

## TIBERIUS INTERNATIONAL – TERMS & CONDITIONS

### 1. General Information

Tiberius International, represented by Mrs. Monica Golfieri, welcomes all students and is committed to offering a high-quality learning experience. The Management is available to provide assistance for any issues or concerns during your stay. Students are invited to promptly report any discomfort.

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### 2. Course Schedule

#### Morning Classes:

09:00 – 10:50 (lesson) | 10:50 – 11:10 (break) | 11:10 – 13:00 (lesson)

#### Afternoon Classes:

14:30 – 16:20 (lesson) | 16:20 – 16:40 (break) | 16:40 – 18:40 (lesson)

- **Punctuality is mandatory.** Students arriving late without justification will be admitted only after the break.
  - If the number of students in a class is fewer than **three (3)**, the school reserves the right to **reduce class hours**.
  - In case of illness, a **medical certificate** is required in order to reschedule any missed lessons.
  - Repeated absences or delays will be reported to Management. For minors, parents will be notified.
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### 3. Payments

- All course fees must be **paid in full by the first day of class**.
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### 4. Cancellations & Refunds Policy

#### 4.1 General Cancellation

- Cancellations must be submitted **in writing (by email)** to the school.
- If cancellation is made **at least 15 days before** the course start date, a **70% refund** will be granted.
- If cancellation is made **less than 15 days before** the course start date, **no refund** will be granted. However, a **credit** equal to the paid amount may be used within **12 months**.

#### 4.2 Non-Attendance

- In case of non-attendance without prior written cancellation, **no refund or credit** will be issued.
- Lessons missed without valid justification are **non-refundable** and **cannot be rescheduled**.

### 4.3 Early Departure / Postponed Arrival

- No refund is provided for **early departure** or **late arrival** for any reason, including personal or travel issues.

### 4.4 Visa Refusal

- If a visa application is denied due to **reasons not attributable to Tiberius International** (e.g. missing/incomplete documents), **no refund** will be provided.
  - The paid course fee will remain valid as **credit for 2 years** from the original course start date.
  - If the student provides **official written documentation of the visa refusal**, they may request a **partial refund**. A **€ 250.00 administrative fee** will be deducted.
  - The refund request must be submitted **within 30 days** of the visa refusal notification.
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## 5. Cases of No Refund / Situations Not Accepted

No refunds, whether full or partial, will be issued, and no course credits or make-up lessons will be granted in the following situations:

- **Failure to attend the course** without prior written notice sent to the school administration.
  - **Absences not justified** by a valid medical certificate or official supporting documentation.
  - **Late arrival** after the scheduled start date of the course, regardless of the reason (e.g., travel delays, visa processing, personal matters).
  - **Early departure** before the completion of the booked course duration.
  - **Subjective dissatisfaction** with the course, teacher, classmates, teaching method, or program, if the course has been delivered in accordance with the school's standards.
  - **Voluntary withdrawal** or change of mind after course confirmation.
  - **Delays, missed lessons, or inability to attend** caused by transportation issues, flight cancellations, weather conditions, strikes, or any force majeure circumstances not directly attributable to Tiberius International.
  - **Visa refusal** due to errors, omissions, or incomplete documentation provided by the student.
  - **Lessons falling on public holidays or during scheduled school closures**, as communicated in the academic calendar.
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## 6. Course Structure and Final Exams

- A textbook is provided for all students (excluding 1-week courses).
  - Course type selection is **final** and **cannot be changed** after registration.
  - Changes in level are subject to the **teacher's discretion**.
  - Students must attend at least **80% of class hours** and sign a consent form to sit the **final test**.
  - Final exams take place only on **Thursday** of the final course week:  
**Morning:** 09:00–11:00 | **Afternoon:** 15:00–17:00
  - The **use of electronic devices** during exams is strictly prohibited. Any violation will result in the **test being voided**.
  - Ongoing assessments may be conducted at the teacher's discretion.
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## 7. Student Conduct

- Students are expected to maintain **polite and respectful behaviour**.
  - The school reserves the right to remove any student who **disrupts lessons** or disrespects staff or peers.
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## 8. Extracurricular Activities

- Weekly activities are announced at the beginning of each week.
  - **Advance payment is required** to reserve participation.
  - Fees for extracurricular activities are **non-refundable** in case of absence.
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## 9. Liability and Property

- Tiberius International is **not responsible** for any **lost or unattended personal items**.
  - Students are financially liable for any **damage caused** to school property or facilities.
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## 10. Personal Data Protection

Pursuant to Regulation (EU) 2016/679 (GDPR):

- Personal data will be stored for the time strictly necessary to manage registration and school activities, up to a maximum of **24 months**.
  - Data will not be shared with third parties except when required by law.
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## 11. Image Release Authorisation

In accordance with Art. 10 and 320 of the Italian Civil Code, and Articles 96 and 97 of Law no. 633/1941 (Copyright Law):

I authorise the **free use, reproduction, and publication** of images, audio, or video material in which I appear or am recognizable, for promotional or institutional purposes by Tiberius International, including:

- Official website
- Social media (Facebook, Instagram, YouTube, Twitter)
- Print or digital publications

☐ **YES, I authorise**

☐ **NO, I do not authorise**