

# **GENERAL TERMS AND CONDITIONS FOR THE SALE OF TOURIST PACKAGE JUVENTUS SUMMER CAMP 2025**

Terms drafted in compliance with European Directive 2015/2302, transposed by Legislative Decree 62/2018

Subject and content of the contract for the sale of the tourist package The contract of travel (hereinafter the “Contract”) consists of these general terms and conditions (hereinafter the “General Conditions”) as well as the description of the tourist package on the Online Site, the Pre-contractual Information-Technical Sheet, the Standard Information Form, the Juventus Summer Camp Code of Conduct, and the booking confirmation of the services requested by the Buyer. In signing the proposal for the purchase of a tourist package, the Buyer expressly declares that they have read, understood, and accepted, on behalf of the Participant, both the Contract as governed therein and the warnings contained therein, the present General Conditions, the Pre-contractual Information-Technical Sheet, and the Juventus Summer Camp Code of Conduct. At the time of the conclusion of the Contract or, at the latest, as soon as possible, the Organizer provides the Buyer with a copy or confirmation of the Contract on a Durable Medium.

## **1. Legislative Sources**

The sale of tourist packages, which involve services to be provided both domestically and internationally, is governed by Articles 32-51 novies of Legislative Decree no. 79 of May 23, 2011 (known as the “Tourism Code”), as amended by Legislative Decree no. 62 of May 21, 2018, implementing EU Directive no. 2015/2302, and subsequent amendments, as well as the provisions of the Civil Code regarding transportation and mandate, as applicable.

## **2. Administrative Regime**

1. The Organizer of the tourist package is authorized to execute the respective activities according to the current legislation, whether regional or municipal, with specific competence.  
2. The Organizer discloses to third parties, prior to concluding the Contract, the details of the insurance policy covering risks arising from civil liability, as well as the details of other optional or mandatory guarantee policies, protecting travelers for events that may impact the execution or performance of the vacation, such as travel cancellation, medical expense coverage, early return, lost or damaged luggage, and confirms having a specific policy, stipulated according to law, against the risks of insolvency or bankruptcy of the organizer for the return of amounts paid by the Buyer or the return of the Participant to the place of departure where the tourist package includes transportation services.  
3. Pursuant to Article 18, paragraph VI, of the Tourism Code, the use in the business name of the words “travel agency,” “tourism agency,” “tour operator,” “travel broker,” or other similar words and phrases, even in foreign languages, is allowed exclusively to the authorized businesses referred to in the first paragraph.

## **3. Definitions**

For the purpose of this Contract, the indicated terms shall have the following meanings.

a) *Buyer*: the person who signs and submits the Order Form as *infra* defined and purchases the Juventus Summer Camp package on behalf of the Participant;

b) *Inevitable and Extraordinary Circumstances*: a situation beyond the control of the party invoking such situation and whose consequences could not have been avoided even if all reasonable measures had been taken;

c) *General Conditions or General Conditions Summer Camp*: the present general conditions that regulate the terms and conditions of purchasing and using the Juventus Summer Camp tourist package, organized by Holiday System srl, as defined below;

d) *Contract*: the set of information available on the Site, the Order Form, the automatic email and confirmation of registration to the Summer Camp received by the Buyer, these General Conditions, the addendum Easy Cancellation if requested, the Pre-contractual Information-Technical Sheet, the Standard Information Form, the Juventus Camp Code of Conduct, and all other protocols, regulations, procedures, and policies that the Buyer, by sending the Order Form, declares to have read, understood, and accepted;

e) *Lack of conformity*: a non-fulfillment of the tourist services included in a package;

f) *Easy Cancellation*: the cancellation agreement that can be signed simultaneously with the request for registration to the Summer Camp which allows withdrawal from the Contract and cancels the tourist package contract upon the occurring conditions listed therein. The agreement requires the payment of an additional amount as indicated in the Easy Cancellation Addendum.

g) *Parent*: the individual holding parental responsibility for the Participant;

h) *Girls Camp Chianciano Terme*: the catalog offer of the Juventus Summer Camp tourist packages specifically and exclusively addressed to girls aged 8 to 17 years;

i) *Organizer*: the professional who combines packages and sells or offers them for sale directly or jointly with another professional. In this case: Holiday System srl, Tax Code, VAT number, and Trento Business Registry number 01554560225, with headquarters in Mori, Via Matteotti 1/E;

j) *Juventus Summer Camp*: the catalog or the set of tourist packages related to the summer soccer courses proposed by the Organizer in the tourist locations indicated on the Site, divided into weekly turns with the possibility of participating in more than one week, with "RESIDENTIAL" formula, which includes accommodation and meals, or "NON-RESIDENTIAL" formula, which includes only lunch and snack. Juventus Summer Camp is intended for boys and girls aged between 8 and 17, with the exception of "Girls Camp Chianciano Terme," which offers a technical program also dedicated to girls.

k) *MasterClass Camp Torino*: the catalog offers for Juventus Summer Camp tourist packages aimed at boys aged 8 to 17 in the location of Turin (TO);

l) *Order Form*: the online form completed by the Buyer with which they book the tourist package on behalf of the Participant;

m) *Participant*: the boy or girl, aged between 8 and 17, who participates in the Juventus Summer Camp, with prior express authorization by the Parent, and who is authorized to use the services of the tourist package based on the contract concluded by the Buyer on behalf of the Participant, within the scope of the law on organized tourism contracts;

n) *Total Price*: the price determined in the Order Form consisting of:

a) Participation fee;

b) cost of Easy Cancellation, if subscribed.

o) *Professional*: any public or private natural or legal person who, in organized tourism contracts, acts, including through another person acting on their behalf or on their account, as

organizer, seller, professional facilitating related tourist services, or provider of tourist services, pursuant to the regulations provided by the Tourism Code;

*p) Participation Fee:* the price of the Juventus Summer Camp package including administrative and practice management fees and all applicable taxes or charges;

*q) Reference:* the Organizer's representative at each Juventus Summer Camp, responsible for the minor at their place of stay;

*r) Repatriation:* the return of the Participant to the place of departure or another place agreed upon by the contracting parties.

