

STUDY HOLIDAYS CONTRACT TERMS AND CONDITIONS 2024

PREAMBLE

The Parties hereto, in order to ensure the maximum protection of the weaker (non-professional) contracting Party to this contract, hereby agree, -also pursuant to the provisions of the Rome I Convention in force since 18 December 2009 (EU Regulation No. 593/2008) that applies to all Member States of the European Union and the Hague Convention of 15 June 1955 and the Vienna Convention of 11 April 1980 that also apply to many non-EU countries-, that the law applicable to this study holidays contract is that set out in EU Directive 2015/2302 of 25 November 2015 of the European Parliament and of the Council. Among the international regulations in force in the sector of tourism and study holidays, the Parties have agreed to apply to this contract the aforementioned Regulation No. 593/2008 as it is considered the most comprehensive, the most updated and the most appropriate tool to ensure a high level of protection for non-professional parties ("consumers"). These PACKAGE TRAVEL CONTRACT "GENERAL TERMS AND CONDITIONS" are provided for Traveller protection in plain and intelligible language and, in so far as they are in writing, legible language, in compliance with the provisions of the EU "Package Travel" Directive 2302/2015, Art. 7 paragraph 1, and they shall form an integral part of the package travel contract, as set out in Art. 6 paragraph 1 of the same "Package Travel" Directive. These GENERAL TERMS AND CONDITIONS shall not be altered unless the contracting Parties expressly agree otherwise.

THE FOLLOWING DOCUMENTS ARE PART OF THE CONTRACT:

- CONTRACT GENERAL TERMS & CONDITIONS;
- the Catalogue containing the description of the package holiday referred to as "study holiday";

- the Registration Form;
 - the Statement of Account;
 - the ethical code (<https://www.masterstudiesltd.com/it/codiceetico/>) and the "Travel Behavioural Norms".
- In subscribing to the proposal for the sale of the package, the Traveller expressly states that, for him/herself and for those for whom he/she is requesting the all-inclusive package in question, he/she has understood and accepted the information contained in both the Catalogue and the Registration Form, with particular reference to the "Travel Behavioural Norms" (Code of Ethics) and to the present General Terms and Conditions.

INFO ON THE PACKAGE TRAVEL CONTRACT "GENERAL TERMS AND CONDITIONS" AND ON CONTRACTS - GLOSSARY

Applicant's file opening and processing fees: administrative, management and assistance costs.
Contracting Party: student's parent/legal guardian.
Beneficiary of the package: student.
Provider: local provider managing the school/institute/centre abroad.
Just for Master: these centres are exclusively used by Master Studies Worldwide for the Italian market.
International students will be attending the study holidays.
Kids: schools/institutes/centres recommended for students under 16 years of age.
Adventure Camp: outdoor activities in landscapes of natural beauty.
Short Stay: short stays of 7 or 10 nights.
Family Organiser: on-site coordinator of host families.
Syllabus: study programme.
Final Feedback: end-of-course evaluation of students' learning achievements.
Esta /Eta: types of tourist visas to enter the US and Canada.
Packed lunch: lunch carried to be eaten at a destination.

Information pack: Information materials. Travel Dossier: Informative Tour Dossier containing all travel documents given before departure.

Freebies: complimentary gifts.

Online booking: online contract signing system.

PCTO (Percorsi per le Competenze Trasversali e per l'Orientamento/ Pathways for Cross-Cutting and Transferable Skills and Guidance: former ASL (Work-Based Training)

WOW (World of Work): introduction to the world of work

ENTRIPRISE ENGLISH: PCTO, former ASL (Work-Based Training)

NEXT GENERATION PROGRAMME: course programme targeting cross-cutting skills and guidance for a post-Covid future.

CODE OF ETHICS OR CODE OF CONDUCT: rules, practices or customs to be complied with at the accommodation facilities or at the school/college facilities. Persistent disruptive behaviour may also result in the student being excluded from the programme or study holiday as well as being valid grounds for termination of the package contract by the Organiser.

1) SOURCES OF CONTRACT LAW AND JURISDICTION

- The sale of package holidays is governed by Articles 1-31 of EU Directive No. 2015/2302 (Package Travel Directive), as well as by all conventions governing international carriage of persons by means of air, sea and land carriers.
- The Parties expressly agree that for any legal dispute that may arise from entering into, executing or terminating this contract, the jurisdiction will be that of the Court of the place where the Organiser of the package has its registered office or any other operational headquarters. The choice with regard to jurisdiction is made by the Organiser of the package, in consideration of the fact that the same Organiser has, as agreed, adopted as the law applicable to this

contract the law that provides the most favourable treatment of other contracting Party.

2) DEFINITIONS

(ART. 3 EU Directive 2015/2302 - PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS)

For the purposes of this contract the following definitions apply:

- Traveller: any person who is seeking to conclude a contract, or is entitled to travel on the basis of an organised travel contract;
- Trader: any natural person or any legal person, irrespective of whether privately or publicly owned, who is acting, including through any other person acting in his/her name or on his/her behalf, for purposes relating to his/her trade, business, craft or profession in relation to organised travel contracts, whether acting in the capacity of Organiser, retailer, trader facilitating a linked travel arrangement or as a travel service provider under the legislation in force;
- Organiser: a trader who combines and sells or offers for sale packages, either directly or through another trader;
- unavoidable and extraordinary circumstances: a situation objectively beyond the control (force majeure) of the party who invokes such a situation and the consequences of which could not have been avoided even if all reasonable measures had been taken;
- Lack of conformity: failure to perform or improper performance of the travel services included in a package or an individual service when sold as an addition to a package;
- Minor: a person below the age of 18 years;
- Repatriation: the Traveller's return to the place of departure or to another place the contracting Parties agree upon;
- Durable medium: any instrument which enables the Traveller or the trader to store information addressed

personally to him in a way accessible for future reference for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of the information stored; (as set out in Article 3 No. i) Study holiday: a contract with a combination of different types of travel for a holiday and accommodation for residential purposes, including for language courses for a limited period of time. By executing the contract, the Organiser of the package aims to fulfil the needs of the minor in terms of holiday, relax and entertainment, together with the need for at least starting to learn a foreign language in addition to being exposed to a culture other than that of the country of origin and/or domicile of the minor. 12 of EU Directive 2015/2302).

