



INTERNATIONAL SCHOOL OF MILAN SUMMER CAMP 2024 - TERMS AND CONDITIONS

1. THE AGREEMENT - SCOPE

1.1. This agreement (the “Agreement”) is entered into by the Parent (as defined in Annex 1).

And

International School of Europe ("ISE") S.P.A., with registered office in Via Porlezza 8, 20123 Milano, Italy P.IVA n. 12563800965 - REA (MI) n. 2046718 and Fiscal Code: 12932001006.

1.2 This Agreement sets forth the terms and conditions of the activity to be provided by ISE with respect to the Summer Camp 2024 to be held at the International School of Milan, Via I° Maggio 20, Baranzate (MI) (the “ISM Summer Camp”).

1.3 This Agreement is composed of the following annexes that are integral and essential part of the same and that can find inside the parent dashboard:

1. **Student & Parents Details**
2. **Medical Documents/Certifications (optional)**
3. **Data Protection**
4. **Medical form**
5. **Consent form**
6. **Code of Conduct**

that the Parent hereby declares to have reviewed and are accepted.

1.4 In any case, ISE reserves the right to evaluate and accept each Student's application. Therefore, the execution by the Parent of this Agreement and the partial or total payment of the Fees (as defined below) does not automatically imply the Student's enrolment at the Summer Camp.

2. FEES AND PAYMENT

The fees to be paid for the provision of the Summer Camp as determined under Clause 4 below (the “Fees”) will be invoiced upon receiving the application.

For bookings made **before the 31st of April 2024**, International School of Milan requires a € 500 as a deposit to confirm the enrolment for the camp. The remaining amount is due no later than 6 weeks before the start of the camp to confirm participation in the camp.

Any bookings made **after the 1st of May 2024** will be invoiced to the full amount. The invoice is to be paid within 7 working days of receipt to confirm the enrolment for the camp, and no later than 6 weeks before the start of the camp.

2.1 In case of failure to pay or delayed payment, in whole or in part, of the Fees, default interest will accrue at the legal rate increased by three percentage points, subject to ISE's right to request the monetary appreciation, any higher damages as well as the forfeiture of the term for the Parent pursuant to article 1186 of the Italian Civil Code. The above will not jeopardise in any case the provisions of Article 7.

2.2 ISE shall have the right to deny the Student's admission in case the Fees are not timely and fully paid.

3. ADDITIONAL SERVICES

3.1 Any request for services in addition to summer camp activity instead of in addition to normal didactic activity must be notified at the moment of enrolment. ISE will use the reasonable efforts to arrange such additional services, provided that a sufficient number of applicants requests them.

3.2 The amount due for additional services is not included in the Fees and is to be paid to ISE within the dates and according to the procedures provided for by ISE itself.

3.3 It is understood that the Fees do not include any further costs and services not expressly indicated hereunder that, therefore, shall be borne completely by the Parent.

3.4 The amount due for additional services is due in full even if the Student, for any reason whatsoever, does not benefit (whole or part) of them and even in the case of the Student's attendance at the Summer Camp is suspended or definitely discontinued, for any reason whatsoever, once the Summer Camp has started.

4. FEES

The price for the chosen Summer Camp Programme will be specified in the corresponding service registration documents.

4.1 The price **INCLUDES**:

- **Residential programme:** Scheduled activities, entertainment, and excursions; Accommodation and meals; Language and Fashion course and teaching materials; Assistance, supervision and instruction

of monitors and teachers; Laundry; Use of facilities, Wi-Fi; Transportation; Accident and civil liability insurance.

- **Day programme (from 9 am to 5 pm):** Scheduled activities, entertainment, Monday-Friday excursions; Meals; Language and Fashion course and teaching materials; Assistance, supervision and instruction of monitors and teachers; Use of facilities, Wi-Fi; Transportation; Accident and civil liability insurance.

4.2 The price does **NOT** include:

- **Residential and Day programme:** Transport to and from home city to airport / train station, airport / train station pick-up / drop off, pocket money for personal expenses, health and medical expenses, travel insurance and recorded delivery of VISA letter.

5. PAYMENT

The payment of the amounts referred to in the previous point should be made to the following bank account, following below indications:

- Please ensure that the **rate is net of any fees charged** by your bank at the time of payment. Please check with your bank before making payment.
- Please use the words '**ISM Summer Camp**' and the **Students full name** as a reference.