*s) Site:* the website [camp.juventus.com](http://camp.juventus.com) dedicated to the online sale of Juventus Summer Camp tourist packages, created and managed by the Organizer;

*t) Durable Medium:* any medium that enables the Buyer or the Professional to store information addressed to them in such a way that it is accessible for a period adequate for its purposes and allows unchanged reproduction of the stored information;

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#### **4. Concept of a tourist package**

A tourist package means the combination of at least two different types of tourist services, such as:

1. the transport of passengers;
2. accommodation that is not an integral part of passenger transport and is not intended for residential purposes, or for long-term language courses;
3. the rental of cars, other vehicles, or motor vehicles requiring an A category drivers license;
4. any other tourist service that is not an integral part of one of the tourist services mentioned in 1), 2), or 3), and is not a financial or insurance service, for the same trip or vacation if at least one of the following conditions occurs:
  - 1) such services are combined by a single Professional, even at the request of the Buyer or according to their selection, before a single contract for all services is concluded;
  - 2) such services, even if concluded with separate contracts with individual providers, are:
    - 2.1) purchased at a single point of sale and selected before the Buyer consents to payment;
    - 2.2) offered, sold, or invoiced at an all-inclusive or total price;
    - 2.3) advertised or sold under the designation "package" or a similar designation;
    - 2.4) combined after the conclusion of a contract with which the Professional allows the Buyer to choose from a selection of different types of tourist services or purchased from different Professionals through connected online booking processes where the Buyer's and Participant's names, payment details, and email address are transmitted by the Professional with whom the first contract is concluded to one or more Professionals and the contract with the last of these Professionals is concluded no later than 24 hours after booking confirmation of the first tourist service.

#### **5. Booking Procedures – The Purchase Proposal**

1. The purchase proposal of a tourist package may be made by the Buyer via the submission of the Order Form to the Organizer using the online modality of the Site.

Before proceeding with the submission of the purchase proposal, via transmission of the Order Form, the Buyer is informed through an appropriate informational form ("Standard Information Form") which can be consulted via hyperlink, that the combination of services proposed on the Site is a package within the meaning of European Directive 2015/2302 and

that they will benefit from all the rights that apply to packages.

The Buyer will be asked to read and accept these General Conditions, the Pre-contractual Information-Technical Sheet, and will be provided on-screen a summary of information on the essential features of the chosen tourist package.

2. The Buyer must complete the Order Form, following all the steps provided in the “Register Now” and “Buy Now” sections of the Site, make the payment required for purchasing the tourist package, either by credit/prepaid card, bank transfer, or via Pagolight financing, and receive from the Organizer the communication of acceptance of the purchase proposal.

3. At each technical step required to purchase the tourist package on the Site, it is always possible to correct any errors before submitting the Order Form. When proceeding with the transmission of the Order Form, the Buyer will be warned that such transmission implies the obligation to pay the indicated price, via the “CONFIRM ORDER” button.

4. The various technical steps for the submission of the Order Form are summarized as follows:

- (a) selection of the tourist package to be purchased;
  - (b) selection of any promotions and the period for the tourist package;
  - (c) possible subscription to the cancellation agreement called “Easy Cancellation”;
  - (d) entry of the Buyer's, Parent's (if different from the Buyer), and Participant's details;
  - (e) before proceeding with confirmation, the Buyer will be asked to verify the data (the Buyer must, therefore, verify the data and, if any errors are detected, go back to modify and correct the entered data), review the Pre-contractual Information-Technical Sheet and the Standard Information Form, and explicitly accept these General Conditions and the Juventus Camp Code of Conduct and all other documents that are integral parts of the Contract, and finally select the payment method;
  - (f) at the end, the Buyer must press the “CONFIRM ORDER” button. The purchase order implies the obligation to pay and the submission of such order is therefore equivalent to the simultaneous authorization to withdraw the sums provided by the Contract;
  - (g) following the submission of the Order Form, the Buyer will receive an automatic response message from the Organizer acknowledging receipt of the Order Form. The automatic email sent by the Organizer does not constitute acceptance of the purchase proposal. Any details not correctly reported must be promptly notified by the Buyer to the Call Center by calling the number indicated in the automatic confirmation email of receipt of the Order Form.
- Therefore, when submitting the purchase proposal, it is important to ensure that a valid email address has been entered.

5. The Buyer, following the procedure indicated above on the Site, submits the contractual proposal to the Organizer on behalf of the Participant. The acceptance of the purchase proposal by the Organizer will occur subsequently with a separate email and is subject to verification that the Deposit has been paid, or the Total Price for bookings made after May 8, 2025, as further specified in the following article.

6. The acceptance of the sale proposal of the package is considered perfected pursuant to art. 1326 of the Italian Civil Code, with the consequent conclusion of the contract, upon the payment of the Deposit or the Total Price (if single installment payment is selected) by the Buyer.

Payment is considered made when the sums are received by the Organizer. Upon receiving confirmation of the accreditation of the sums (Deposit or Total Price), the Organizer will send the email confirming acceptance of the sales proposal of the tourist package and thus the conclusion of the Contract. In the event of non-payment of the aforementioned sums (Deposit or Total Price) by the specified dates, the purchase proposal shall be considered as

having lapsed with the consequent automatic expiration of the booking.

7. Information relating to the tourist package not contained in the contractual documents will be provided by the Organizer in regular compliance with the duties required before the start of the package.

8. The Buyer acknowledges and accepts that the restrictions imposed by the Competent Authority regarding the containment and management of the Covid-19 health emergency may render the provision subject to the tourist package impossible. In this case, the Organizer will inform the Buyer and the Participant of the impossibility to render the service, and the regulations provided by art. 88 bis of D.L. March 17, 2020, no. 18 regarding refunds of tourist packages for supervening impossibility due to the epidemiological emergency from Covid-19 will apply.

## **6. Payments**

Following the submission of the Order Form, the following amounts must be paid:

(i) For bookings made by May 8, 2025, the Buyer must pay a deposit on the Total Price (hereinafter "Deposit"), which includes a down payment on the Participation Fee and the full cost of Easy Cancellation, if subscribed, within 7 days from the date of submission of the Order Form via credit card or bank transfer.