3) DEFINITION OF A PACKAGE HOLIDAY REFERRED TO AS "STUDY HOLIDAY"

A package holiday referred to as a "study holiday" means a combination of at least two different types of travel services for the purpose of the same foreign language study holiday after having received the required pre-contractual information to choose the Programme, provided that the two different types of travel services: a) are combined by one trader, including at the request of or in accordance with the selection of the Traveller, before a single contract on all services is concluded; b) are offered, sold or charged at an inclusive or total price; c) advertised or sold under the term 'package' or under a similar term.

4) PRE-CONTRACT INFORMATION TO THE TRAVELLER

(ART. 3 EU Directive 2015/2302)

1. Before the conclusion of a package holiday contract or before formulating an offer thereof, the Organiser/Retailer shall provide the Traveller with the relevant standard information form included in Annex A of the General Terms and Conditions, Part I or Part II of EU Directive 2015/2302, as well as with the following pieces of information if they relate to the tourist services that are part of the package on question: (a) the main characteristics of the travel services, including:

- 1) the travel destination(s), the itinerary and periods of stay, with dates and, where accommodation is included, the number of nights included;
- 2) the means of transportation, characteristics and categories of transport, the points, dates and time of departure and return, the duration and places of intermediate stops and transport connections; where the exact time of departure and return is not yet determined, the Organiser and, where applicable, the Retailer, must inform the Traveller of the approximate time of departure and return;
- 3) the location, main features and, where applicable, the tourist category of the accommodation facility/ies under the legislation of the country of destination;
- 4) the meals which are included in the package;
- 5) The visits, excursions or other services included in the total price agreed upon for the package;
- 6) whether any of the travel services are to be provided to the Traveller as part of a group and, if so, where possible, the approximate size of the group;
- 7) the language in which those services are to be carried out;
- 8) whether the trip or holiday is generally suitable for persons with reduced mobility and, upon the Traveller's request, precise information on the suitability of the trip or holiday taking into account the special needs of the Traveller;
- b) the trading name and geographical address of the Organiser and of the Retailer, if any, as well as their telephone number(s) and e-mail address(es);
- c) the total price of the package inclusive of taxes and, where applicable, of all additional fees, charges and other costs or, where those costs cannot reasonably be calculated in advance of the conclusion of the contract, an indication of the type of additional costs which the Traveller may still have to bear;
- d) the arrangements for payment, including any amount or percentage of the price which is to be paid as a down payment and the timetable for payment of the balance, or financial guarantees to be paid or provided by the Traveller;
- e) minimum number of persons required for the package to take place and the time limit for possible cancellation for

this reason as specified in Article 41, paragraph 5, point a) before the start of the package as indicated in the registration form or catalogue, as well as the minimum required number of students for our service providers to be able to operate the school/institute/centre facilities in question. Should the minimum required number of students not be reached (4 students for the UK, Europe and Italy and 6 for the US, Canada and South Africa), and, as a result, should the Organiser be forced to exercise his or her legal right of withdrawal under Art. 12 paragraph III of EU Directive 2015/2302, the same Organiser will propose a new package to the Traveller and, if an agreement is reached, the down payment/deposit already received for the package in question will account for the down payment/deposit or part of the down payment/deposit for the newly agreed package;

f) general information on passport and visa requirements, including approximate processing time to obtain visas, and information on health formalities/procedures to be complied with in the country of destination as reported in detail on pages. 102/103 of the 2023 Study Holidays Catalogue;

g) information on the possibility for the Traveller to withdraw from the contract at any time prior to the start of the package upon payment of an appropriate termination fee, or, if applicable, in the standard cancellation fee required by the Organiser under Article 41, paragraph 1;

h) information on optional or compulsory insurance to cover the cost of termination of the contract by the Traveller or the cost of assistance services, including repatriation, in the event of accident, illness or death;

i) the details of the insurance cover set forth in Art. 17 of EU Directive 2015/2302 in case the Organiser goes bankrupt.

2. In addition to the package travel information to be mandatorily provided under the legislation in force, it is worth specifying some rights and duties of the Traveller and the Organiser. These rights and duties of the Traveller are also referred to as contractual duties. Under these rights and duties,

the means of transport used during the holiday, the location and characteristics of the accommodation facility(ies), as defined by the regulations of the country of destination, the educational programmes, visits and excursions shall be specified in the summary programme of the study holiday to be sent, prior to departure, by the Organiser together with the confirmation of the acceptance of the proposal if the study holiday and the documents listed in Art. 7, paragraph 5 of EU Directive 2015/2302.

