Società Dante Alighieri
Comitato di Sydney
41 Carranya Road
Riverview NSW 2066
enquiries@dantealighieri.com.au

Language Course Terms and Conditions

1. **Enrolment and Payment**

Enrolment is confirmed upon receipt of full payment or a deposit agreed in writing. Course fees must be paid in full before the course start date. By enrolling, students agree to these Terms and Conditions and acknowledge their rights under the Australian Consumer Law (ACL). Students may elect to enrol after the third scheduled lesson and then may be eligible for a 10% discount on the full course fee, subject to availability and approval by the provider.

2. **Minimum Enrolment Requirement**
    - **a.** Each course requires a minimum of six enrolment participants to proceed as scheduled. If this minimum is not met, the provider reserves the right to:
        - **i.** Adjust the overall course duration and/or length of weekly sessions; or
        - **ii.** Offer alternative learning solutions appropriate to the number of enrolled students.
    - **b.** Students will be notified of any changes in a timely manner and may be offered the option to transfer, defer, or receive a refund in accordance with the refund policy.

3. **Course Delivery**

Courses may be delivered in person, online or in a hybrid format. The provider reserves the right to change instructors and schedules, while ensuring the course remains of acceptable quality as required under the ACL. Students will be notified in advance of any material changes to delivery format or schedule.

4. **Attendance and Participation**

Students are expected to attend all scheduled classes and participate actively in order to maximize their learning outcomes and overall experience. Missed classes are not refundable or transferrable unless due to provider cancellation or under exceptional circumstances. Where attendance is not possible, students may request access to summary materials or arrange private catch-up lessons, which are subject to availability and will incur additional costs.

5. **Trial Period and Enrolment Review**

Students have the right to review their enrollment after attending the first two lessons. During this period, students may choose to:

a. Transfer to another available course of equal or lesser value, subject to availability.
b. Convert their remaining course credit into private lessons, with scheduling and pricing to be arranged by the provider.

Students must notify the provider of their decision within 3 business days after the second lesson.

6. **Cancellation and Refund Policy**
    - **a. Student-Initiated Cancellations**
        - **i.** More than 7 days before course start: Full refund minus $50 AUD administrative fee.
        - **ii.** Less than 7 days before course start and within 2 weeks after course commencement: Non-refundable, however a non-refundable credit will be issued, valid for 6 months, which may be applied toward private lessons or future course enrollment.

iii. Private lessons may be rescheduled or cancelled with no penalty if notice is provided at least 24 hours in advance.
iv. Cancellations or rescheduling requests made less than 24 hours before the scheduled lesson time will be forfeited and counted as a completed session.

b. Provider-Initiated Cancellations

i. If the provider cancels the course before commencement, a full refund will be issued.
ii. If the course is cancelled after commencement, a pro-rata refund will be provided based on the portion of the course not delivered.

c. Exceptional Circumstances

Refunds may be considered for:

i. Serious illness or injury (medical certificate required)
ii. Visa refusal (Australian Department of Home Affairs documentation required)
iii. Compassionate or compelling circumstances (e.g. bereavement or family emergency)

In such circumstances, the provider may retain a reasonable portion of the fees to cover administration costs, in line with the ACL.

d. Refund Process

Refund requests must be submitted in writing with supporting documentation. Approved refunds will be processed within 14 days. Refunds will be made to the original payer via the original payment method unless otherwise agreed in writing.

e. Non-Refundable Fees

Administrative fees (if applicable) are non-refundable. Fees for materials already provided or consumed are non-refundable.

f. Consumer Rights

Under the ACL, students are entitled to a refund or remedy if the course is not delivered with due care and skill, is not fit for purpose, or does not match the description[1].

7. Code of Conduct

All students must behave respectfully towards instructors, staff and fellow students at all times. Disruptive or inappropriate behaviour may result in removal from the course without refund. The provider maintains a zero-tolerance policy toward any form of discrimination, harassment, or bullying based on race, gender, age, disability, sexual orientation, religion, or any other protected attribute under Australian law. Any such conduct will result in immediate disciplinary action, which may include suspension or expulsion from the course.

8. Intellectual Property

All course materials are the intellectual property of the provider and may not be copied, distributed, or used for commercial purposes without prior written permission.

9. Privacy and Data Protection

Student information is handled in accordance with the Privacy Act 1988 (Cth). Personal data is used solely for course administration and communication purposes. Data will not be shared with third parties without consent, unless required by law.

10. Liability

The provider is not liable for personal injury, loss, or damage incurred during the course, except where such exclusion is not permitted under the ACL.

---

[1] Contracts | ACCC

11. Dispute Resolution

We are committed to resolving any concerns or complaints in a fair, respectful and timely manner. Students are encouraged to raise any issues directly with the course coordinator or administration team as soon as possible. If a resolution cannot be reached through informal discussion, students may submit a formal complaint in writing. We will review all formal complaints within 10 business days and aim to provide a written response within 14 business days. If the matter remains unresolved, students may seek external assistance through:

- The Australian Competition and Consumer Commission (ACCC) for consumer-related issues.
- The Commonwealth Ombudsman (for international students, if applicable).
- A recognised mediation service such as the Australian Disputes Centre.