

## Terms and Conditions 2023-2024

- Our class length is calculated in academic hours. The academic hour is 53 minutes.
- A break during the lesson will only be permitted in classes of 3 hours.
- For specific exam preparation courses, the course book and Cambridge exam fee is not included in the price of the course.
- It is not possible to take a trial lesson.
- We kindly ask you to look after valuables as the British Council can take no responsibility for their loss or theft.
- Written authorisation is required from the parent/guardian for a child to be permitted to leave a lesson early.
- We shall pass personal data on to a third provider for you and your child/children to be able to access the British Council 'learning hub' and the online materials that are part of the course.
- By enrolling on a British Council course you agree to your child's participation in the Connecting Cultures project.
- It is the responsibility of the parent/guardian to complete all necessary consent forms.
- In the case of a health emergency or a weather alert, our courses may move online as a result of official directives, or at our discretion. In this case the total number of hours of the course will remain the same, and lessons will take place at their usual time. So it is not foreseen to recoup the hours that were not delivered face to face.
- The British Council makes every effort to avoid changes in the teaching staff during the school year. However, due to illness, other absences or force majeure, changes may be inevitable.
- The British Council reserves the right to cancel or merge classes if the minimum number is not reached.
- In the event that there is more than one class of the same level running at the same time on the same day, we reserve the right to transfer students between these groups for academic reasons.
- Class transfer requests after the start of the school year must be approved by the academic team.
- It is not possible to recoup or refund classes missed by students except for exceptional circumstances (see credit and refund policy)

*In accordance with the articles artt. 1341 e 3142 c.c, the Parties expressly approve and declare that they have specifically negotiated the following clauses:*

### **"Terms & Conditions of Payment"**

- Course registration can be made with a down payment of 160 EUR or by paying the full amount due.
- Course fees are paid in full prior to the start of a course, or through an agreed monthly instalment plan, with our third-party provider.
- The down payment paid will be deducted from the course fee and is not refundable after the first day of the course.
- Course fees are non-refundable after the course has started except in stated exceptional circumstances (**see credit policy below**)
- Instalment plans cannot be cancelled after the start of the course except in stated exceptional circumstances below. The British Council has the discretion of whether to accept or reject instalment cancellation requests.
- Discounts are timebound and cannot be accumulated or used in conjunction with other offers, unless stated.
- A fee difference may be due if a student moves to a course with a higher price during the academic year.
- The British Council will provide you with a receipt upon payment. VAT invoices are not issued due to our status in Italy.
- The British Council cannot accept payments made from banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction.  
Where the British Council discovers evidence of payment from a sanctioned bank and/or sanctioned financial institution we will freeze all funds related to that payment and will be unable to deliver the service for which the payment was intended. Please therefore ensure that you do not make payments from an account in a sanctioned bank and/or sanctioned financial institution.

**“Credit and Refund Policy”**

*This policy outlines the conditions under which customers can request a credit or refund for a course:*

- *The British Council has the discretion of whether to accept or reject refund or credit requests.*
- *A credit or full refund will only be provided if the British Council cancels a course or when the customer makes a request before the course start.*
- *Requests submitted after the term starts shall not be accepted except in the following exceptional circumstances:*
  - *In the case of illness or accident that prevents the attendance of the course (medical report should be provided).*
  - *Serious family problems (evidence should be provided)*
  - *In case of relocation to another city/country (evidence should be provided).*
- *Requests that do not comply with the conditions above will not be processed.*
- *For any refund/ credit requests meeting the requirements above, an admin fee of 50EUR will be deducted in addition to the cost of the attended classes.*
- *The customer is responsible for the accuracy of the bank details provided.*
- *All refund requests will be paid, through bank transfers only, within 3-5 weeks.*
- *The credit shall be kept for a maximum period of twelve months from the date of submitting the credit transfer request.*
- *Customers can transfer their credit to other students free of charge.*
- *The transferred credits cannot be re-transferred back to students.*
- *The British Council cannot make payments to banks (or other financial institutions) sanctioned by the UK or any other relevant jurisdiction.*

*If you request a refund to be sent to an account at a sanctioned bank and/or sanctioned financial institution, you will be asked to nominate an alternative method of payment that does not breach sanctions.*

*Failure to provide an alternative method of payment will result in non-payment of the relevant funds*
- *All credit and refund requests must be submitted by email ([corsi@britishcouncil.it](mailto:corsi@britishcouncil.it)) to our Customer Service team.*

**“Data protection”**

The British Council applies the UK Data Protection Act 2018 to all of its global operations unless the local equivalent law is stronger.

The British Council will:

- (a) use the personal information that you provide to:
  - (i) organise and administer the specific British Council English Language Product you have selected including but not limited to facilitating the payment by you of the relevant English Language Product through a designated third-party secure payment provider;
  - (ii) send you information regarding activities, courses, seminars and events organised by the British Council electronically or in any other form, provided that you have not opted out of this.
  - (iii) request your opinion of the British Council's products and services, provided you have not opted out of this;
  - (iv) use the information gathered for research purposes provided you have not opted out of this;
  - (v) carry out teaching activities which may include:
    - sharing personal data (student image and voice) during the real time broadcasting of online classes through the British Council learning hub;
    - using student audio or video recordings as academic support;

- sharing student work (documents, images or recordings) in class for collaborative activities within the British Council Teaching network;
- data will only be retained for the length of the course.
- use of the learning hub;

(b) protect the personal information it is given and make sure that only those who need access to the personal information are able to access it; and

(c) only share the information within the British Council, with organisations that process payments for English Language Products on behalf of the British Council, and with other organisations where such sharing is necessary for a fair and lawful purpose or where we have the individual's consent.

*British Council*

*Contractor*