

## PRE-CONTRACTUAL INFORMATION - GENERAL CONDITIONS OF SALE

Terms and conditions relating to all activities, services, events and physical objects, sold through the Orsolina28 site, whether paid or free, including all platforms/management to which the site is connected - YEP, Eventbrite.

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## 1. General information

Effective date: March 31st, 2025

Date of last update: March 22nd, 2025

- The website "Orsolina28" ("The **Site**") is managed by Orsolina28 Art Foundation ETS (the "**Society**") and also acts as a sales site for the purchase of courses/workshops/events (the "**Services**").
- The use of masculine language in this Agreement is for convenience only and applies to both men and women.
- Purchase through the Site is subject to the terms set out in these Terms and Conditions.
- The mere purchase of Services on the Site will constitute a declaration by the customer that they have read, understood and accepted the terms of these policies. The statutes constitute a binding contract between the buyer and the Company.
- The offer and sale on the Site constitute a distance contract governed by art. 50 et seq. of Legislative Decree 6 September 2005, n. 206 ("Consumer Code") and by Legislative Decree 9 April 2003 n. 70, containing the regulation of electronic commerce.
- Orsolina28 reserves the right to update or modify these General Conditions at any time, without prejudice to the fact that the General Conditions published at the time the purchase order is sent apply to each purchase contract. To this end, the user is invited to save a copy of the General Conditions from time to time.
- If the user does not intend to accept the changes to the General Conditions, he or she may withdraw by giving notice by e-mail with 7 days notice. Continued use of the Services constitutes an implicit expression of willingness to accept the General Conditions.

## 2. Purchase

- The Site allows customers to purchase Services simply, easily and securely via the Internet.
- Services can be purchased on the Site at any time, unless otherwise indicated.
- The purchase on the Site can be made, depending on the management system, by credit card or online payment system (Paypal, MyBank, BPay, Alipay.com, Unionpay, WeChat Pay) and the transaction will be processed after approval by the credit card company.
- The price of the Services on the Site is inclusive of any taxes, if applicable. No tax is added to the displayed price.

- The Company reserves the right to discontinue marketing and selling the Services at any time and to deny the right to purchase on a sales site at its discretion.
- Promotional codes are valid for one use only by the recipient, unless otherwise indicated.

### **3. Cancellation and refund policy - INTENSIVE or WORKSHOP**

Sales and booking channel: YEP.

*Any registration costs for the selection process are never refundable.*

#### **3.1. Cancellation of the event by the organizer**

(e.g. due to failure to reach the minimum threshold of participants or reasons not attributable to the organizer)

The organizer undertakes to promptly notify the participants of the cancellation of the Service and the participants will be given a full refund of the registration fee already paid.

No refunds will be given for airline/train tickets, hotel costs, other tickets or payments, or any similar penalties or related or unrelated losses, costs and/or expenses you may incur or have incurred as a result of trip cancellations or changes.

The refund will take place within 7 working days from the date of cancellation.

#### **3.2. Self-cancellation of the participant due to inability to take part in the event**

##### **3.2.1. Events without overnight stay**

- **Cancellations within 81 days of the event date:** 90% refund.
- **Cancellations within 80 days of the event date:** 50% refund.
- **Cancellations within 40 days of the event:** no refunds.

*The dates indicated on the booking platform will always prevail.*

Each registration is strictly personal and nominative. The transfer of one's registration to a third party is not permitted, who will have to carry out a possible new registration through the management system provided. In the event of a fully booked event, priority will be given to participants already on the waiting list.

##### **3.2.2. Events with overnight stay**

- **Cancellations within 81 days of the event date:** 90% refund.
- **Cancellations within 80 days of the event date:** 50% refund.
- **Cancellations within 40 days of the event:** no refunds.

*The dates indicated on the booking platform will always prevail.*

Each registration is strictly personal and nominative. It is not permitted to transfer one's registration to a third party, who will have to register again using the management system provided. In the event of a fully booked event, priority will be given to participants already on the waiting list.

#### **4. Cancellation and refund policy - SHOWS**

Sales and booking channel:

##### **4.1. Cancellation of the event by the organizer**

The organizer undertakes to promptly notify those booked of the cancellation of the Show.

Since the Shows are free, there are no refunds.

In case of rain, if the show is scheduled at the Open Air Stage it will be moved to The Eye, and only the first 220 people who have booked tickets will have access.

For privacy reasons, it is not possible to communicate your ranking in the booking list.

##### **4.2. Self-cancellation of the participant due to inability to take part in the show**

In case of impossibility to participate, the member has two options:

- Transfer the ticket to another person, without the need to change the reservation. It will be sufficient for the new participant to show the ticket at the entrance.
- Cancel your reservation via Eventbrite, thus freeing up your seat for additional spectators.