4. With regard to general information on passport and visa requirements, including approximate time for obtaining visas and fulfilling health formalities in the country of destination, the Traveller is strongly advised to learn more from the specific page of the website of the Government of his/her country. Moreover, Travellers are strongly encouraged (especially in the event of epidemics, pandemics, war, uprisings and natural catastrophes) to contact the Ministry of Foreign Affairs Operations Centre at 00339 06 491115 to obtain up-to-date health and safety information on the country(ies) of destination.

The Parties hereby agree that the Organiser is only responsible for checking the validity of the aforementioned documents and has no responsibility for ensuring their issuance or renewal since these duties are the sole responsibility of the Traveller. The Traveller hereby acknowledges that he/she has been more than sufficiently informed of the exceptional circumstances brought about by COVID-19 and its variants that may have an impact on his/her travel and stay and the pattern of the pandemic in his/her chosen destination. The Traveller hereby also acknowledges that, should he or she decide to interrupt the trip and return to the country of origin for reasons related to the still present Covid-19 pandemic and its variants, this will not, under any circumstances, result in his or her right to obtain a refund of the portion of the price paid for the period of the programme missed. The Traveller declares that he/she has read and will read the recommendations and good travel

behaviour published on the official website of the Government of his/her country of origin and on that of the country of destination. The Traveller hereby declares that he/she is fully aware of the risks involved in travelling and that the Covid-19 pandemic and its subsequent variants could jeopardise his or her stay abroad and that, aware of this situation, he/she has confirmed his/her willingness to join the study holiday programme covered by this contract.

LOYALTY AWARD

All those who travelled with Master Studies Worldwide in 2023 and who enroll no later than 15/11/2023 will benefit from an additional "LOYALTY AWARD" discount of € 150.00. The travellers will also be able to cancel their bookings by 31/12/2023 without any penalty. The discount will be deducted from the final statement.

SPECIAL DISCOUNTS for study holidays in UK, EU, USA, Canada, South Africa and Dubai:

a) Enrolment deadline: 31/10/2023

All those who enrol by 31/10/2023 will be entitled to a discounted price highlighted in orange in the Table at the bottom of the page of the school/institute/centre selected.

b) Enrolment from 30/11/2023

All those who enrol by 30/11/2023 will be entitled to a discounted price highlighted in orange in the Table at the bottom of the page of the school/institute/centre selected.

c) Enrolment from 15/03/2024

All those who enrol by 15/03/2024 will be entitled to a discounted price highlighted in orange in the Table at the bottom of the page of the school/institute/centre selected.

d) Enrolment from 16/03/2024

All those who enrol from 16/03/24 will be required to pay the full amount indicated at the bottom of the page of the school/institute/centre selected. Special offers will be granted to all applications accompanied by a copy of the bank transfer.

The bank transfer value date will serve as the legal and effective date of the special offer in question.

5) CONCLUSION OF THE PACKAGE STUDY HOLIDAY CONTRACT (ART. 36 Tourism Code)

The proposal of a package study holiday must be made using the specific Contract Form provided by the Organiser on a durable medium, filled out in all its sections and subscribed to by the Traveller. A package study holiday proposal shall be considered accepted upon payment of the first down payment/deposit by the Traveller or his/her legal representative according to the modality reported in the Catalogue as set forth in Article 6 below.

If the booking procedure is completed before the conclusion of the package contract, the Traveller or his/her legal representative are committed to entering into a final contract, but failure to send a copy of the bank transfer within 7 days of the booking date will result in the cancellation of the same booking.

Special requests regarding the modalities of providing and/or carrying out some of the services included in the package, including the need for assistance at the airport for individuals with reduced mobility, the request for special meals on board or in the place of destination, must be made at the time of the booking request and indicated in the registration form, and fall within the scope of a specific agreement between the Traveller and the Organiser.

6) PERFORMANCE OF SERVICES, PRICING AND PAYMENT

1. The Parties hereto agree that the prices of the individual packages selected by the Traveller are the prices indicated in the Catalogue for the various types of packages and destinations.

2. Payment of the price must be made exclusively in the terms indicated in the Registration Form.

3. The following services are included in the price of the package:

- Travel to the foreign country;
- Residential or homestay accommodation with full board (unless otherwise specified);
- Language course of 15 hours per week with qualified teachers;

- Placement test, teaching materials and end-of-course certificate;
- Recreational and sports activities (unless otherwise specified);
- Excursions and recreational and cultural activities as per the programme of the individual school/institute/centre chosen;
- Assistance by an Italian group leader responsible for the day-to-day running of the holiday and for safety details and travel arrangements;
- Freebies/complimentary gifts.
- MSW Ltd. backpack/bag.

4. The following services and expenses are not included in the price of the package:

- Applicant's file opening and processing charges that amount to:
 - € 260.00 for all stays in the UK/UE/US/Canada/South Africa/Dubai;
 - Contribution of € 150.00 to cover the costs of the mandatory Multirisk travel insurance policy with cancellation and policy processing fees included for stays of 14-, 9 and 10 night stays abroad.
- Travel round trip;
- Transfers to and from Italian destinations;
- Optional Cancellation Policy "Stay Sereno" € 39.00;
- Optional currency fluctuation policy fee: € 80.00;
- Optional Policy "Stay Sereno Plus" € 90.00;
- Extra costs for the afternoon/evening programme of activities (unless otherwise specified);
- Extra costs for optional extra activities/courses (unless otherwise specified);
- Meals during transfers;
- City/town public transit costs (unless otherwise specified);
- Personal expenses and costs related to entry visas or similar (ESTA, ETA etc.);
- Police Check for all those students who turn over 18 years old before and during departure;
- € 150.00 Trinity Exam;
- Anything not expressly mentioned;
- Any expenses incurred for COVID-19 antigen/PCR tests before departure, during the stay and/or before returning to Italy. Please note that the standards/regulations in force in the country of destination at the time of your stay shall be complied with.