The balance of the Total Price must be paid by bank transfer:

a. by May 15 if the booking was made for:

- Sestriere turns 1 –2
- Vinovo turns 1 –2
- Chianciano Terme turns 1 –2
- Pinzolo turn 1
- English Camp Bath turn 1

b. by June 4 if the booking was made for:

- Sestriere turns 3 – 4
- Vinovo turns 3 – 4
- Chianciano Terme turns 3 - 4
- MasterClass Camp Torino turns 1 – 2
- Pinzolo turns 2 - 3
- English Camp Bath turn 2

c. by June 18 if the booking was made for:

- Sestriere turns 5 - 6 - 7
- Chianciano Terme turns 5- 6
- Vinovo turns 5 - 6
- Pinzolo turn 4
- MasterClass Camp Torino turn 3

Failure to pay the balance by the specified dates constitutes an express termination clause pursuant to article 1456 of the Italian Civil Code, resulting in the Organizer's automatic termination of the tourist package contract by sending a simple written communication via email to the Buyer's email address, with the right to retain the paid deposit as a penalty, without prejudice to the right to claim further damages.

(ii) For bookings after May 8, 2025, the Buyer must pay the Total Price within 7 days from the date of submission of the Order Form.

Payment can be made by credit card or prepaid card at the same time as submitting the Order Form or by bank transfer within 7 days from the date of submission of the Order Form. In case of failure of credit card payment, the Buyer must make the payment by bank transfer within 7 days from the date of submission of the Order Form using the following details:

Account Holder: Holiday System srl

Banca Popolare dell'Alto Adige

IBAN: IT 81 R 05856 20800 088571193753

Swift: BPAAIT2B088

with REASON: Participant's name, Location, Period

Payment is considered made when the sums are received by the Organizer.

At the time of submission of the Order Form, the Buyer may also choose the financed payment formula, if provided by the Organizer for the selected package at the time of purchase, through financing offered by Compass Banca S.p.A. with the Heylight tool, (hereinafter "Heylight"). In this case, the Buyer will be directed directly to the online Heylight platform where they must enter the necessary data to request financing and, no later than the following 7 days, send to Heylight the documentation required by them for the finalization of the financing contract. The financing contract will be formalized between the Buyer and Heylight, without any responsibility or obligations on the part of the Organizer. The financed sum will refer to the Total Price to be paid (including the Participation Fee and the cost of Easy Cancellation, if subscribed). In the event that Heylight does not authorize the requested financing, the Buyer must directly provide for the payment of the Total Price.

## **7. Price**

1. The prices of the tourist packages published online on the Site are expressed in Euros. The price of the tourist package or Participation Fee includes administrative and practice management fees and all applicable taxes or charges.

The Total Price determined in the Order Form consists of:

a) Participation Fee;

b) Compensation for Easy Cancellation, if subscribed;

2. Unless otherwise specified, the Participation Fee expressed in the catalog on the Site includes:

- practice management fee;
- Residential Camp and English Camp only: full board: breakfast, lunch, dinner, and one daily snack (according to a menu created in collaboration with our experts with options available);
- Non-Residential Camp only: lunch and one daily snack (according to a menu created in collaboration with our experts with options available);
- accommodation in rooms with 2-3-4 beds;
- supervision and assistance service;
- medical assistance;
- Rct insurance;
- Accident insurance;
- welcome kit, as specified on the Site;

- training and technical education with staff from Juventus projects, composed of FIGC licensed coaches and/or graduates in motor sciences;
- staff dedicated to entertainment during leisure and animation;
- tour of the Juventus Stadium in Turin, with a visit to the Museum, for participants of the MasterClass Camp Turin, Sestriere, and Vinovo;
- air transport, charges, and airport taxes, and GT coach transfer from the airport to the Colleges and vice versa for Juventus English Camp Bath packages only;
- English language course taught by qualified native speakers for Juventus English Camp Bath packages only;
- certificate of participation and final gadgets.

3. The coverage of accident and civil liability insurance against third parties, included in the price of the tourist package, covers only the period of actual stay of the Participant excluding travel (except for Juventus English Camp packages) and any other item not included.

4. The tourist package purchased by the Buyer on behalf of the Participant will contain exclusively the services indicated in the Contract. Any diverse and/or additional services compared to those described in the purchased package are not included, and therefore the Organizer assumes no responsibility in this regard. Special requests concerning the provision methods of certain services and/or additional ancillary services must be made at the time of booking requests and must be the subject of a specific written agreement between the Organizer and the Buyer.

5. With the exception of the Juventus English Camp Bath package for which the Italian departure airports to which participants should be taken will be indicated, all other packages expressly exclude transportation to and from the location of stay, which is always intended to be at the care, expense, and responsibility of the Participant. The Organizer cannot be held responsible in any way regarding the same.

6. The price of the Juventus English Camp Bath package may be subject to increase or decrease as a result of changes in:

- transportation costs, including fuel costs;
- taxes and fees related to air transportation, landing, disembarkation, or boarding rights at ports and airports;
- exchange rates applied to the package in question.

For such variations, the exchange rates and prices in effect at the date of publication of the packages will be used as reference, or the date indicated in any updates published on the online Site. In any case, the price cannot increase within 20 days before departure, and the revision cannot be higher than 8% of the price in its original amount.

In the event of a price decrease, the Organizer is entitled to deduct actual administrative and handling fees from the refund due to the Buyer, proof of which must be provided upon request by the Buyer.

## **8. Modification of the tourist package by the Organizer before departure**

1. Without prejudice to the provisions in paragraph 6 of the preceding article 8, the Organizer reserves the right to unilaterally modify the terms of the Contract, other than the price, if the modification is of minor importance. The communication is made clearly and precisely through a Durable Medium, such as email. For Contract purposes, communications to the Participant are deemed made if sent to the Buyer's and/or Parent's email address.

2. If, before the start of the package, the Organizer (i) needs to significantly modify one or more main features of the tourist services referred to in art. 34 paragraph 1, letter a) of the Tourism Code or cannot meet the specific requests made by the Buyer when purchasing and

accepted by the Organizer or (ii) proposes to increase the price in cases other than the previous article 8, paragraph 6, the Buyer on behalf of the Participant, or the Participant themselves, can accept the proposed modification or withdraw from the contract, without paying penalties, according to the methods indicated in paragraph 5 below.

3. If the Buyer/Participant does not accept the proposed modification referred to in paragraph 2, by exercising the right of withdrawal, the Organizer may offer the Participant a replacement package of equivalent or superior quality.

4. The Organizer informs the Participant on a Durable Medium, such as email, without undue delay, and in a clear and precise manner, of the changes referred to in paragraph 2 and their potential impact on the package price, pursuant to paragraph 6.

5. The Participant must communicate their decision to the Organizer within 2 business days from receipt of the modification communication indicated in paragraph 2. In the absence of communication within the aforementioned period, the proposal made by the Organizer is considered accepted.