Payable to:

- Bank Name: BPER S.p.A.
- IBAN IT73F0538701614000000739260
- Account n. 000000739260 SWIFT CODE: BPMOIT22XXX

If required:

- Business name - International School of Europe SpA,
- Business address: Via Vittor Pisani, Milan

If you have any questions, please don't hesitate to email summercamp@ismilan.it

5.1 VISA LETTER: International School of Milan will supply the visa letter for the child(ren) application. Visa applications must be obtained in enough time to coincide with our cancellation policy in the terms exposed in the following section.

5.2 FAILURE TO PAY: If payment of the full amount has not been received by the start date of the camp, along with any necessary forms or parental consent, the International School of Milan reserves the right to refuse entry to the camp and / or additional charges may be incurred.

6. CANCELLATION, NO PRESENTATION AND/OR ABANDONMENT OF THE PROGRAM BY THE CUSTOMER

In the event that the customer decides to cancel the contracted Summer Camp Programme, it must be notified in writing *at least six (6) weeks before the start date* of the Summer Camp activity. International School of Milan will retain, as compensation for damages, the amount corresponding to the reservation of place, including all expenses incurred up to the current date. By way of example, but not limited to payments to third parties involved in the programme: other schools, residences, monitors, teachers, activities telephone calls, amongst others.

6.1 - In order to inform the customer of the amount of retentions or charges to be made by withdrawal:

- Deposit – Non-refundable;
- Full payment expected six (6) weeks before the start of the activity;
- No refund within 45 days of start date.

6.2 - There will be no right to full refund of the price when:

- The participant abandons the course, of his own free will (or being minors, of his parents or guardians), once it has started, also being understood as withdrawal;

6.3 - In the event of the expulsion of the participant from the programme due to non-compliance with the disciplinary rules provided in Section 5 of these Terms and Conditions, or due to personal circumstances (health, physical or mental problems, for example) that disturb co-existence or good development of the programme and that have not been previously communicated by the parents and/or guardians or participants at the time of formalising the registration.

In these cases, the costs of transfer to the airport, plane tickets and any other cost generated by the repatriation of the account will be the responsibility of the client.

7. FORCE MAJEURE

In the event that due to circumstances beyond the control of International School of Milan, including any urgent government instruction, or cause of force majeure (natural disaster, war, health emergency including the pandemic and any outbreak of a pandemic) arising after the signing of this Agreement, if it necessary to establish additional hygiene, mobility restriction, health, sanitary or safety measures that may force the suspension of the activity, International School of Milan will provide the option to transfer your registration to Summer 2025 or offer a full refund of the camp fees in these circumstances.

8. COVID PEACE OF MIND POLICY

At the International School of Milan we are committed to ensuring everyone's safety and comfort, from our campers and staff to the communities and countries that host our camps.

8.1 This summer, you can book safe in the knowledge that we have worked with local authorities and implemented policies and procedures to ensure our camps provide the safest environment for your child. In addition to being confident that our camps meet strict government standards for safety and increased hygiene, we also offer you the security of being able to cancel your camp booking if COVID 19 prevents travel.

8.2 In this case, we will transfer your registration to Summer 2025 or offer a full refund of the camp fees in these circumstances: Participant cannot travel to camp due to contracting Covid19; Student is unable to travel to Summer Camp due to travel restrictions or quarantine caused by Covid19; Summer Camp registrations do not reach the minimum number required. Proof of positive test or quarantine may be required.

8.3 With our COVID Peace of Mind Policy you can book with confidence, and we can all look forward to a safe summer full of adventure.

9. AIRPORT TRASFER SERVICE

9.1. Transfer from/to the airport: this is an **extra paid service** that International School of Milan can provide. Our camp staff will wait for students at the gate on the day of arrival and assist them during check-in on the day of departure.

9.2. The flight information (date, time, flight number, airline city of origin/destination) must be confirmed in writing to International School of Milan **at least 15 days prior arrival to the camp.**

9.3. Airport transfer service time windows:

for Sunday arrival day: The airport transfer service operates for flights arriving in between 9 AM and 4 PM local time.

for Saturday departure day: The airport transfer service operates for flights departing in between 10 AM and 4 PM local time.