5. "Applicant's file opening and processing fees" means the cost of opening a file in your name. These fees also include a consultancy fee for the first informative interview aimed at choosing a destination, the type of flight and any alternative flight or means of transportation to reach the airport of departure, assistance before and after acceptance of the proposal up to submission of the final settlement bank statement, as well as advice for the stipulation of any optional policies. The sum indicated in the Registration Form (upfront fees to open and process your file) is not refundable by the Organiser in case of any kind of withdrawal/termination under Art. 12 of EU Directive, since it is a consultancy fee and not a tourist service.

6. Failure to pay any sum due for the performance of the package on the dates established shall automatically put the Party in default, and upon expiry of a fifteen-day period, if the default persists, the contract shall be terminated for serious breach of contract. Notice of the termination shall be sent by the Organiser to the Traveller's home address or via email to the Traveller's electronic address, if any.

ENROLMENT PROCEDURES AND PAYMENTS

Online registrations will only be considered to be accepted upon payment of the down payments/deposits listed below.

STUDY HOLIDAYS ABROAD (UK, EU, USA, Canada, South Africa, Dubai). For all stays for all destinations abroad (UK, EU, USA, Canada, South Africa, Dubai and Mauritius), a one-off down payment of € 1000.00, in addition to the fee for any optional insurance (€ 39.00 for "Stay Sereno", € 80.00 for currency fluctuation policy; € 90.00 for "Stay Sereno Plus"), shall be paid at the time of registration.

PAYMENT MODALITY

Upon a request made online, the Traveller shall receive a summary of his/her enrolment at his/her address as indicated during the enrolment process. A code to be used for the payment of the down payment/deposit shall be indicated in the email.

This code MUST necessarily be written in "field" to be filled out with the "reason for the bank transfer". Please note that a different payment code will be generated for each payment and sent directly to the e-mail address of the parent/legal guardian. The same code CANNOT be used for all payments. The bank transfer details, which will also be provided through the online Registration Form, are as follows:

**Master Studies Worldwide Ltd.
NATIONAL WESTMINSTER BANK
LONDON, UNITED KINGDOM
IBAN:
GB24NWBK60721442240131
BIC NWBKGB2L.**

The date of the bank transfer will be used to confirm any special offers

BALANCE PAYMENT OF THE STAY

The balance for the study holiday must be settled no later than 40 days before departure and/or on receipt of the bank statement. Master Studies Worldwide shall send the bank statement by e-mail, together with a code which MUST BE included in form "field" to be filled out with the "reason for the bank transfer" in order to indisputably identify the contract relationship that has been entered into. Please note that for each payment a different payment code shall be generated and sent directly to the parent/legal guardian's email address. The same code CANNOT be used for all payments. Please note that in the event of non-payment by the deadline for payment indicated in these General Terms and Conditions, the right to the discount shall be forfeited.

7. ALTERATION OF THE PRICE

(ART. 10 EU Directive 2015/2302)

1. The price of the Study Holiday Package is the one indicated in the contract and makes reference to what is reported in the Catalogue, or to extra programmes not included in the Catalogue, and to any updates of the same catalogues or programmes not included in the Catalogue and later on added, or indicated on the website of the Organiser.

2. After the conclusion of the Study Holiday Package contract, prices may be increased only if the contract expressly reserves that possibility and states

that the Traveller is entitled to price reduction. In that event the package travel contract shall state how price revisions are to be calculated. Should this be the case, the Traveller shall have the right to a price reduction corresponding to any decrease in the costs referred to in points (a), (b) and (c) of paragraph 2 that occurs after the conclusion of the contract and before the start of the package.

3. Price increases shall be possible exclusively as a direct consequence of changes in:

- a) the price of the carriage of passengers resulting from the cost of fuel or other power sources;
 - b) the level of taxes or fees on tourist services included in the contract applied by third parties not directly involved in the execution of the package contract, including landing, disembarkation and embarkation fees at ports and airports;
 - c) exchange rate related to the package.
4. If the price increase referred to in paragraph 1 of this Article exceeds 8 % of the total price of the package, Article 11(2) to (5) shall apply.

5. Irrespective of its extent, a price increase shall be possible only if the Organiser notifies the Traveller clearly and comprehensibly of it with a justification for that increase and a calculation, on a durable medium at the latest 20 days before the start of the package.

6. In the event of a price decrease, the Organiser shall have the right to deduct actual administrative expenses from the refund owed to the Traveller. At the Traveller's request, the Organiser shall provide proof of those administrative expenses.

The traveller can protect himself from the fluctuations mentioned above by paying for the optional currency fluctuation policy fee of € 80.00.

8. ALTERATION OF OTHER (THAN PRICE) PACKAGE TRAVEL CONTRACT TERMS BEFORE THE START OF THE PACKAGE

(ART. 11 EU Directive 2015/2302)

1. Before the start of the package the Organiser may not unilaterally change package travel contract terms other than the price in accordance with Article 10, unless Organiser has reserved that right

in the contract and the change in question is insignificant.