6. If the changes to the Contract in paragraph 2 or the replacement package result in a package of lower quality or cost, the Participant is entitled to an appropriate price reduction.

7. In the event of withdrawal from the Contract as per paragraph 2 and if the Participant does not accept a replacement package, the Organizer refunds without undue delay, and in any event, within 14 days from withdrawal from the Contract, all payments made by the Buyer for the Participant who is also entitled to compensation for non-performance of the Contract. No compensation is due to the Participant for the cancellation of the tourist package when the Organizer demonstrates that the modification is due to force majeure, unforeseeable and unavoidable circumstances.

## **9. Cancellation of the Tourist Package by the Organizer before departure**

1. The Organizer can withdraw from the Contract and offer a full refund of the payments made by the Buyer for the tourist package but is not required to pay compensation if:

a) the number of people enrolled in the package is below the minimum specified in the Contract, and the Organizer notifies withdrawal from the contract to the Participant within the timeframe specified in the Contract: in any case, no later than 20 days before the start of the package for trips longer than 6 days, 7 days before the package for trips between 2 and 6 days, 48 hours before the package start for trips lasting less than 2 days;

b) the Organizer is unable to perform the Contract due to unavoidable and extraordinary circumstances and/or in compliance with regulatory measures and/or due to restrictive measures adopted by the competent authorities regarding pandemic containment and management, and notifies the Participant of its withdrawal from the contract without undue delay prior to the start of the package;

c) no compensation is payable for the cancellation of the tourist package when the Organizer demonstrates that the lack of conformity is attributable to the Buyer, the Parent, or the Participant, or to a third party unrelated to the provision of services included in the Contract and is unforeseeable or unavoidable.

8. For cancellations other than those specified in paragraph 1 letters a), b), and c), the Organizer who cancels the package will return an amount equal to double the amount paid by the Buyer and received by the Organizer (article 33, letter e, Consumer Code).

9. The amount refunded, including the reimbursement of payments made by the Buyer and compensation, will never exceed double the amounts the Participant would owe on the same date according to article 11, paragraph 3, if they canceled the Contract.

10. The Organizer proceeds with the prescribed refund without undue delay and, in any event



within 14 days of withdrawal. In this case, the resolution of functionally connected contracts stipulated with third parties is determined.

2. Should the Organizer be unable to perform the Contract in compliance with regulatory measures and/or following the restrictive measures adopted by the competent authorities for containing and managing the Covid-19 health emergency, the Organizer will inform the Participant of the impossibility to render the service, and the regulations provided by art. 88 bis of D.L. 17 March 2020, no. 18, regarding refunds for supervening impossibility due to the epidemiological emergency from Covid-19, will apply.

## **10. Withdrawal by the Participant and Penalties**

1. Before the start of the package, the Participant may withdraw from the Contract without paying penalties, in the following cases:

- a) price increase, without prejudice to the provisions of art. 8 paragraph 6;
  - b) significant modification of one or more elements of the Contract that are objectively essential for the enjoyment of the overall tourist package, proposed by the Organizer after the conclusion of the Contract but before departure and not accepted by the Participant;
  - c) specific requests made by the Buyer and already accepted by the Organizer cannot be met;
- In the cases of letters a), b), and c) above, the Participant may:

- accept the alternative proposal, if made by the Organizer;
- request a refund of the sums already paid. This refund must be made
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In the event of inevitable and extraordinary circumstances occurring at the destination or its immediate vicinity, which significantly affect the execution of the package or the transport of passengers to the destination, the Participant has the right to withdraw from the Contract before the start of the package without paying withdrawal fees and to receive a full refund of payments made for the package within 14 days of the withdrawal but has no right to compensation. In this case, the resolution of functionally connected contracts stipulated with third parties will occur.

2. A Participant who withdraws from the Contract before the start date of the tourist package for any reason, even unforeseen and supervening, outside the hypotheses listed in paragraphs 1 and 2, will be charged standard withdrawal fees calculated based on how many days before the start of the package the cancellation occurred (the calculation of days does not include the day of withdrawal, whose communication must be received on a working day before the start of the package).

As a result of withdrawal, the Organizer will apply the following penalties (the calculation of days does not include the day of withdrawal):

- 25% of the total fee for withdrawal up to 21 working days before departure;
- 50% of the total fee for withdrawal from the 20th to the 5th working day before departure;
- 90% of the total fee for withdrawal from the 4th working day before departure to the start day of the Camp;
- 100% upon starting the stay (partial use of the Camp).

Notice of cancellation must be made by email to [juvesummercamp@jcamp.it](mailto:juvesummercamp@jcamp.it) or by registered mail to the Organizer's addresses (the date of sending the notification will be considered valid).

The participant's inability to enjoy the holiday does not legitimize withdrawal without penalties, which is only legally allowed for objective circumstances found at the holiday destination as per paragraph 2 or for the cases in paragraph 1, as there is the possibility to ensure the economic risk associated with the contract cancellation by purchasing specific insurance policies, where the Buyer has not subscribed to the Easy Cancellation agreement.

4. No refund in relation to the penalties described above will be due to those who cannot travel due to lack or inaccuracy of the necessary personal documents required for departure, for example notarized form for the expatriation of minors under 14 years old without parents and ETA authorization for Juventus English Camp. No refund is provided in case of delayed acquisition of departure documents. No refund is provided for a participant expelled from the camp following a violation of even a single clause of these regulations, any applicable law, and/or the internal rules of the attended facility. Also, no refund is provided for Participants who, due to outrageous behavior towards the Staff or companions, are removed from the Camp. In all cases necessitating removal from the Camp, the return journey is not covered by the Organizer. If the Participant is detained by local authorities, all responsibility and/or obligations regarding the minor by the Organizer will cease immediately, who will actively inform the family promptly. Any additional costs will be at the participant's expense.

5. Since this Contract falls under the category of “Distance Contracts” according to article 45, paragraph 1, letter g of the Consumer Code (“any contract concluded between the Professional and the Consumer within the framework of an organized distance sales or service delivery regime, without the physical and simultaneous presence of the Professional and Consumer, exclusively through one or more means of distance communication up to the conclusion of the contract, including the conclusion of the contract itself”), it is not subject to the right of withdrawal, according to article 47, paragraph 1, letter g) of the Consumer Code, which governs and lists cases of exclusion.