Please ensure that when arranging travel for your arrival / departure day that you book a flight with an arrival / departure time within these windows.

9.4. AIRPORTS: International School of Milan operates from/to **Malpensa** and **Linate** Airports. In case of flight changes without previous notification International School of Milan will not be held responsible for collecting the participant at the airport.

9.5. PRIVATE CAR:

EXTRA PAID SERVICE: In case the arrival / departure flights fall outside of the above time windows (point 9.3), the school can arrange a private car to pick-up and drop-off the student from/to the airport. This service will be charged at a higher cost.

International school of Milan undertakes to provide customers with all contracted services contained within the programme, with the stipulated conditions and characteristics.

10. ALTERATIONS AND OCCURRENCES IN THE PROGRAM

10. Change of activities: International school of Milan reserves the right to change activities within the programme, when necessary, to adjust for any changes with providers, weather or conditions required.

In this case, if we need to significantly adjust the program price or dates, you will be informed and given the option to accept the changes or given a refund minus any unavoidable charges.

Once obtained the relevant documentation, would in turn have a *period of one (1) month to reply* to the customer's complaint.

If the solution proposed by International School of Milan were not satisfactory, the customer is entitled to initiate any corresponding actions.

11. PRACTICES AND MANDATORY STANDARDS DURING THE PROGRESS OF THE PROGRAM

The participant agrees to respect and abide by the course discipline and behaviour rules, both during their stay in the facilities where the Summer Camp activities are developed, and outside of them, in particular, in relation to opening times of the Organisation, the obligation of getting involved in the activities and / or class attendance, meals, comply with schedules and rules of co-existence and behavior with teachers, classmates, and staff employed by the Organisation and International School of Milan in addition to the prohibition of consumption and possession of

tobacco, alcohol and drugs, possession and / or use of weapons, explosives and any other conduct that is illegal.

Failure to comply with these requirements the participant will entitle those responsible for the Organisation and International School of Milan to take the legal and disciplinary measures they deem appropriate, as well as inform the parents or guardians of the participant's misbehavior, leaving the participant out of any activity or excursion or even expelled from the whole Programme. In these cases, the cost of early return to their home will be borne by the customer. The customer will not have the right to reimbursement of the fees.

The customer shall be liable for any and all costs, charges, expenses and liabilities that might arise in respect of damage to any of our property where the participant (acting alone or with others) has caused loss or damage to our property or the property of any other person (fair wear and tear excluded).

12. MEDICAL, PHARMACOLOGICAL AND/OR SURGICAL TREATMENT

The participant shall inform International School of Milan if they are undergoing any medical and/or pharmacological treatment during the period covered by the chosen programme. It is understood that, at the time of beginning the programme, the participant is in correct physical and mental health to participate in the programme and that the medical information accompanying the programme dossier is true and complete. Otherwise, the company is exempt from any type of liability arising from the falseness of the information.

In the event that a pupil of minor age is in a situation needing medical treatment and/or being admitted to hospital and/or in need of surgical intervention and it has not been possible to locate their parents or guardians, International school of Milan is hereby authorised to take the measures it deems most appropriate for the participant's health and legitimised by the defence of the vital interest of the minor.

13. ELECTRONIC DEVICES AND OTHER PARTICIPANT'S PROPERTIES

International School of Milan is not responsible for the loss and/or deterioration of any electronic devices, jewellery and other valuables that the participant may bring to the chosen program.

If any of these valuables have been lost, International School of Milan may dispose of any such property if not claimed and collected by the participant *within 10 days of the end* of the Summer Camp.

14. DOCUMENTATION

All participants who contract the programmes of International school of Milan must carry the necessary personal documentation (passport, VISA card, travel insurance, ID card, health insurance card, medical report or medication) in accordance with the laws of the country where the arranged programme will occur. International school of Milan will not accept responsibility for any and all liability or expenses arising from failure to comply on the part of the participant, their parents or guardians.

15. INSURANCE

Participants who enrol in the programmes of International School of Milan can enjoy, if they so wish, fully comprehensive accident insurance cover according to the conditions of the insurance policy taken out by International school of Milan, and provided by the company MARSH INSURANCE. International school of Milan acts as a mere intermediary between the insurance company and the customers who contract any of our programmes.

Customers may contract another policy of their choice. In this case, they should make this circumstance known to the International School of Milan.

16. PERSONAL DATA PROTECTION AND IMAGE PROCESSING

- **Data Controller:**
 - INTERNATIONAL SCHOOL OF MILAN - ISM ("The School")
 - Via I Maggio, 20 - 20021 Baranzate (MI)
 - Email address: dataprivacy@ismilan.it

- **Data processor:**
 - International School of Europe (ISE) S.P.A.
 - Via Porlezza 8, 20123 Milano, Italy



Regulations: The personal data provided will be collected and processed according to regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons regarding the processing of personal data and on the free movement of such data (GDPR) and the Italian implementation by Legislative Decree n. 101 dated 10 August 2018. You can withdraw your consent at any time and exercise your rights of access, erasure, restriction, rectification, object and portability of your data by sending a written request to our DPO. Our Data Protection Officer can be contacted by email at the address dataprivacy@ismilan.it.

If you have any queries regarding the processing of your personal data, further information can be found at <https://www.internationalschoolofmilan.it/en/privacy-policy>.

Purpose: The purpose of the data processing is attending to your queries, the contract's performance, and other contractual and legal obligations that may derive from it. We may also process your data to send you commercial communications and the use of participant's image for marketing campaigns under your consent.

Lawful basis for processing: The basis are your express consent and the execution of these Terms and Conditions. If you do not consent to processing your / the participant data, the participant will not be able to enroll in the Summer Camp Program. In the case of sending commercial communications about our educational services and using your image for marketing purposes, we will be acting under our legitimate interest in addition to your express consent. Other lawful basis are the contract we have signed with you and the legal obligations that may derive from it. We could also act under individual vital interest in case the participant may need it.

Type of personal data processed: Identification and contact information, language, location, image, family, preferences, educational and sensitive data related to health and behavior, bank and insurance details.

Transfer of data: Your personal data will be transferred to third parties' services providers, to other Inspired Education Group Marketing departments when necessary for the provision of the services under the appropriate legal and security conditions and confidential commitment.

Period of retention: The data provided will be kept for the time necessary to comply with the purposes expressed herein or until your consent is withdrawn. After such period, your information will be erased under the corresponding security measures.

Security measures: The controller has implemented the necessary technical and organisational security measures that guarantee the protection and confidentiality of your personal data.

Exercise of Rights: You can exercise your rights to access, rectification, erasure, object, limitation of processing, portability and consent withdrawal by sending us a written request to dataprivacy@ismilan.it. If you are not satisfied with our response, you would like to discuss anything regarding this privacy notice, or you believe we are processing your personal data disregarding the data protection regulations in force, please get in touch with our Data Protection

Officer at: dataprivacy@ismilan.it or you can address your request for mediation to the Italian data protection authority, Garante per la Protezione dei Dati Personali, addressed at Piazza Venezia 11, IT-00187, Roma, with email: rpd@gpdp.it or visiting the website: <https://www.garanteprivacy.it> it is recommended that previous steps are taken to resolve the matter with the school before involving the authority.

Use of image: The use of the participant's image will be made under the mentioned applicable regulations regarding data protection. Express consent of parents / legal guardians or participants if they are over 14 will be always required. The purpose of taking images is the use and / or dissemination, during a limited period of time, for promotional purposes in International school of Milan and Inspired Education Group global media such as press material, newsletters, websites, social networks (Instagram, Twitter, Facebook, YouTube) and / or other similar media on the Internet (all of them owned and used exclusively by International School of Milan and Inspired Education Group) and its use and / or dissemination is prohibited by other means or third parties not authorised and outside both. In any case, the participant or their legal representatives may withdraw their consent at any time and free of charge in accordance with the provisions of current legislation.

Minors: International school of Milan will not process any data from minors (individuals under 14). The authorisation of their parent or guardian, will be always required and duly accredited. In this regard International School of Milan will take all appropriate measures to proceed with the effective verification of the child's age.

You can find more information about our privacy policy at: <https://www.internationalschoolofmilan.it/en/privacy-policy>

17. RESOLUTION OF CONFLICTS

Any conflict related to the Summer Camp programmes will be resolved by the competent jurisdictional bodies according to the applicable legislation.

18. VALIDITY

The validity of these general conditions will be from October the First, 2023 to December the 31st, 2024 both inclusive.