The Organiser shall without undue delay inform the Traveller in a clear, comprehensible and prominent manner on a durable medium of:

- a) the proposed changes referred to in paragraph 2 and, where appropriate in accordance with paragraph 4, their impact on the price of the package;
 - b) a reasonable period within which the Traveller has to inform the Organiser of his/her decision pursuant to paragraph 2;
 - c) the consequences of the Traveller's failure to respond within the period referred to in point b), in accordance with applicable national law; and in point d) where applicable, the substitute package offered and its price;
 - d) where applicable, the offered substitute package and its price.
2. Where the changes to the package travel contract referred to at the first point of paragraph 2 or the substitute package referred to at the second point of paragraph 2 result in a package of lower quality or cost, the Traveller shall be entitled to an appropriate price reduction.

3. If the package travel contract is terminated pursuant to point b) of the first subparagraph of paragraph 2 of this Article, and the Traveller does not accept a substitute package, the Organiser shall refund all payments made by or on behalf of the Traveller without undue delay and in any event not later than 14 days after the contract is terminated. Article 14(2), (3), (4), (5) and (6) shall apply mutatis mutandis.

9. TERMINATION OF THE PACKAGE TRAVEL CONTRACT BY THE ORGANISER AND THE TRAVELLER AND RIGHT IF WITHDRAWAL BEFORE THE START OF THE PACKAGE

(ART. 12 EU Directive 2015/2302)

1. The Traveller may terminate the package travel contract at any time before the start of the package. Where the Traveller terminates the package travel contract, he/she may be required to pay an appropriate and justifiable termination fee to the Organiser.

2. The study holiday package contract may specify reasonable standardised termination fees based on the time of the termination of the contract

before the start of the package and the expected cost savings and income from alternative deployment of the travel services.

3. The following termination fees shall be payable in case of early withdrawal before the start of the package, pursuant to Article 12 of EU Directive 2015/2302:

- 30% of the enrollment fee up to 40 bank days (Saturday and Sunday not included) prior to departure and the optional insurances (€ 39.00 Stay Sereno; € 80.00 currency fluctuation policy; € 90.00 Stay Sereno Plus);
- 50% of the enrollment fee up to 30 bank days (Saturday and Sunday not included) prior to departure and the optional insurances (€ 39.00 Stay Sereno; € 80.00 currency fluctuation policy; € 90.00 Stay Sereno Plus);
- 75% of the enrollment fee up to 20 bank days (Saturday and Sunday not included) prior to departure and the optional insurances (€ 39.00 Stay Sereno; € 80.00 currency fluctuation policy; € 90.00 Stay Sereno Plus);
- 100% from 19 bank days (Saturday and Sunday not included) prior to departure.

4. The Traveller shall have the right to terminate the package travel contract before the start of the package without paying any termination fee in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity and significantly affecting the performance of the package, or which significantly affect the carriage of passengers to the destination- subject, by way of partial derogation, to the provisions of any emergency regulations governing force majeure and any other regulations governing circumstances of force majeure, and to alternative forms of reimbursement. In the event of termination of the package travel contract under this paragraph, the Traveller shall be entitled to a full refund of any payments made for the package, but shall not be entitled to additional compensation. Now, in consideration of the mutual responsibility agreement agreed upon under Article 10 hereinafter, the Parties hereto agree that in the event of termination by the Traveller due to the Covid-19 and/or

Covid-19 variants pandemic, since this circumstance cannot be considered "force majeure" or "unforeseen impossibility" because it does not meet the requirement of unforeseeability, the Organiser, in the event of termination, shall inform the Traveller of the alternative options made available to him/her, including a reimbursement in money, net of the costs related to file processing and management fees as indicated in article 6, paragraph 4 of the General Terms and Conditions of the contract, and the possibility of re-booking a substitute package to be used within 12 months of the date of termination (in this latter case, the down payment made for the package cancelled, after cancellation of the same, will be used as a down payment for the new package).

5. The Organiser may terminate the package travel contract and provide the Traveller with a full refund of any payments made for the package, subject, by way of partial derogation, to the provisions of any emergency regulations as set forth in paragraph 4 hereinbefore, but shall not be liable for additional compensation, if:

a) the number of persons enrolled for the package is smaller than the minimum number specified in the contract and the Organiser notifies the Traveller of the termination of the contract within the period established in the contract, but not later than 20 days before the start of the package in the case of trips lasting more than six days; seven days before the start of the package in the case of trips lasting between two and six days; 48 hours before the start of the package in the case of trips lasting less than two days; b) the Organiser is prevented from performing the contract because of unavoidable and extraordinary circumstances and notifies the Traveller of the termination of the contract without undue delay before the start of the package.

6. Subject, by way of partial derogation, to the provisions of any emergency regulations as set forth in paragraph 4 hereinbefore, the Organiser shall provide any refunds required under paragraphs 4 and 5 or, as per paragraphs 1, 2 and 3, reimburse any payments made by or on

behalf of the Traveller for the package minus the relevant termination fee. Such refunds or reimbursements shall be made to the Traveller without undue delay and in any event not later than 14 days after the package travel contract is terminated. In the cases referred to in paragraphs 4 and 5, any linked travel arrangements entered into with third parties shall be terminated.

MASTER STUDIES TAILOR-MADE INSURANCE COVER "STAY SERENO"

The Traveller may purchase MASTER PACKAGE INSURANCE "STAY SERENO" (€39.00) whereby Master Studies Worldwide Ltd undertakes to guarantee total reimbursement of the sum paid in the event of cancellation for any reason by 31/03/2023, minus the Traveller's file opening and processing fees, in addition to the €39.00 paid to buy the STAY SERENO insurance policy. From 1/04/2023, should the Traveller withdraw, termination fees shall be applied as per Art. 9 paragraph 3 of these General Terms and Conditions. Master Studies Worldwide Ltd also undertakes to guarantee the total reimbursement of the sum paid, should the Traveller fail at school (school records shall be requested), minus the Traveller's file opening and processing fees, on addition to the €29.00 paid to buy the "STAY SERENO" insurance policy.