### **11. Early Cancellation**

It is possible to request and sign, simultaneously with the submission of the Order Form, the “Early Cancellation” agreement which allows the Participant to cancel the tourist package without incurring penalties (except for the cost of the same option, which is non-refundable) when specific conditions are met, certified and documented as detailed in the “Easy Cancellation Addendum.”

### **12. Changes requested by the Participant before departure**

1. If the Participant wishes to make changes to bookings already accepted by the Organizer, they must request such changes in writing via email to [juvesummercamp@jcamp.it](mailto:juvesummercamp@jcamp.it) at least 20 days before the departure date. The request for such changes does not obligate the Organizer and will be granted subject to availability and without conferring any automatic right to the requested change.

2. In any case, any request for modification involves a fixed charge of Euro 30.00 per person for each request, besides additional costs depending on the requested change, incurred by the Organizer. The Organizer informs the Participant of the effective change costs and provides proof of their amounts.

### **13. Substitution and transfer of the Contract**

1. The Participant may transfer the Contract to another person provided:

- a) the Organizer is informed in writing in a Durable Medium no later than 7 (seven) days before the package start date, simultaneously receiving communication of the transferee's details, as well as any further information required in the Registration form;
  - b) the transferee satisfies all conditions for using the service (art. 38 of the Tourism Code), particularly health and medical certification requirements as per subsequent art. 15.
2. The cedent and the transferee of the Contract are jointly responsible for paying the price balance as well as any rights, taxes, and other additional charges, including any administrative and handling fees, resulting from such transfer. The Organizer informs the cedent of the actual transfer costs, which do not exceed the expenses incurred by the Organizer due to the transfer and provides the cedent with evidence relating to the rights, taxes, or other additional charges stemming from such transfer.
3. Regarding some service types, it may occur that a third-party service provider does not accept the transferee's name change, even if made within the abovementioned period. The Organizer is not responsible for the potential refusal by third-party service providers to accept the modification. Such refusal will be promptly communicated by the Organizer to the interested parties before departure.

#### **14. Mandatory Declarations and Certificates Necessary for Package Usage to be sent before the start of the tourist package**

1. Participation in the Juventus Summer Camp is subject to the Parent completing the below-mentioned documents at least 10 days before departure through the platform accessible via the link sent by the Organizer to the Parent's email address:
  - (i) Certificate attesting to the absence of infectious syndromes concerning the Participant (self-certified by the Parent). This declaration can be downloaded by clicking the link in the Organizer's email and must be delivered in paper format with an original signature on the day of arrival;
  - (ii) Registration Form containing health information regarding previous illnesses, allergies, any ongoing conditions, vaccinations, any food intolerances, or specific needs or conditions of the Participant, including but not limited to physical and mental disorders, even mild ones, diseases requiring particular care, etc. (self-certified by the Parent by clicking the link included in the Organizer's email. The Parent must explicitly specify any request for customized services).
2. Failure to submit the above-mentioned documentation requested by the Organizer in the email sent to the Parent will make participation in the Juventus Summer Camp impossible and will cause resolution as per the subsequent article 22 if not remedied within the deadline possibly assigned by the Organizer.
3. Furthermore, participation in the sporting activities indicated in the tourist package requires delivery on the arrival day at the Juventus Summer Camp (i) the Clearance from the membership company if the Participant is over 14 years old and is registered with a multi-year bond. Without this clearance, the Participant will not be allowed to participate in sports activities, and (ii) the Medical certificate for the Participant's suitability for non-competitive sports issued by the attending physician and valid, or alternatively, a sports medical certificate for the Participant's suitability for competitive sports in progress. In the absence of a valid certificate or if it is not renewed in due course, participation in training is not permitted.
4. If the Participant must wear glasses of any kind during training and all proposed sports

activities, they must have special shockproof protective glasses with a celluloid frame and polycarbonate shatterproof graduated lenses.

## **15. Participant Obligations**

1. Subject to the provisions of the previous art. 14 and the requirement to promptly report any lack of conformity, as provided in art. 18 paragraph 2, and the obligation to submit a related complaint within the terms set forth in art. 20, Participants must adhere to the obligations outlined below.

2. Participants must be equipped with an identity card, individual passport, or another document valid for the destination of the travel package, as well as any required stay and transit visas, and health certificates if necessary. For the regulations concerning the departure of minors, please refer to what is specified on the State Police website. It is noted that Italian citizens traveling to the Kingdom must have an individual electronic passport. Furthermore, Italian citizens planning to enter the United Kingdom require an Electronic Travel Authorization (ETA) to enter the country on the date of travel. It is advisable to consult the dedicated web portal made available by British authorities <https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>. The costs for obtaining such authorization are the responsibility of the Participant. Regarding the exit from Italy of minors under 14 and for those requiring Authorization issued by the Judicial Authorities, the prescriptions indicated on the State Police website must be followed <http://www.poliziadistato.it/articolo/191/>.

3. Foreign citizens must obtain the corresponding information through their diplomatic representations present in Italy and/or the destination country through their respective official government information channels. In any case, the Participant (and on their behalf, the Parent) will, before departure, verify their updates with the competent authorities (for Italian citizens, the local Police Headquarters or the Ministry of Foreign Affairs through the website [www.viaggiare Sicuri.it](http://www.viaggiare Sicuri.it) or by contacting the Telephone Operations Center at 06.491115) and comply with them before traveling. In the absence of such verification, no liability for the failure to depart one or more Participants may be attributed to the Organizer.

4. The Purchaser must, in any case, inform the Organizer of the Participant's nationality when requesting the booking of the travel package, and at the time of departure, the Participant (and on their behalf, the Parent) must definitively ensure that they are provided with vaccination certificates, individual passports, and any other valid documents for all countries included in the itinerary, as well as any required stay, transit visas, and health certificates.

5. Furthermore, to assess the socio-political safety situation, health, and any other useful information relating to the destination countries and thus the objective usability of the purchased or to be purchased services, the Purchaser and the Participant (and on their behalf, the Parent) have the burden of obtaining official general information from the Ministry of Foreign Affairs, disseminated through the official website of the Farnesina [www.viaggiare Sicuri.it](http://www.viaggiare Sicuri.it). The above information is not contained in the Organizer's catalogs - online or on paper - as they provide descriptive general information as indicated in art. 34 of the Code of Tourism and not temporally variable information. Therefore, the Buyer and the Participant (and on their behalf, the Parent) must acquire them.

