

## Terms & Conditions 2010

### Acceptance For Booking

The booking is realized by submitting a completed and signed registration form or online registration form. Minor participants (under 18 years of age) need the signature of their parents or legal guardians. The booking becomes binding after being confirmed in writing by International Know How srl, hereinafter referred to as IKH. With the registration the participant accepts all following general terms and conditions.

### Payment

All Payments have to be settled in Euro (€). The full payment for all services booked (e.g. course, accommodation and additional services) must be credited to the IKH account not less than 3 weeks before arrival. In case the payment was not credited IKH reserves the right to cancel the contract automatically or to withhold details on accommodation such as the address, the person to contact, etc. Payment must include all bank transfer charges. After having received the application and deposit, we will send the confirmation of enrollment, the invoice and the visa documentation (if requested). The welcome pack with the extra information and the address of your accommodation will be sent after you have settled the remaining balance. The invoice must be paid in full 3 weeks before arrival.

### Prices

All prices stated on the Price List are in Euro and valid from 01/06/10 to 30/09/10. IKH reserve the right to change prices as a result of governmental regulations, tax increases, exchange rate variations or other events.

### Changes and amendments

Once you have started a Course, no changes may be made to it other than by written agreement from IKH. If the supplier centre opts to approve a change, the charge specified in the Price List will be made.

### Cancellations

You may cancel your enrollment at any time prior to the commencement of your course. However, you will be charged cancellation fees, in addition to non-refundable charges such as registration fee, placement fee, courier fees and bank charges. Days are counted on working days basis (mon/fri)

Cancellation up to 40 days before course commencement: 20% of total fees.

Cancellation between 39 and 20 days before course commencement: 40% of total fees.

Cancellation between 19 and 3 days before course commencement: 70% of total fees.

Thereafter, 100% of the total fee is required. After arrival, no refund will be made.

### Courses

Start Dates are detailed in the Price List. In the event of an insufficient number of students booking for a particular course, IKH reserves the right to cancel the Course or provide you with an alternative course which the supplier school considers suitable, in case of non-acceptance by client this should be confirmed in writing within 48 hours of the communication. The scheduling of the courses are subject to changing up to 31st March 2010.

### Accommodation

IKH is happy to advise you on a variety of accommodation options. You should book accommodation for the Start Date until the day before your Departure Date unless you are informed to the contrary by IKH. If you wish to book accommodation it has to be indicated on your Application Form.

### Travel and Transfers

You must make your own travel arrangements. IKH will be pleased to provide information to help you with your arrangements, or offer transfers from your airport of arrival ('Transfers') subject to the payment of an additional charge. You must indicate whether you wish to reserve a Transfer on your Application Form and provide IKH with full details of your flight and arrival time at least 14 days before your Start Date (failure to do so or any extra costs incurred by IKH as a result of incorrect, delayed or inadequate information provided by you or your delayed arrival at the relevant airport may result in your incurring further charges). Flight details including: arrival time, flight numbers, airline and point of origin. No refunds will be granted on transfers if flight details are not sent to IKH at least 14 days prior to arrival. Airport transfer fees include a maximum of 1 hour waiting time: in the event of delays exceeding 1 hour, you will be charged the additional fee at the centre.

### Insurance

Neither agent, operator nor the school will be held responsible in any way for any accident, illness, loss of personal effects or change in personal circumstances arising any time prior to or during the course. We therefore strongly recommend a personal travel insurance.

### Passport, Visa And Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. IKH do not accept any responsibility if one cannot travel because has not complied with any passport, visa or immigration requirements.. You must ensure that you fully understand immigration regulations to enter in Italy. It is your responsibility to ensure that you meet and comply with any such regulations. IKH will not refund any fees paid due to your having been refused entry into Italy by immigration authorities.

### Conduct

You are expected to behave in a courteous manner and to respect fellow students and staff at the centre. The illegal use of drugs, alcohol abuse and inconsiderate behaviour is unacceptable as is any failure by you to abide by the law and custom of the receiving location. The receiving centre reserves the right to withhold Courses and accommodation from any student who fails to meet such standards and to require them to terminate the Course without refund in appropriate circumstances.

### Matters beyond IKH Control - Force Majeure

IKH will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is occasioned by any cause beyond IKH's reasonable control; nor shall IKH be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to earthquakes, other natural disasters, unusually adverse weather conditions, war, governmental action, terrorist activity, natural or nuclear disaster and the like.

### Descriptions

IKH honestly believes that all statements made in promotional material are factual and correct. Every reasonable effort has been made to ensure such accuracy. They are not responsible for any changes that become known after promotional material is produced (up to date information can be found on the Website). IKH will advise you of any material changes which become known to it prior to the Start Date.

### Complaints

International Know How is an independent Tour Operator. We do our best to act at all times in the best interest of our customers and jealously guard our good reputation. We expect that you and your party will enjoy a trouble free and successful stay. However if you have any complaint you must inform us and the supplier of the service in question immediately so that the problem can be quickly resolved in the location that it arises. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were at the course location and this may affect your rights under this contract. Notice in writing of any claim or dispute arising out of this contract must be received by us within 10 days of the date on which the course ended.