MASTER STUDIES TAILOR-MADE INSURANCE COVER "STAY SERENO PLUS"

The Traveller may purchase MASTER PACKAGE INSURANCE "STAY SERENO PLUS" (€90.00) whereby Master Studies Worldwide Ltd undertakes to guarantee in case of currency fluctuations, the total reimbursement of the sum paid in the event of cancellation for any reason by 31/03/2023, minus the Traveller's file opening and processing fees, in addition to the €39.00 paid to buy the STAY SERENO insurance policy. From 1/04/2023, should the Traveller withdraw, termination fees shall be applied as per Art. 9 paragraph 3 of these General Terms and Conditions. Master Studies Worldwide Ltd also undertakes to guarantee the total reimbursement of the sum paid, should

the Traveller fail at school (school records shall be requested), minus the Traveller's file opening and processing fees, on addition to the €29.00 paid to buy the "STAY SERENO" insurance policy.

10. TRAVELLER RESPONSIBILITIES

1. During contract negotiations, and anyway before the conclusion of the contract, Italian citizens are provided with standard information in written form - updated to the date on which the Travel Catalogue was printed - regarding health certificates and passes and documents required for travelling abroad.

Mutual Responsibility Agreement: The Parties hereto mutually acknowledge that, prior to the conclusion of the agreement, the Organiser, pursuant to Art. 5 of EU Directive 2015/2302, has provided all essential information deemed to be useful for the Traveller to be aware of the health safety conditions and of the measures in force to prevent Covid-19 infection in the country of destination of the study holiday.

2. For regulations concerning minors travelling abroad, please see what is expressly indicated on the relevant government websites. Please note, however, that minors must have a valid identity document for travelling abroad, i.e. passport, or, for EU countries, also a valid identity card for travelling abroad. Further details are available on page 108 of the Vacanze Studio Catalogue 2023.

As to the expatriation of minors under the age of 14 and expatriation of minors who need an extra document issued by the Judicial Authorities to travel abroad, the requirements of the regulations in force in the country of origin of the minor must be complied with.

3. Foreign nationals are required to obtain relevant information through their diplomatic missions present in their own country of residence, domicile or residence and/or via their respective official government information channels. In all cases, Travellers shall, prior to their departure, check updates of this information with the competent authorities and comply with these updates before the start of their travel. In the absence of such checks, no

responsibility for non-departure of one or more Travellers may be ascribed to either the intermediary or the Organiser.

4. Travellers must in any case inform the Intermediary and the Organiser of their nationality at the time of their request to book the tourist package holiday or tourist service and, at the time of departure, they must make sure they are definitively in possession of vaccination certificates/passes, individual passports and any other document that is valid for all the countries included in the itinerary, as well as residence visas, transit visas and any health certificates that may be required.

5. In addition, in order to assess the socio-political and health safety situation (and in particular the spread of any epidemics or pandemics) and any other useful information related to the countries of destination and, therefore, to the objective usability of the services purchased or to be purchased, the Traveller shall be responsible for obtaining official information of a general nature provided by the Ministry of Foreign Affairs, and disclosed through the institutional website of the Ministry of Foreign Affairs www.viaggiare Sicuri.it. The aforementioned information is not contained in the Organiser's online catalogues as these latter contain descriptive information of a general nature, but not information likely to change in time. Therefore, this kind of information must be obtained by Travellers. Likewise, any piece of information provided by Tour Operators on their websites will only be deemed to be indicative and of support to Travellers, but not official or binding in nature, at least in the absence of direct reference to national and international regulatory provisions. Travellers are also required to comply with the rules of normal prudence and diligence and with the specific rules in force in the countries of destination, all types of information provided to them by the Organiser, as well as the regulations and administrative or legislative provisions related to the tourist package they bought. In particular, the norms referred to as "Travel Behavioural Norms" or the rules that, in any case, refer to social norms to be complied with in the countries of destination

do not constitute mere advice but, as specified in more detail in the individual contracts, annexes and hyperlinks thereto, they are integral part of the contract. Failure to comply with these norms, when adequately proven, shall be considered a serious breach of contract.

The aforementioned "Travel Behavioural Norms" are exclusively functional to the principles and well-established practices and customs adopted in the country of destination and the Traveller acknowledges that these may also be different or stricter than the same behavioural norms adopted in the place of origin of the minor enrolled in the study-holiday package.

In the event of a serious breach of the "Travel Behavioural Norms", the Traveller shall be held liable for all damages that the Organiser and/or Intermediary may also suffer as a result of his or her failure to comply with the above-mentioned obligations, including the expenses necessary for his or her repatriation.

With regard to the so-called "Travel Behavioural Norms" it is specified that if the Traveller engages in behaviour contrary to the measures of fairness and civility, or not in line with local customs, the contract will be terminated and the Organiser may repatriate the Traveller at the latter's expense.

Travellers shall be liable for all damages that the Organiser may incur as a result of their failure to comply. The Traveller is obliged to pay a deposit as required by the college/hotel/residence selected by him/her. This deposit will be withheld in the event of damage or returned at the time of departure.