No liability can be attributed to the Organizer for any damage that might result to the Participant due to the inability to start and/or continue the journey, due to the absence or irregularity of the required documents and/or failure to comply with health obligations and

related formalities provided in the destination country. The Organizer therefore cannot be held responsible for the Participant's failure to depart and, as such, will not issue any refunds regarding the stay price or supplementary expenses (cancellation, repatriation, hotel, taxi, etc.).

6. If the chosen destination is, at the time of booking, a location subject to a "warning" for safety reasons according to institutional information channels, the Participant who subsequently decides to withdraw cannot claim, for the purpose of exemption from the reduction of the claim for withdrawal, the cessation of the contractual cause linked to the safety conditions of the country. This provision does not apply to withdrawals determined by compliance with restrictive measures imposed by the Governmental Authority for the Covid-19 health emergency.

7. The Purchaser will also communicate in writing to the Organizer, at the time of the purchase proposal of the travel package and therefore before sending the service booking confirmation by the Organizer, any specific personal requests that may form the subject of specific agreements regarding travel arrangements, provided their implementation is possible and they become the subject of a specific agreement between the Purchaser/Participant and the Organizer.

8. The Purchaser and the Parent are obligated to inform the Organizer of any special needs or conditions of the Participant (pathologies, food intolerances, physical and mental disorders, even mild, diseases requiring special care, etc.), by completing the Registration Form and simultaneously signing the consent for the processing of personal and sensitive data and explicitly specifying the request for relevant personalized services. Without such consent, it will not be possible to fulfill the contractual obligations.

9. The Organizer is not responsible for non-compliance and default by the Participant of the aforementioned obligations and rules. In particular, the Participant will be held liable for any damage resulting from improper and illegal behavior of the Participant, which the Organizer, other Participants, or third parties may suffer, including necessary repatriation expenses. In such cases, the Organizer reserves the right to expel the Participant from the Juventus Summer Camp “ without refund entitlement for unused services and with the obligation to arrange Repatriation at their own care and expense “ as well as the right to take any action against the Participant for any damages suffered by the Organizer or for which the Organizer has been asked to compensate third parties. Additionally, the Organizer may demand a reasonable cost for the assistance provided to the Participant if the problem is caused intentionally by the Participant or through the Participant’s fault, within the limits of the expenses incurred.

10. The Organizer, having granted a compensation or price reduction, or having provided damage compensation or been compelled to fulfill other statutory obligations, has the right of recourse towards those who contributed to the occurrence of the circumstances or event from which the compensation, price reduction, damage compensation, or other obligations in question arose. The Organizer who has compensated the Participant is subrogated, to the extent of the compensation paid, in all rights and actions of the latter towards the third responsible parties; the Participant is obligated to provide the Organizer with all documents, information, and helpful elements in their possession to exercise the right of subrogation against the third-parties responsible for the damage, and is liable to the Organizer for any prejudice caused to the right of subrogation.

## **16. Liability regime for improper performance**

1. The Organizer is responsible for the execution of the tourist services provided in the

Contract, regardless of whether these tourist services are to be provided by the Organizer itself, its auxiliaries or appointees when acting in the exercise of their functions, third parties whose work it utilizes, or other tourist service providers pursuant to article 1228 of the civil code, unless it proves that the event resulted from the Participant's fault (including autonomously undertaken initiatives by the latter during the execution of the tourist services) or an unforeseeable or unavoidable act by a third party, circumstances unrelated to the provision of the services planned in the contract, force majeure, or circumstances that the Organizer could not, according to professional diligence, reasonably foresee or resolve.

2. The Participant, in compliance with the obligations of fairness and good faith as per articles 1175 and 1375 of the Civil Code, promptly informs the Organizer, directly or through the Representative, taking into account the circumstances of the case, of any compliance defects observed during the execution of a tourist service provided in the Contract and must lodge a complaint within the terms set forth in the following art. 21.

3. If one of the tourist services is not performed as agreed in the Contract, the Organizer shall remedy the lack of conformity, unless this is impossible or is excessively burdensome, taking into account the extent of the lack of conformity and the value of the tourist services affected by the defect. If the Organizer does not remedy the defect, the Participant is entitled to a price reduction and compensation for the damage that the Participant has suffered as a result of the lack of conformity, unless the Organizer proves that the lack of conformity is attributable to the Participant or an unrelated third party in the provision of the tourist services or is inevitable or unforeseeable or due to extraordinary and unavoidable circumstances.

4. Except for the exceptions above, if the Organizer does not remedy the defect of conformity within a reasonable period set by the Participant with the complaint made pursuant to paragraph 2, the Participant may remedy the defect personally and request a refund of the necessary, reasonable, and documented expenses; if the Organizer refuses to remedy the defect of conformity, or if it is necessary to do so immediately, the Participant is not required to specify a period.

5. If a lack of conformity, pursuant to art. 1455 of the Civil Code, constitutes a non-minor breach and the Organizer has not remedied it following a timely complaint by the Participant, concerning the duration and characteristics of the package, the Participant may, without incurring expenses, resolve by right and with immediate effect the Contract, or, if applicable, request a price reduction, save for possible compensation for damages.

6. The Organizer, if after departure is unable to provide, for any reason except by the Participant's own fault, an essential part of the services provided in the Contract, must prepare adequate alternative solutions for the continuation of the planned journey without any charges of any kind to the Participant, or reimburse the amounts paid by the Purchaser, within the limits of the difference between the performances originally planned and those rendered.

7. The Participant may reject the proposed alternative solutions only if they are not comparable with what was agreed in the Contract or if the price reduction granted is inadequate. If no alternative solution is possible, or the solution prepared by the Organizer is refused by the Participant because it is not comparable to what was agreed in the Contract or because the granted price reduction is inadequate, if the package includes transportation, the Organizer will provide without a price supplement, a means of transport equivalent to the original one planned for the return to the place of departure or the different place possibly agreed upon, conforming to the availability of means and seats, and will reimburse them to the extent of the difference between the cost of the planned services and the services rendered up to the moment of early return.

## **17. Hotel Classification**

The official classification of hotel facilities is provided in the catalog available on the Site or other informational materials based solely on the express and formal indications of the competent authorities of the country where the service is provided. In the absence of official classifications recognized by the competent Public Authorities of the countries, even EU members to which the service refers, the Organizer reserves the right to provide on the Online Site its own description of the accommodation facility, to allow for an evaluation and subsequent acceptance by the Purchaser.

