

TERMS AND CONDITIONS – Individual booking

Supporting organisation

Introduction

These Terms and Conditions constitute the terms of a legal contract agreement for educational services between:

- Mobility and cooperation SRL a socio unico, Viale della Navigazione Interna 51B, 35139 Padova (Italy) P.IVA 05351480289 ("**Supporting organisation**") and
- the person named in the enrolment form ("**You**")

The **Quotation** named in the *enrolment form* is part of the terms and conditions between you and the Supporting organisation.

By filling in and submitting the enrolment form, you agree to be bound by these Terms and Conditions.

Services

In order to implement the Erasmus+ project, the Supporting organisation will provide *admission to the training services* **Course** offered by the *Hosting organisation* to you in the period between the **Arrival date** and the **Departure date** at the **Location**.

In order to integrate, complete and enable the admission to the services above, the Supporting organisation will provide the following *ancillary services* to you as described in the Quotation if selected in the enrolment form:

Activities (*cultural and recreational services*), **Accommodation** (*booking service*): *Double room or Single room*, **GREEN - Grow a tree** (*general services*), **DIGITAL - Services for blended mobilities** (*training services*)

Amount

You will receive a sales order showing the Amount calculated according to your enrolment form. You will pay the Amount and any associated VAT to the Supporting organisation according to the payment terms.

Effectiveness

These terms and conditions shall become effective from the date you submit the enrolment form, provided all conditions specified in the Quotation are met.

Payment terms

A deposit equal to 30% of the Amount must be received within 7 days from the effective date by the Supporting organisation no later than 12 weeks before the arrival date unless otherwise agreed in writing. The remaining balance 70% will be at 4 weeks before the arrival date.

Cancellation policy

Cancellation notice must be received in writing by the other party and the following cancellation policy will apply:

- More than 12 weeks before the arrival date: *Full refund*
- More than 4 weeks before the arrival date: the Supporting organisation has the right to retain the *30% deposit*
- 4 weeks or less before the arrival date: the Supporting organisation will retain *50% of the total Amount*
- On or after the arrival date: *No refund*

There is no refund for days missed during the course/late arrival/early departure/public holidays.

Cancellation due to Covid-19 reasons

You are responsible to take appropriate travel insurance first.

In case of cancellation due to the pandemic situation, you might apply for compensation for the incurred costs through the "force majeure" procedure through its Erasmus+ National Agencies.

If the Course is cancelled by the Supporting organisation due to Covid-19 local restrictions at the Location, you are entitled to reschedule the course dates or to seek a refund: in both cases, the Supporting organisation is entitled to deduct reasonable costs they must incur due to their own separate agreements with their providers related to Course, Activities and Accommodation.

If the Course is cancelled by you due to Covid-19 travel restrictions and there are no restrictions imposed at the Location, and the Hosting organisation is still prepared to perform their side of the contract, the usual cancellation policy applies.

In case of cancellation because you do not meet the requirements of the health regulations at the Location (e.g. verified EU Digital COVID Certificate, Covid-19 measures to attend indoor and outdoor meetings, public or private gatherings and events, etc.), the usual cancellation policy applies.

Course dates

The Course is offered in the period between the Arrival and Departure dates: it usually takes place Monday to Friday and the full-day trip usually takes place on Saturday, so Sundays are considered Arrival and Departure dates for those who book Course, Activities and Accommodation. You can leave earlier if you book just the Course.

Best effort

- The course is organised in good faith and it is subject to local availability. The Supporting organisation retains the right to change Course title and contents to fit local availability and participant needs.

- The Course Guide and website are not contractual documents and do not form part of this contract

- Whilst the Supporting organisation has formal agreements with the Hosting organisation and other activity providers, it is not possible to guarantee exact trainers, activities, field trips or services and the Supporting organisation reserves the right to amend details as necessary due to local availability of trainers, staff, providers and facilities.

- Whilst the Supporting organisation will use its best efforts to meet the participant preferences, it is not possible to guarantee exact property type (hotel, apartment, bed and breakfast or other) or desired facilities/extras (ensuite bathroom, breakfast) or room type (single, double). The Supporting organisation will refund the price difference only in case the exact room type (either single or double) cannot be organised.

- The Course is held at third-party premises. During peak times classes can be held at additional premises.

General conditions

- The Supporting organisation does not accept responsibility for costs incurred due to flight/train delays, e.g. transfers, accommodation

- The Supporting organisation does not take responsibility for loss or theft of belongings.

- You are expected to have appropriate medical and baggage insurance.

- You must take out private medical insurance if you are non-EU.

- If you do not acquire a visa on time, the above cancellation policy applies. It is your responsibility to ensure that the correct visa has been applied for.

- The Supporting organisation includes photographs or images of participants in its promotional material such as the course guide, website and social media. You hereby consent to this practice. If you wish to withdraw such consent, you may do so by notifying the Supporting organisation in writing.

- Breakfast special diets can be catered for if notified in advance and may incur an additional charge; coeliac, halal and gluten free diets might incur a supplement and may be quoted for upon request. Vegetarian diets no charge.

- The webinars related to "Digital: Services for blended activities" will be available for 12 months from the effective date

- The services related to "GREEN: Grow a tree" will be delivered within 18 months from the effective date

- The parties irrevocably agree that the courts of Italy have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims)