

ITALIA CONTI

Terms and Conditions

Italia Conti Conti Camp

These terms and conditions apply to the booking of applicants on the Italia Conti Conti Camp which are listed under www.italiaconti.com/courses/conti-camp and the provision of the course by us.

Both parties are bound by these Terms and Conditions upon acceptance by us of an application for such enrolment.

Agreement with Italia Conti

The purpose of these Terms and Conditions is to set out the basis for the applicants /parent's/carer's relationship with Italia Conti when you apply for the Conti Camp.

We accept you onto the Conti Camp, on receiving a booking notification from our booking agency Gigantic (please note terms and conditions of Gigantic Booking Agency, <https://www.gigantic.com/terms-and-conditions>), saying payment has been received and will ask you to complete an Italia Conti application form. This together with these terms and conditions, comprise a formal offer to you. By accepting our offer, you are therefore entering into a legally binding agreement with Italia Conti under these terms and conditions.

This contract requires you to abide by the Terms and Conditions as set out below.

Please read these Terms and Conditions carefully before you submit your application to us.

You can contact us via email on info@italiaconti.co.uk

If we have to contact you during this process, we will do so by writing to you at the email address you provided to us in your application.

Our acceptance of your booking will take place when we email you a confirmation email **and** we have received full payment of the Fees, at which point a contract will come into existence between you and us.

On receipt of the application form you will automatically receive an acknowledgement email by return.

Admission

Admission onto the Conti Camp is on a first-come, first served basis.

Places are subject to availability.

Italia Conti reserves the right to accept late applications at its discretion.

All questions on the on-line application are to be answered truthfully and all attachments need to reflect the truth. You confirm this by submitting your application. If you have provided us with information which

is later found to be untruthful, Italia Conti reserves the right to cancel the contract with you. No refund of fees will be granted in such cases and no costs, including but not limited to travel arrangements will be reimbursed.

All our admission decisions are final, but you do have a right to complain, complaints should be made in writing, addressed to the Chief Operating Officer via info@italiaconti.co.uk. The payment of all or part of the Fees does not oblige us to accept your application and any Fees paid will be reimbursed if we do not accept your application.

Fees

Italia Conti holds the most up to date information about the fees on the Conti Camp website page.

All fees must be paid in full when booking.

All payments must be made in pounds sterling, are inclusive of VAT, and other taxes where applicable. Any currency conversion costs or other charges incurred in connection with the payment of Fees are to be paid in addition to the Fees. No deduction from the fees for such costs or charges may be made.

Cancellation

Cancellation by Italia Conti

We will only cancel as course if:-

There are not enough applicants enrolled on the course and it is not commercially viable for us to run the course; or

The course's teaching staff fall ill or for other reasons outside of our control are unavailable to teach, and no suitable alternative(s) is/are available; or

An event that is outside of our reasonable control, such as a fire, or a flood (or construction work) means that we have to Cancel the Course; or

Any law, government rule, regulation, order of directing, including any related to the Covid-19 pandemic, means we have to cancel the course.

We will notify you about any cancellations as soon as possible.

We will make every effort to provide the course as described, but in the event that we have to make significant changes to the course content of venue of the course, we will let you know as soon as possible.

Cancellation by You

You have the right to cancel your place on the course within a fourteen-day cancellation period. You must inform us of your decision to cancel within this period.

If you cancel within this period, we will reimburse fees paid (through Gigantic ticket agency) already received within 28 working days.

Please note bookings are non-transferable.

Conti Camp content

There may be situations where it is necessary to make changes to the sessions provided. Italia Conti reserves the right to make reasonable changes to the timetable, locations, and staffing when necessary.

Code of Conduct

For all students, parents, guardians, and carers at Italia Conti On Site and Online.

The aim of Italia Conti events and courses is to ensure that all students experience performing arts in a fun, friendly, positive, and safe environment. In order to achieve this, please take note of the following guidelines.

Health and Safety

Smoking is not permitted anywhere on the premises.

If the fire alarm sounds, all people on site should follow the Fire Evacuation Policy which the teacher will be aware of.

If the lock in alarm sounds, all people on site should follow the Lock In Policy which the teacher will be aware of.

Customer Incidents

Abusive or anti-social behaviour is not tolerated from students, parents, or guardians in any part of the premises or at any time, whether towards staff, visitors or other customers or students, or on social media.

Safeguarding

Italia Conti has a 'duty of care' to provide a safe environment for and to promote the health and well-being of children under 18 years of age and vulnerable adults. Italia Conti takes all reasonable steps to ensure that safeguarding and promoting the welfare of children and vulnerable adults is embedded in our contact with them through the training and activities that we provide.

Italia Conti believes that the welfare of the child is paramount, and that all children and vulnerable adults regardless of age, disability, gender, race, sexual orientation or identity, or religious belief have the right to equal protection from all types of harm or abuse.

All staff, students and parents are expected to comply with safeguarding at Italia Conti. Please report any concerns or incidents to the staff on duty or email the manager of your course.

Punctuality

It is important that students arrive on time. Those arriving late for classes may miss important information and impede the learning of others. For dance in particular this may mean you miss a warmup which is crucial for safe training. Admittance to class after the class has started is at the teacher's discretion. No refund will be granted due to non-admittance when late. This includes online classes if applicable.

Discipline

Pupils are expected to behave in a civilised and well-mannered way and to show respect to their teachers, assistants and fellow students when attending. Failure to comply with the rules and regulations may result in being required to withdraw. Bullying will not be tolerated. The same level of behaviour is expected during online classes.

Mobile phones

The use of mobile phones in the changing rooms and classrooms is strictly prohibited.

Personal Property

Students should make sure that they keep their valuable personal items with them at all times. Italia Conti cannot be held responsible for missing items.

Social Media

For marketing purposes, Italia Conti may publish or post images of students taken while on site at Italia Conti across any of our online channels (such as Facebook or Instagram). If you do not consent to photographs or filming of your child being taken and published please contact

ann.richards@italiaconti.co.uk to opt out. We ask that all parents, guardians, carers, and students ensure that they use social media and the internet in a safe way while on Italia Conti premises.

Students and the wider Italia Conti community should not create or post images or videos from Italia Conti activities without permission. This applies to activities which take place on private premises which Italia Conti control or have authority over (e.g. classes, rehearsals, and performances). The publication of such material may be an infringement of copyright laws. Images taken at Italia Conti events, when such permission has been granted by Italia Conti are for the sole and private use of that individual and their use must be in accordance with any terms and conditions imposed by Italia Conti at that time.

<https://www.italiaconti.com/about-us/policies>

Data Protection

Italia Conti will use your personal information in accordance with its data protection policy.

<https://www.italiaconti.com/about-us/policies>

We will retain your personal information to contact you with marketing information and other Italia Conti related information. We will ask you to complete an anonymous evaluation survey at the end of the course, which will be shared within Italia Conti for marketing and research purposes.

Where you have given your consent, we will use any video and photographic images of you and the course for promotional campaigns.

CONFIRMING YOUR UNDERSTANDING

- I acknowledge and understand the requirements, the scheduled hours, and the nature of Conti Camp.
- I can confirm that Conti Camp is suitable for the applicant.
- I confirm payment for the course has been made via Gigantic or directly to Italia Conti.
- I comply with Italia Conti's Privacy Policy in relation to GPDR and how my data will be stored.