## **18. Limits of Damage Compensation and Statute of Limitations**

1. The Participant has the right to receive adequate compensation from the Organizer for any damage suffered as a result of a lack of conformity, without undue delay.
2. The Participant is not entitled to compensation for damage if the lack of conformity is attributable to the Participant or an unrelated third party to the provision of tourist services included in the travel package contract and is unforeseeable or unavoidable or due to unavoidable and extraordinary circumstances.
3. In particular, the Organizer is not responsible for any damages resulting from events attributable to the Purchaser and/or the Parent and/or the Participant (including, by way of example and not limited to, autonomous and unauthorized initiatives undertaken by the Participant during the stay), or circumstances unrelated to the provision of the planned services (such as, by way of example and not limited to transportation to and from the chosen location, if excluded from the participation quota), chance, force majeure, or unavoidable and extraordinary circumstances that the Organizer could not, according to professional diligence, reasonably foresee or resolve.
4. The compensation provided for in Articles 43 and 46 of the Tourism Code and the relative prescription periods, are governed by what is provided therein, and in any case within the limits set by the International Conventions governing the performances that form the subject of the travel package as well as Articles 1783 and 1784 of the Civil Code, except for bodily injury not subject to the set limit.
5. The right to a price reduction or compensation for changes to the Contract or replacement package is prescribed in two years from the date of the Participant's return to the place of departure.
6. The right to compensation for personal injury is prescribed in three years from the date of the Participant's return to the place of departure or in the longer period provided for compensation for personal injury by the provisions governing the services included in the package.

## **19. Assistance Obligations**

1. The Organizer provides adequate assistance without delay to the Participant in difficulty even in circumstances referred to in Article 42, paragraph 7 of the Tourism Code, particularly by providing appropriate information regarding healthcare services, local authorities, and consular assistance, and assisting the Participant in making long-distance communications and helping them find alternative tourist services.
2. The Organizer may require the payment of a reasonable cost for such assistance if the problem is caused intentionally by the Participant or through their fault, within the limits of the actual expenses incurred.

3. The Organizer is exempt from its responsibility (art. 17 of these General Conditions), when the non-performance or improper performance of the Contract is attributable to the Participant or has depended on an unforeseeable or unavoidable act by a third party or was caused by chance or force majeure.

## **20. Complaints and Reports**

1. Any failure in the performance of the contract must be contested by the Purchaser or the Participant during the stay by promptly lodging a complaint so that the Organizer, their local representative, or the Referent can verify the merit of the Participant or Participant's statement.

2. The Purchaser and the Participant must also lodge complaints, subject to forfeiture, by sending a registered letter or through PEC to the address [holidaysystem@pec.it](mailto:holidaysystem@pec.it) with acknowledgment of receipt, to the Organizer, within and no later than ten working days from the date of return to the departure location.

## **21. Express Termination Clause**

The Purchaser and the Participant acknowledge that the Organizer will have the right to immediately terminate the Contract, with the right to retain, as a penalty, the sums of money already paid by the Purchaser, without prejudice to, in any case, the Organizer's right to compensation for any further damages, and any other legal faculties, with simple written communication, to be sent by registered letter with return receipt, stating the intention to avail themselves of this clause pursuant to art. 1456 cc., in the following cases:

- in case of failure to complete and deliver even just one of the documents referred to in the previous art. 15.1, or failure to deliver within the deadline possibly assigned by the Organizer;
- in the cases provided by art. 16.10;
- in case of failure to pay the balance of the Total Price on the established dates.

## **22. Cancellation Expense Insurance**

The insurance for cancellation expenses is not included in the price of the travel package. It is possible to enter into the Easy Cancellation agreement provided for in article 12 at the time of booking the travel package. It is also possible to enter into special insurance policies against the costs of canceling the package. In such a case, the rights arising from the insurance contracts must be exercised directly towards the contracting Insurance Companies, according to the conditions and modalities provided by such policies.

## **23. Alternative Dispute Resolution Instruments**

1. The Organizer informs the Purchaser/Participant that they have the option to promote the extrajudicial settlement of disputes relating to consumer relations by means of voluntary or joint negotiation procedures or the conciliation procedure before arbitration or conciliatory commissions for the resolution of disputes between businesses and consumers and users regarding the provision of tourist services as per Part V, Title II-bis of the Consumer Code (ADR – Alternative Dispute Resolution).

2. With reference to possible alternative dispute resolution instruments, it is informed that a European platform for online consumer dispute resolution has been established (the so-called ODR platform). The ODR platform is accessible at the following address <http://ec.europa.eu/consumers/odr/>. Through the ODR platform, it is possible to consult the list of ADR entities, find the link to each of their sites, and initiate an online dispute resolution procedure in which you are involved.



3. In any case, the rights to take the competent ordinary judge for the dispute deriving from these General Conditions or the travel package contract, regardless of the outcome of the extrajudicial settlement procedure, are saved.

## **24. Participant Protection**

1. The Organizer and the Seller established in the national territory are covered by a civil liability insurance contract in favor of the Participant for the compensation of damages resulting from the violation of their respective obligations assumed with their respective contracts.

2. Travel package organization contracts are backed by insurance policies or bank guarantees or issued by Funds referred to in paragraph 3 of article 47 of the Tourism Code, which for foreign travel and travel within a single country, including travel to Italy, in the event of the Organizer's or Seller's insolvency or bankruptcy, guarantee, without delay on request from the Participant, the refund of the price paid by the Purchaser for the purchase of the package and the immediate return of the Participant if the package includes the transport of the Participant, as well as, if necessary, payment for food and accommodation before return. The guarantee is effective, adequate to the volume of business, and covers reasonably foreseeable costs, the amounts of payments made by or on behalf of Participants concerning packages, taking into account the duration of the period between deposits and final balance and package completion, as well as the estimated cost for repatriations in case of the Organizer's insolvency or bankruptcy.

3. The legal entity required to provide the guarantee on behalf of the Organizer under art. 47 et seq. of the Tourism Code is Tua Assicurazioni S.p.A., Largo Tazio Nuvolari 1, 20143 Milan, tel 800 533 533 with which the Organizer declares to have entered into a specific policy n. 40324512001219 that ensures, in case of the Organizer's insolvency or bankruptcy, the refund of the price paid for the purchase of the travel package, in addition to any expenses incurred for the immediate return of the Participant (in case of travel abroad), within the maximum limit of Euro 270,000.00 (Euro two hundred seventy thousand/00).

