



## FAQ (frequently asked questions)

### What is the enrolment procedure?

To proceed to book your course please:

- a) Read the school regulations and the schedule thoroughly.
- b) Choose a period and a type of course of your interest, then contact our call centre and enquire about the availability.
- c) Require accommodation in the requested period if you want to use the facilities having an agreement with our school. You can book your accommodation through our call centre free of charge.
- d) Fill the enrolment form and send it to us.
- e) Pay your deposit.
- f) Expect confirmation of succeeded enrolment by ***Ibla!\*Italian-Language-School***

### Do I get my money back if I book, pay deposit and eventually cancel?

No, deposit will not be paid back. However, if you have paid already for your course, the amount for the lessons you have missed will be refunded. Attention: refunding is only possible for cancellation within certain time limits, so please read the regulations.

### Am I entitled to any refund if I renounce to some lessons I booked?

It depends on the timeliness of cancellation. Please read the regulations.

### Can I catch up a lesson I missed?

Missed lessons (even individual ones) can not be caught up, not even if notice is given in advance.

### Can I start my course a day later if I can't be present on the first Monday?

You will have first to sit a written and oral insertion test. You will start attending your class the day after. Full week course fee is to be paid in any case.

### Do I need to book my trips or any extra-school activities in advance or can I do it when I am there?

Trips can never be booked in advance.

### Can I switch from a "Small" to a "Standard" course?

Generally speaking the type of course you selected can not be changed. However, if such a change does not cause too much inconvenience to the school, requests to change a course can be taken into consideration.

### Is the transfer arranged by ***Ibla!\*Italian-Language-School*** included in the total charge?

No. Transfer is not included and has to be paid directly by the student to the driver. The charge is just quoted by the school. The school only provides a free booking service. The transfer can be shared with other students travelling and making their booking together.

### Are the hotels having an agreement with the school to be paid by the student?

Yes absolutely, ***Ibla!\*Italian-Language-School*** only provides a free booking service.



**Do I have to purchase the special card to attend course?**

Yes, you do.

**Are there any breaks during the lessons?**

Yes, in the “Standard” course (4 hours a day) a 10 minute break is scheduled after 2 hours.

**Is the school open all year round?**

No. Please check our schedule before enrolling.

**Is VAT included in the prices?**

Yes, all the prices include VAT.

**Is class material included in the prices?**

Yes it is.

**Is the school located conveniently to the sea?**

The sea is 15 min. driving from Ragusa Ibla. Bus service available.