



## **CANCELLATION POLICY**

\*

## **PAYMENT TERMS AND CONDITIONS**

**Platform users are defined as follows:**

1. **CANDIDATE:** the person who has reached the age of 16 and is looking for a paid or unpaid internship. Some internships give the possibility to the candidate to purchase additional services (accommodation, transport, language course, recreational activities etc.) which are useful during their experience abroad.
2. **PARENT:** to guarantee the data protection of candidates under the age of 18, authorization and registration of the parent is required. Only the parent will be able to pay for an internship with additional services.
3. **INTERNATIONAL PARTNERS or AGENCIES:** an intermediary (the language school or agency) who works as a bridge between the candidate and the companies interested in offering an internship. Internships are mainly unpaid and the candidate can choose the destination, the sector and the period of the internship. Our partners offer the possibility to purchase additional services (accommodation, transport, language course, leisure activities, etc.) and we offer 24/7 on-site assistance with a tutor available throughout the candidate's stay.
4. **COMPANY:** Companies interested in offering paid or unpaid internships. It is a company choice whether to offer a remuneration or benefits to the candidate and everything will be specified on the internship page.

### **Terms and conditions of payment for Candidates**

1. Internship with additional services:

When you book the internship with additional services, the partner will verify your request by checking your profile (CV and cover letter) and assess the feasibility of the internship. Once confirmed by the internship, you will be asked to sign the contract and send a copy of your identity card. After signing the contract, the partner may request an interview to better understand your needs. At the same time, we will ask you to complete the down payment process. You will have 14 days to cancel your internship request and receive a full refund in case of non-satisfaction of the partner's proposal.



If you do not cancel within 14 days and the international partner has confirmed the feasibility of the internship, for any cancellations you will have to refer to the terms and cancellations described below. Once the internship is confirmed, the partner will enter all the information of the purchased services and the internship information (such as company name, address, name of the tutor, timetables, required clothing, etc.) on the platform. The partner will then send you a request for payment of the balance and you will receive a reminder email.

If you make a change for a reservation, you will be notified about the new scheduled payment, through StageAir Platform. If the change increases your Total Costs, you may be required to make an additional payment of the new Total Costs at the time of the change.

If StageAir is unable to collect any payments under these payment terms, you authorise StageAir to cancel the booking on your behalf. If the booking is canceled, you will be refunded according to the agency's cancellation terms. You declare that you are responsible for any costs due to cancellations under the cancellation terms that the international partner has declared during the internship.

## 2. Internship without additional services:

There are no payment conditions for internships that do not offer additional services.

### **Payment terms and conditions for companies:**

If the structure is a company, you can opt for two different ways to purchase the internships available on the platform:

- Single internship packages or
- Monthly / yearly subscriptions.

The visibility of the internship in the platform will be specified at the time you purchase the package or subscription.

Neither the packages nor the subscriptions purchased are refundable if not used. Subscriptions will be automatically renewed unless cancellation is requested sending an email to our email PEC ([stageair@pec.it](mailto:stageair@pec.it)), which will be taken into consideration within 2 months of the request.

You can purchase an extra visibility in order to place your internship post among the first in the research and in the internship search area.

It also gives the company the opportunity to be placed on our social media and gain visibility among users.

### **Payment terms and conditions for international partners:**

The use of the platform for international partners does not provide for payment terms for the use of the same.

\*\*\*

**STAGEAIR S.R.L**

Page 2 of 11

Via della Croce Rossa 112, 35129 Padova – Italia - Tel: 0039 3456838062 - P.iva: 05177530283

Web-site: [www.stage-air.com](http://www.stage-air.com)

E.mail: [stageair@pec.it](mailto:stageair@pec.it) / [info@stage-air.com](mailto:info@stage-air.com)



## **TERMS OF CANCELLATION**

**Can I cancel the internship with additional services once I have already paid both the deposit and the balance?**

If you have already paid the balance, it means that everything has already been arranged, check the cancellation terms for your internship on the internship page you have selected.

**Where can I find the cancellation terms of the internship with additional services?**

The cancellation terms may be: flexible, moderate or rigid:

### **Terms of cancellation**

StageAir allows partners to choose from three standard cancellation terms (Flexible, Moderate and Strict), which we apply to protect both interns and partners. Long-term internships come into force for all bookings lasting a minimum of 84 nights. The cancellation terms can be consulted directly on the internship page. Guests can view any applicable penalties and proceed with the cancellation simply by asking our partner to cancel the internship.

