

Terms and Conditions 2025–2026

These regulations apply to those enrolling in face-to-face courses, online courses, or face-to-face courses delivered online due to closures or force majeure.

Lesson duration is calculated in academic hours. One academic hour equals 53 minutes.

- Breaks are only scheduled in classes where lessons run for three consecutive hours.
- Maximum number of students: 12 for Early Years and Lower Primary, 14 for Upper Primary, and 16 for Secondary.
- For specific exam preparation courses, textbooks and exam fees are not included in the course price.
- Please do not leave personal belongings unattended. The British Council is not responsible for any loss or theft within the premises.
- Trial lessons are allowed, where possible, at the British Council's discretion, with a refundable deposit of €160.
- Parents must inform the teacher of any early departures with a written note.
- To allow students access to British Council digital platforms and online course materials, your data will be shared with third parties.
- By enrolling in a British Council course, you automatically authorize the student's participation in the "Connecting Cultures" project.
- It is the responsibility of the parent/guardian to complete all necessary consent forms, which will be shared before the start of the courses.
- In case of a health emergency, weather alert, or other circumstances (e.g., teacher absence), face-to-face courses may be held online, either due to official directives or at our discretion. In such cases, the total number of hours will remain unchanged, and lessons will take place on the same day and time. Missed in-person hours will not be rescheduled.

- The British Council will make every effort to avoid changes to teaching staff during the academic year. However, in cases of illness, other absences, or force majeure, changes may be unavoidable.
- The British Council reserves the right to cancel a class or merge classes if the minimum number of enrollments is not met.
- If more than one course at the same level is held at the same time and day, we reserve the right to transfer students between groups for academic reasons.
- Requests to transfer between classes after the academic year has started must be approved by the academic team.

Missed lessons are not subject to rescheduling or refund, except in extraordinary circumstances. Please refer to our refund and credit policy.

In accordance with Articles 1341 and 1342 of the Italian Civil Code, the Parties expressly approve and declare that they have specifically negotiated the following clauses:

Payment Terms and Conditions

- Course registration can be completed by paying a €160 deposit or the full fee.
- The deposit will be deducted from the course balance and is non-refundable after 13 September 2025.
- The course can be paid in full before the start via bank transfer, debit card, or credit card.
- Alternatively, monthly installments can be paid via the Smallpay platform. A €60 administrative fee applies to monthly payment plans.
- Discounts are subject to expiration, cannot be combined, and cannot be used with other offers unless part of specific promotions at the British Council's discretion.
- The British Council cannot accept payments from banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction. If payment is found to come from a sanctioned bank or institution, the funds will be frozen and the service will not be provided. Please ensure payments are not made from sanctioned accounts.
- Receipts are sent via email. It is the responsibility of the parent/guardian to verify the accuracy of the information.
- Refund requests after 13 September 2025 will not be accepted unless under exceptional circumstances (see refund and credit conditions below).
- The installment plan cannot be canceled after the course starts, except under the exceptional circumstances listed below. The British Council reserves the right to accept or reject cancellation requests. If accepted, no further installments will be

charged from the cancellation date, and no refunds will be issued for installments already paid.

- If transferring to a course with a higher fee, the student must pay the difference.

Credit and Refund Conditions

The following regulations outline the conditions under which customers may request a credit or refund.

The British Council reserves the right to accept or reject any refund or credit request. A full refund or credit will be granted only if the course is canceled by the British Council or if the customer requests it before 13 September 2025.

Requests made after this date will not be accepted, except in the following exceptional circumstances:

- Illness or injury preventing course attendance (medical certificate required).
- Serious family issues (documentation required).
- Relocation abroad or to another Italian city where the British Council is not present, and no equivalent online course is available (proof of relocation required).
- Changes to school or parent work schedules that are completely incompatible with course times (both in-person and online).

Credits or refunds supported by documentation (as above) will only be granted upon course cancellation. No credits or refunds will be issued for missed lessons.

Requests not meeting the above criteria will not be accepted.

When calculating any credit/refund granted for the reasons listed above, a €50 administrative fee will be charged in addition to the cost of attended lessons.

If two family members are enrolled and one cancels, the sibling discount will also be canceled.

The customer is responsible for the accuracy of the bank details provided.

All refunds will be paid via bank transfer within 3–5 weeks.

Any credit must be used within 12 months from the date of the request.

Customers may transfer their credit to other students free of charge.

Transferred credits cannot be transferred again.

Credits and refunds cannot be requested after the end of the course/academic year.

All credit and refund requests must be sent via email to our Customer Service: corsi@britishcouncil.it

