

Terms and conditions for training courses

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Registered Charity

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Terms and conditions

Please read carefully before buying training courses or accessing any training materials from the PuntoSud Academy website.

The following constitute the terms and conditions to which the applicant agree when booking any PuntoSud Academy training (Terms and Conditions). PuntoSud reserves the right to review and update these periodically.

If you do not agree to these terms, you must discontinue the purchasing and enrolment process now.

1. Registration with the PuntoSud Academy (creating an account)

When buying and/or booking onto a training course we require you to register to create an account and provide us with certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself as prompted by the registration form
- Maintain and promptly update the data we hold by logging into your account and updating via 'My profile'

2. Booking a training course

Training courses can be booked via the PuntoSud Academy website: <https://academy.puntosud.org>. You need to be registered before you can do this as you will be required to log in or create your account to complete the form.

3. Prices, discounts and sales taxes/VAT

- 3.1. PuntoSud reserves the right to change prices listed without notice.
- 3.2 The training course fees include tuition on the day(s), all relevant course materials and, if the course is face-to-face, small refreshments and coffee breaks. Local transport, travel, accommodation, visa, insurance and food costs are covered by participants who will also take care of the organisational aspects related to participation in the course.
- 3.3. Except for the Learning Plans, if three or more people from the same organisation apply to the same course, even in different dates, a multiple booking discount (usually of 20%) is automatically applied at checkout. Bookings must be made on the same online transaction to qualify. The discount for multiple bookings can be combined with early booking offers, special offers and discount codes, unless explicitly stated.
- 3.4. Promotions such as the early booking and special occasional promotions are occasionally available. If you subscribe to the PuntoSud Academy Newsletter, you will receive emails about new courses and learning opportunities, best practices and special offers.

4. Payment

- 4.1. Fees must be paid online (via Stripe's or Paypal's secure online payment process), using a credit card or a pay-pal account, or via bank transfer.

Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. PuntoSud will not accept any liability for costs incurred as a result of applications deemed void in this manner.

- 4.2. Sales taxes (VAT) are charged at the applicable rate depending on the product and/or customer. Reverse charge mechanisms may apply in Business to Business (BTB) transactions within the EU, and will be clearly marked on the invoice.
- 4.3. An invoice will be issued and sent to the customer by email for any transaction.

5. Cancellation and reimbursement policy

5.1. *Cancellation of a training course*

If you cannot attend one training, or you wish to cancel your place on a course, you shall email our customer care service at support@academy.puntosud.org. The following provision applies:

Up to 6 weeks before the start date of the course: full refund of the course fee.

Between 2 to 6 weeks before the start date of the course: 50% refund of the course fee.

Within 2 weeks of the start date of the course: no refund.

However within 2 weeks of the start date of the course (but not later than 48 hours before the starting date) you can transfer your booking to a colleague, at no additional cost.

5.2. *Tranfering your place on a course to an alternative course date*

If you wish to transfer your place on a course to an alternative course date, you shall email our customer care service at support@academy.puntosud.org at least 2 weeks before the starting date of the course, at no additional cost.

Transfer requests submitted less than 2 weeks of the course date will not be accepted, and your fee will not be refunded.

5.3. *Tranfering your place on a course to a colleague*

If you wish to transfer your place on a course to a colleague, you shall email our customer care service at support@academy.puntosud.org within 2 weeks of the starting date of the course, but not later 48 hours before the starting date at no additional cost.

5.4. *Cancellation of an eLearning course*

Once you have booked onto an eLearning course you have up to 5 days from the purchase date to cancel your booking and receive a full refund, provided that the eLearning has not been accessed. After the 5 days, or if the eLearning has been accessed you will not be entitled to any refund, nor will you be able to transfer your eLearning to another person.

5.5. *Cancellation of a training course by the PuntoSud Academy*

Where circumstances dictate (situations of force majeure or, if applicable, if the minimum number of participants is not reached) PuntoSud Academy reserves the right to alter or cancel training programmes without prior notice up to and including the day of the training course in extreme circumstances. In the event of a course being cancelled, the following shall apply:

- PuntoSud Academy will try to reschedule the training course and will inform you of the rescheduled dates and location (if course is held face-to-face)
- If we cannot reschedule a face to face training course we will, where possible, provide an alternative (e.g. virtual classroom training course)

- If we are unable to reschedule the training course we will offer you a free transfer to the next available training course
- If you are unable to attend the rescheduled dates, we will offer you a 100% refund of the fee

Please be aware that no compensation will be paid for any additional costs incurred (e.g. travel and accommodation costs). Please take this into account before booking flights and accommodation.

Refunds will be processed within 15 days of receiving your request via bank transfer to the original payer.

5.6. Non attendance

If you fail to attend the course you are booked onto without giving prior notice to the PuntoSud Academy, we will be unable to refund the course fees or offer a transfer.

6. VISA support and Invitation Letters (for face-to-face classrooms)

6.1. If you need a visa, we strongly advise you to plan it in advance and to check in your country the specific steps and procedure at your local Embassy to avoid unnecessary delays and cost. Should a participant require an enrolment letter from PuntoSud confirming his/her participation to the selected course, we are able to provide this after receipt of a request letter in headed paper from your organisation and of a scanned copy of your passport photo page. You can submit this letter to the Embassy in support of your visa application.

6.2. If you have already paid the course and you are forced to cancel your place on the course due to problems obtaining a visa, PuntoSud will refund you according to its cancellation policy.

6.3. PuntoSud is not in the position to provide country-specific advice, is not able to act on behalf of the participant and is not responsible for any costs incurred by failure to obtain a full visa.

7. Liability

7.1. You are responsible for verifying that the course selected will meet your specific requirements and needs. PuntoSud does not assume responsibility for this choice, nor does it make any commitment to you that any particular result will be obtained from completion of the course and/or use of the study materials.

8. Prevailing terms and conditions

8.1. All services provided by the PuntoSud Academy are on the basis of Fondazione PuntoSud’s Terms and Conditions and if you wish to engage PuntoSud Academy services you have to accept this Terms and conditions.

9. Privacy Policies

9.1. We have a Privacy & Cookies policy page where you can read more about which data we collect, why and how we protect this. You can find the most updated version on our website at the link:
<https://puntosud.org/privacy-policy/>

When you register in the PuntoSud Academy you accept PuntoSud Privacy & Cookies policy.

10. Jurisdiction

10.1. These terms are governed by Italian law and you can bring legal proceedings in respect of the products in the Italian courts. We both agree to the exclusive jurisdiction of the courts of Italy.