#### **1. Flexible: Full refund within a limited period of time**

- StageAir's costs of the service are refundable 1 time per year if the intern cancels within 14 days from the payment of the deposit.  
If you book less than 20 days before check-in, the costs of StageAir service are refundable only within 48 hours after booking AND in any case at least 6 days before check-in.  
However, they are not refunded if the intern cancels a reservation which partially overlaps with an existing one.
- The costs of the additional services are reimbursable in some circumstances as indicated below:
  - a. Accommodation service: accommodation costs are fully refundable if you have booked at least 7 days before check-in. If you book less than 7 days before check-in, the costs of the accommodation service are refundable only within 48 hours after booking but you will be retained a % of the cost of the accommodation that you will see specified on the page of the internship you have purchased.
  - b. Transfer services (from and to the airport): the costs of the transfer are fully refundable if you cancel at least 7 days before check-in. If you book less than 7 days before check-in, the costs of the transfer are refundable up to 2 days before check-in but you will be retained a % of the cost of the transfer that you will see specified on the page of the internship you have purchased.
  - c. Language courses: the costs of the language course are fully refundable if payment is made at least 7 days before check-in. If



you book less than 7 days before check-in, the costs of the language course are refundable only within 48 hours of booking, otherwise you will be retained a % of the cost of the language course that you will see specified on the page of the internship you have purchased.

- d. Insurance services: insurance costs are not refundable once the service has been paid
  - e. On-site transfer (bus tickets, metro or other): the costs of the on-site transfer are fully refundable if the cancellation is made at least 7 days before check-in. If you book less than 7 days before check-in, the on-site transfer costs are refundable only within 48 hours of booking.
  - f. Other services offered by the agency: as specified by the agency on the internship page.
- StageAir will not accept complaints that are addressed by one of the two parties or by both. All complaints must be written to us within 24 hours from the check-in.
  - In the event of a conflict between Interns and Agencies, StageAir reserves the right to propose the terms of a friendly settlement to the parties
  - The reservation is officially canceled when the guest clicks the button on the cancellation page that you can find on> My internships> Modify or cancel.

## **2. Moderate: Full refund within a limited time**

- StageAir cost of service are refundable once a year if the intern cancels within 14 days of paying the deposit. If you book less than 20 days before check-in, the costs of the StageAir service are refundable only within 48 hours of booking And in any case when the cancellation occurs at least 15 days before check-in. However, they are not refunded if the intern cancels a booking which partially overlaps with an existing one.
- The costs of the additional services are refundable in some circumstances as indicated below:
  - a. Accommodation service: accommodation costs are fully refundable if cancellation is made up to 15 days before check-in. If you book less than 15 days before check-in, the costs of the accommodation service are refundable only within 48 hours of booking but you will be retained a % of the cost of the accommodation that you will see specified on the page of the internship you have purchased.
  - b. Transfer services (to and from the airport): transfer costs are fully refundable if you cancel up to 15 days before check-in. If you book less than 15 days before check-in, the transfer costs are refundable up to 2 days before check-in but you will be retained a % of the transfer cost that you will see specified on the page of the internship you have purchased.
  - c. Language course: costs of the language courses are fully refundable if you cancel at least 15 days before check-in. If you book less than 15 days before check-in, language courses costs are refundable only within 48 hours of booking, otherwise you will be retained a % of the cost of the language course that you will see specified on the page of the internship you have purchased.



- d. Insurance services: insurance costs are not refundable once the service has been paid
  - e. On-site transfer (bus tickets, metro or other): costs of the on-site transfer are fully refundable if you cancel at least 15 days before check-in. If you book less than 15 days before check-in, the on-site transfer costs are refundable only within 48 hours of booking.
  - f. Other extra services offered by the agency: as specified by the agency on the internship page you purchased.
- StageAir will not accept complaints that are addressed by one of the two parties or by both. All complaints must be written to us within 24 hours from the check-in.
  - In the event of a conflict between Interns and Agencies, StageAir reserves the right to propose the terms of a friendly settlement to the parties
  - The reservation is officially canceled when the guest clicks the button on the cancellation page that you can find on > My internships > Modify or cancel.