6. The Traveller shall also give written notice to the Organiser, at the time of the proposal of the study-holiday package, and therefore before the Organiser sends the booking confirmation of the services, of any special and personal requests that may be the subject of specific agreements on the way the travel shall be arranged, provided that it is possible to put in place different arrangements, as well as any special information (including by way of example, but not limited to, allergies, specific pathologies like celiac disease, depressive conditions, motor

difficulties) that may have an impact on the performance and cost of the package question.

7. Il Viaggiatore, ai sensi dell'art. 36 comma 5 lettera a) del Codice del Turismo, comunicherà, altresì, per iscritto all'Organizzatore, all'atto della formulazione della proposta di compravendita di pacchetto turistico vacanza-studio e quindi prima dell'invio della conferma di prenotazione dei servizi da parte dell'Organizzatore, le richieste specifiche e personali che potranno formare oggetto di accordi specifici sulle modalità del viaggio, sempre che ne risulti possibile l'attuazione, nonché quelle informazioni particolari (a titolo esemplificativo ma non esaustivo: allergie, patologie particolari come la celiachia, stati depressivi, difficoltà motorie) che possono avere un'incidenza sull'esecuzione e sui costi del pacchetto. Segnalazioni specifiche del Viaggiatore Eventuali intolleranze alimentari, situazioni di disabilità ed ogni altra richiesta extra rispetto all'offerta standard dell'Organizzatore dovranno essere, ai sensi dell'art. 36 comma 5 lettera a) del Codice del Turismo, preliminarmente riferite dal Viaggiatore ed accettate dall'Organizzatore. Special requirements of the Traveller Any food intolerances, disability conditions and any other requests that are not included in the standard offer of the Organiser must be reported in advance by the Traveller and accepted by the Organiser.

Where the Traveller has not provided this information prior to the conclusion of the package contract, and during the execution of said contract, any situations linked to this undisclosed information that may emerge and be discovered during the execution of the contract, shall result in the right of the Organiser to withdraw from the contract, without prejudice to the right to claim damages. Among the above-mentioned information to be provided in advance by the study-holiday participant's parents, or in any case, by the individual(s) exercising parental responsibility, there must also be information regarding any support that the child has received and still receives at school (for instance, learning

support teachers) to the extent that such information could prevent the conclusion of the package contract for incompatibility with the internal regulations of the host schools or colleges selected.

1) If need be, the Traveller may contact the Organiser's Local Representative for any complaints relating to any lack of conformity found during the performance of the package. The Traveller is required to notify the Organiser without delay of any significant lack of conformity found during the performance of the package.

2) The Parties hereto acknowledge that if the Traveller is a minor, -unaccompanied by a parent or by other authorised person-, who is travelling under a study holiday package contract that includes accommodation, information must be provided that allows direct contact to be established with the minor or the person who is responsible for the minor in question at his or her place of stay.

3) Pursuant to art. 7 paragraph 5 of EU Directive 2015/2302, the Organiser, -in good time before the start of the package, is required to provide the Traveller with the necessary receipts, vouchers and tickets, as well as information on the scheduled times of departure and, where applicable, the deadline for check-in, as well as the scheduled times for any stops, transport connections and arrival.

11. ORGANISER RESPONSIBILITY FOR THE PERFORMANCE OF THE PACKAGE (ART. 13 UE Directive 2015/2302)

1. The Organiser is responsible for the performance of the travel services included in the package travel contract, irrespective of whether those services are to be performed by the Organiser or by other travel service providers.

2. The Organiser is not liable in the event of non-performance of services other than tourist services such as those, by way of example, but not limited to, directly provided by insurance companies, financial services and businesses providing visa or passport services.

3. The Traveller shall inform the Organiser without undue delay, taking into account the circumstances of

the case, of any lack of conformity which he/she perceives during the performance of a travel service included in the package travel contract.

4. If any of the travel services are not performed in accordance with the package travel contract, the Organiser shall remedy the lack of conformity, unless that:

a) is impossible; or b) entails disproportionate costs, taking into account the extent of the lack of conformity and the value of the travel services affected.

If the Organiser, in accordance with point a) or point b) of the first subparagraph of this paragraph, does not remedy the lack of conformity, Article 14 shall apply.

5. Without prejudice to the exceptions laid down in paragraph 3, if the Organiser does not remedy the lack of conformity within a reasonable period set by the Traveller, the Traveller may do so himself and request reimbursement of the necessary expenses. It shall not be necessary for the Traveller to specify a time-limit if the Organiser refuses to remedy the lack of conformity or if immediate remedy is required.

6. Where a significant proportion of the travel services cannot be provided as agreed in the package travel contract, the Organiser shall offer, at no extra cost to the Traveller, suitable alternative arrangements of, where possible, equivalent or higher quality than those specified in the contract, for the continuation of the package, including where the Traveller's return to the place of departure is not provided as agreed.

Where the proposed alternative arrangements result in a package of lower quality than that specified in the package travel contract, the Organiser shall grant the Traveller an appropriate price reduction.

The Traveller may reject the proposed alternative arrangements only if they are not comparable to what was agreed in the package travel contract or the price reduction granted is inadequate.

7. Where a lack of conformity substantially affects the performance of the package and the Organiser has failed to remedy it within a reasonable period set by the Traveller, the Traveller

may terminate the package travel contract without paying a termination fee and, where appropriate, request, in accordance with Article 14, price reduction and/or compensation for damages.

If it is impossible to make alternative arrangements or the Traveller rejects the proposed alternative arrangements in accordance with the third subparagraph of paragraph 5 of this Article, the Traveller is, where appropriate, entitled to price reduction and/or compensation for damages in accordance with Article 14 without terminating the package travel contract.

