment conditions proposed by Learnable.

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If completing the registration on behalf of others, it is considered that the project manager has obtained the authorization of the participants to do so, and that the participants are aware of such action and accept that the project manager acts as their authorized representative.