### **3. Strict: Full refund if cancellation occurs within 48 hours of booking**

- StageAir cost of service are refundable once a year if the intern cancels within 48 hours of booking AND at least 30 days before check-in. However, they are not refunded if the guest cancels a reservation that overlaps in starts with an existing one.
- Costs for the accommodation (total of the daily rates) are refundable in some circumstances as indicated below.
- Costs of additional services are refundable in some circumstances as indicated below:
  - a. Accommodation service: accommodation costs are fully refundable if cancellation is made at least 30 days before check-in. If you book less than 30 days before check-in, the costs of the accommodation service are refundable only within 48 hours of booking and you will be retained a % of the cost of the accommodation that you will see specified on the page of the internship you have purchased.
  - b. Transfer services (to and from the airport): transfer costs are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in, the transfer costs are refundable if the cancellation occurs at least 2 days before check-in and you will be retained a % of the cost of the transfer that you will see specified on the internship page you have purchased.
  - c. Language course: costs of the language course are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in, costs of the language course are refundable only within 48 hours of booking, otherwise you will be retained a % of the cost of the language course that you will see specified on the page of the internship you have purchased.



- d. Insurance services: insurance costs are not refundable once the service has been paid
  - e. On-site transfer (bus tickets, metro or other): costs of the on-site transfer are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in, the on-site transfer costs are refundable only within 48 hours of booking.
  - f. Other extra services offered by the agency: as specified by the agency on the internship page you purchased.
- StageAir will not accept complaints that are addressed by one of the two parties or by both. All complaints must be written to us within 24 hours from the check-in.
  - In the event of a conflict between Interns and Agencies, StageAir reserves the right to propose the terms of a friendly settlement to the parties
  - The reservation is officially canceled when the guest clicks the button on the cancellation page that you can find on > My internships > Modify or cancel.

#### **4. Long term: First month non refundable, 30 days cancellation notice**

- Please note that Long Term cancellation apply to all bookings of at least 84 nights.
- Costs of StageAir service are refundable once a year if the intern cancels within 14 days of paying the deposit.
- Costs of additional services are reimbursable in some circumstances as indicated below:
  - a. Accommodation service: if the intern books a long-term stay and decides to cancel the agreement before the start date, the payment of the first month must be paid in full to the agency and cannot be refunded to the intern. If the guest books a long-term stay and decides to cancel the agreement during the stay, the guest must pay the agency the amount of at least 30 days of stay or in any case of all the days that are missing at the end of the contract if less than 30 days.
  - b. Transfer services (to and from the airport): transfer costs are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in, the transfer costs are refundable up to 7 days before check-in but you will be retained a % of the cost of the transfer that you will see specified on the page of the internship you have purchased.
  - c. Language course: costs of the language course are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in, the costs of the language course are refundable only within 48 hours of booking, otherwise you will be retained a % of the cost of the language course that you will see specified on the page of the internship you have purchased.
  - d. Insurance services: insurance costs are not refundable once the service has been paid.
  - e. On-site transfer (bus tickets, metro or other): costs of the on-site transfer are fully refundable if you cancel at least 30 days before check-in. If you book less than 30 days before check-in,

**STAGEAIR S.R.L**

Page 6 of 11



the on-site transfer costs are refundable only within 48 hours of booking.

f. Other extra services offered by the agency: as specified by the agency on the internship page you purchased.

- StageAir will not accept complaints that are addressed by one of the two parties or by both. All complaints must be written to us within 24 hours from the check-in.
- In the event of a conflict between Interns and Agencies, StageAir reserves the right to propose the terms of a friendly settlement to the parties
- The reservation is officially canceled when the guest clicks the button on the cancellation page that you can find on > My internships > Modify or cancel.

#### **Additional terms**

Cancellation deadline at 12:00

All cancellation periods are calculated considering the start time of the trip at 12:00 (local time) of the check-in date, regardless of the actual scheduled time. If canceled during the trip, 12:00 (local time) is the daily time limit. After this time, cancellation penalties may vary.

#### **Reimbursement of costs**

Per night costs and the costs of the service are refundable under certain circumstances, as established in the various terms. The costs of StageAir service are not refundable for cancellations made after 12:00 (local time of the check-in place) on the scheduled check-in date.