If the package includes the carriage of passengers, the Organiser shall, in the cases referred to in the first and second subparagraphs, also provide repatriation of the Traveller with equivalent transport without undue delay and at no extra cost to the Traveller.

8. As long as it is impossible to ensure the Traveller's return to the place of departure, as agreed in the package travel contract, because of unavoidable and extraordinary circumstances, the Organiser shall bear the cost of necessary accommodation, if possible of equivalent category, for a period not exceeding three nights per Traveller. Where longer periods are provided for in Union passenger rights legislation applicable to the relevant means of transport for the Traveller's return, those periods shall apply.

9. The limitation of costs referred to in paragraph 7 of this Article shall not apply to persons with reduced mobility, as defined at point a) of Article 2 of Regulation (EC) No 1107/2006, and any person accompanying them, pregnant women and unaccompanied minors, as well as persons in need of specific medical assistance, provided that the Organiser has been notified of their particular needs at least 48 hours before the start of the package. The Organiser may not invoke unavoidable and extraordinary circumstances to limit the liability under paragraph 7 of this Article if the relevant transport provider may not rely on such circumstances under applicable Union legislation.

10. If the Traveller's repatriation is the result of a serious breach of contract

that is the result of the Traveller's intentional or grossly negligent behaviour or the failure to comply with mandatory regulations (legislation of the host countries) or with internal regulations (e.g. violation of internal school or college regulations) provided for in the countries of destination, the the Organiser has the right to charge the Traveller for any extra costs incurred in order to ensure that the Traveller returns to the place of departure or to another contractually agreed place or, in the case of alternatives, to the place closest to the place of departure or contractually agreed place, without prejudice to the right to compensation for additional damage.

11. The Organiser, in line with the type of contract chosen by the Traveller and the regulations of the foreign establishment hosting him/her for educational activities, and the college where he/she may be staying, shall provide adequate assistance without delay to the Traveller who is experiencing difficulties, in particular by providing appropriate information regarding healthcare services, local authorities and consular assistance, and by assisting the Traveller in online communication and helping him/her to find alternative tourist services.

12. The Organiser may charge a reasonable fee for such assistance if the problem is caused intentionally by the Traveller or through the Traveller's fault, within the limits of the expenses actually incurred.

13. The Organiser is liable for damages caused to the student as a result of the total or partial non-fulfilment of the services contractually agreed upon, whether these services are provided directly or by third party service providers, unless it can be proven that the damage is attributable to the responsibility of the student (including initiatives autonomously adopted during the execution of the tourist services) or by the third party of an unforeseeable or unavoidable nature, or by a fortuitous event, force majeure, or circumstances that the Organiser could not, with professional diligence, reasonably foresee or resolve. The Organiser takes no responsibility for any damage that may be suffered by

persons or their belongings in trains, planes, ships, cars, on land at schools and colleges, as well as for any injuries or losses that may occur. Likewise, the Organiser takes no responsibility for any expenses caused by delays in transport services or incurred as a result of illnesses, epidemics, pandemics, strikes, bad weather, quarantines, wars, etc.

CHANGE OF DESTINATION

Should a passenger be registered in a group and decide to change destination/group after having booked and paid a deposit, he/she may be required to pay cancellation fee of € 100.00 for cancellation of the accommodation facility booked. Other potential cancellation fees shall be calculated at the time of cancellation.

12. CONTRACT TERMINATION AND REPATRIATION INSURANCE

(ART. 5, paragraph 1 letter h of EU Directive 2015/2302)

1. If not expressly included in the price, it is possible and advisable to stipulate, at the time of booking, special insurance policies against costs arising from cancellation of the package, accidents and/or illnesses that also cover the costs of repatriation and loss of and/or damage to luggage. All rights arising from the insurance contracts shall be enforced by the Traveller directly against the insurance companies, under the conditions and in the manner provided for in the insurance policies, as set out in the policy terms and conditions published in the catalogues or reported in the brochures made available to Travellers at the time of departure.

2. With regard to the policies compulsorily requested by foreign Schools or host facilities, it will only be the Organiser's responsibility, if any, to provide information regarding the policies and the general terms and conditions of contracts required by Schools or host facilities. The Organiser shall not assume any responsibility with regard to the content, execution and termination of these contracts as well as any insurance contract with regard to insurance services that do not fall within the scope of EU Directive 2015/2302.

13. COMPULSORY TRAVELLER PROTECTION IN CASE OF INSOLVENCY OF THE ORGANISER

(ART. 17 of EU Directive 2015/2302).

1. The Organiser hereby states to be covered by a civil liability insurance contract that covers the Traveller in terms of any compensation for damages that might result from breach of his obligations hereunder.

14. OPERATIONAL CHANGES

In view of the fact that the catalogues containing information on how to use the services hereunder are published well in advance, it should be noted that the flight times and routes indicated in the acceptance of the proposal to purchase the services may be subject to change as they are subject to later validation.

All participants are advised not to make unpostponable commitments in the days immediately preceding and following the dates indicated for departure and return.

The Organiser will inform passengers of the name of the actual carrier within the time limits and in the manner provided for by Article 11 of Regulation EC 2111/2005.

Name of the Organiser :
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Insurance policy in the event of insolvency or bankruptcy of the organizer (Art. 2 Tourism Code) n° 2023-0626-1-0245 covered by Secure Travel SRL.

PRICES:

Prices are given in Euros even for destinations where this currency is not used. In this case, the price is quoted according to the exchange rate under Section. 7 paragraph 4 of these General Terms and Conditions.