#### **Cancel overlapping reservations**

If a guest makes two reservation which partially overlap with another reservation, the costs of StageAir service for the guest will not be refundable for this new reservation.

#### **Up to 1 fully refundable booking**

Guests can receive a maximum of 1 full refund for cancellations made in a 12 month period. Beyond this threshold, we will not reimburse the costs of StageAir service for cancellations in the same period. The cost of additional services purchased by the intern will not be refundable if, at the time of booking, the number of cancellations by the intern will be equal to or greater than 1.

#### **Issue with the Agency and the additional services purchased (accommodation, language course etc ..)**

In case of any issue with an agency or an internship, the intern must contact the agency directly using the contact details that will be found on the user page. If the problem persists and it is not resolved, the intern must contact StageAir within



24 hours before the time of check-in. If the problem is foreseen in our Guest Refund Conditions, the intern could be considered suitable for a partial or total refund.

#### **Relationship to other terms and conditions**

The agency cancellation terms are secondary and voidable with respect to the Cancellation policy written in the StageAir platform.

#### **Make cancellations official**

A reservation is officially canceled only when the intern has followed all the steps shown on the StageAir page relating to cancellations and has received confirmation.

#### **StageAir involvement in case of conflict**

In the event of a conflict between interns and agencies, StageAir reserves the right to propose the terms of a friendly settlement to the parties.

#### **What happens if I have to cancel due to an emergency or unavoidable circumstances?**

If you were to cancel due to unexpected circumstances beyond your control, we may be able to refund you or amend any cancellation penalties.

Below you can find a list of circumstances covered by the Mitigating Circumstances Terms. Before proceeding with the cancellation, check that your situation is included in the list below and that you can provide the required documentation.

Penalties relating to cancellations are amended only in the event of extenuating circumstances occurring before the official check-in date relating to your booking.

#### **Circumstances requiring documentation**

**Death** of the intern or a close relative. You will be asked to provide one of the following documents:

- death certificate
- newspaper article that includes the name of the deceased
- police report

**Serious and unforeseen illness or accident** to the detriment of an intern or a person that will travel with them. You will be required to provide a doctor's statement confirming that the individual in question is unable to travel due to serious and unexpected illness or injury. The declaration must show a date later than the one on which the booking was made and be submitted within 14 days of cancellation. Our Mitigating Conditions Terms do not currently cover any pre-existing conditions known to you at the time of booking.





**Government-imposed obligations**, including legal obligations, travel restrictions, court orders and military deployment. You will be asked to provide a copy of the official notice dated after the day the booking was made and which includes the name of the person fulfilling the obligation.

**Discomfort related to transport**, such as a roadblock or the cancellation of a flight, provided that following the closure of an airport, which make it impossible to arrive at your destination. This includes closings and cancellations caused by natural disasters such as earthquakes or violent storms. You will be asked to provide a notice of the closure of the road or airport, or the documentation of the airline certifying the cancellation of the flight following the closure of the airport. Reprogrammed and overbooked flights, airline strikes and the inability of an airline to complete a flight are not included in the above circumstances.

**Cancellations of trains, buses or ferries** in the absence of alternative means of transport on the same day. You will be asked to provide documentation that clearly indicates the carrier's non-operation on the day in question, such as a screenshot of the company's website or a link to an official communication from the carrier.

#### **Circumstances requiring special review**

No documentation is required for these circumstances, but our specialist team will review each case to verify your situation.

**Natural disasters, terrorist activities and civil / political unrest** that prevent the intern from travelling to the destination or that make the destination dangerous.

**Endemic diseases that suddenly affect a region or an entire group of people.** Those diseases generally associated with a specific territory are excluded, such as malaria for Thailand or dengue fever for Hawaii.

**Travel restrictions** imposed by a government agency, law enforcement or army that make it impossible to reach the accommodation or location of the experience.

**Warnings related to any security threats** issued in connection with the location of the accommodation or experience or the guest's departure location.

**Interruptions of essential public services** affecting the area of the internship.

**Changes to visa and passport requirements** that make it impossible to reach your destination. Cases of lost or expired documents are excluded.

#### **What to do**

If your case is included in the list above, cancel your reservation and then contact us immediately. We will guide you through the next steps and you will be asked to provide all the necessary documentation. You will then have to wait for our team to analyse your case. Complaints must be submitted within 14 days of cancellation.