4. The guarantee referred to in the previous paragraph operates exclusively if:

a. insolvency status of the Organizer has been judicially ascertained with a provision no longer opposable;

b. the service due to the Participant has not been carried out in full, having been the provision mentioned above before the provision of the services provided by the travel package;

c. the refund credit of the price has been ascertained in the context of the Organizer's insolvency procedure.

5. The procedures for accessing the guarantee and the terms for submitting a request for reimbursement of the sums paid are indicated in the Pre-contractual Information - Technical Sheet. To avoid forfeiture, it is advisable to keep in mind the indicated deadlines for submitting requests. It is understood that the expiration of the term due to the impossibility of submitting the request and not to the Participant's inactivity allows remission in the same terms.

6. The Participants benefit from protection in cases of the Organizer's or Seller's insolvency or bankruptcy regardless of their place of residence, departure place, or place of sale of the package and regardless of the Member State where the entity responsible for providing protection in case of insolvency or bankruptcy is established.

7. In the cases provided by paragraph 2, an alternative to refunding the price or immediate return may be offered to the Participant for the continuation of the package under the methods referred to in articles 40 and 42 of the Tourism Code.

8. The Juventus Summer Camp package also includes a non-mandatory accident insurance policy that protects the Participant from any problems they might encounter following an injury only during the effective stay period of the Participant - excluding travel (unless expressly provided in the package) and any other non-included items. The maximum limits, deductibles, and other insurance terms are specified in the Pre-contractual Information - Technical Sheet.

## **25. Online Sale Withdrawal - Exclusion of the Right of Withdrawal**

This Contract, as it falls within the category of "distance contracts" pursuant to article 45, paragraph 1 letter g of the Consumer Code ("any contract concluded between the Professional and the consumer under an organized distance sales or service provision scheme without the simultaneous physical presence of the Professional and the consumer, using exclusively one or more means of distance communication until the conclusion of the contract, including the conclusion of the contract itself") is not subject to the exercise of the right of withdrawal, pursuant to article 47 paragraph 1 letter g) of the Consumer Code, which governs and lists cases of exclusion. Therefore, the cancellation penalties referred to in art. 13 of these General Conditions apply to the Participant who withdraws from the Contract signed at a distance in the measure indicated in the Pre-contractual Information - Technical Sheet.

## **26. Personal Data Processing - Notice pursuant to art. 13 of d.lgs. 196/2003 and art.13 of Regulation (EU) 2016/679**

Data communicated by the Purchaser, the Parent, and the Participant, necessary for the execution of the Contract, are processed following the provisions of the applicable regulations on the protection of personal data (European Regulation 679/2016 and D.Lgs. 196/2003 as amended). Personal and particular data are processed to enable the management of the Order Form, the conclusion, and execution of the Contract, to provide assistance services, and manage payments. For the execution of the services covered by the Contract, the data are communicated to the service providers included in the travel package. For more information, it is possible to consult the information related to the processing of personal data specific for the Juventus Summer Camp published in the Legal Information Camp section. It will be possible at any time to exercise the rights that the applicable regulations on personal data protection confer on the data subject.

## **27. Sound and Image Recording**

The Parent who gives express authorization for video and/or film recording acknowledges that the Organizer will own the images and recordings made during the Juventus Summer Camp and all rights of use and exploitation, including advertising, promotional, and commercial uses, of the same without any limitation and with wide discretion of use on any media for the fixation of the images and any means of communication for transmission, publication, and dissemination, granting free of charge the broadest release also pursuant to articles 10 and 320 of the civil code and articles 96 and subsequent of the law of 22.4.1941, n. 633 (Law on Copyright), to use, transmit, publish, disseminate and license to third parties, the rights related to voice, image, and portrait, without any restriction, anywhere in the world, in perpetuity and for the full duration of legal protection as established in every country worldwide. No right will be recognized in favor of the Participant concerning the above; this applies whether the footage includes images of the Participant or not. Likewise, the authorization includes the right to make, to the live-recorded or recorded footage,

elaborations, reductions, cuts, and/or modifications of any kind, including possible changes.

## **29. MANDATORY NOTICE PURSUANT TO ART. 17 L. n. 38/2006**

*“Italian law punishes with imprisonment offenses concerning child prostitution and pornography, even if committed abroad”.*

## **ADDENDUM EASY CANCELLATION**

1. This cancellation agreement, which can be signed simultaneously with the Contract, allows the Participant to withdraw from the Contract and cancel the registration for the Juventus Summer Camp under the conditions set forth in art. 3 below.

2. The cancellation agreement provides for the payment of a non-refundable additional amount of €45.00 for 1-week packages at the Sestriere, Vinovo, and Chianciano Terme locations; €90.00 for 1-week packages at MasterClass Camp Torino and for 2-week packages at Sestriere, Pinzolo, and Chianciano Terme; and €150.00 for 2-week packages at MasterClass Camp Torino and Juventus English Camp Bath.

3. The Organizer recognizes to the Participant the right to withdraw from the Contract in the following cases:

- death, illness, or injury of the participant, parents, brothers, sisters, daughters-in-law, grandparents, uncles, and nephews up to the 3rd degree of kinship;
- inability of the Insured to reach the place of departure due to severe natural disasters declared by the competent Authorities;
- breakdown or accident of the means of transport used by the insured that prevents them from reaching the place of departure of the trip;
- theft of the documents necessary for expatriation, when it is proven that it was materially impossible to replace them in time for departure;
- inability to undertake the journey due to a change in the date of the school exam session;
- inability to undertake the journey if, in the 7 days before departure, their dog or cat (duly registered) has to undergo an emergency life-saving surgery due to injury or illness of the animal.

4. This cancellation agreement must be requested and stipulated, by selecting the relevant box, strictly at the time of completing the Order Form, and the amount provided must be paid simultaneously with the Participation Fee, otherwise, it will not be operational.

5. The Easy Cancellation agreement must be signed strictly at the time of sending the Order Form and the amount due must be paid simultaneously with the Participation Fee. The withdrawal notice must be promptly provided to Holiday System via email to [juvesummercamp@jcamp.it](mailto:juvesummercamp@jcamp.it), attaching the certification proving the serious reason. Reimbursement is excluded if the Participant has not communicated to the Organizer the withdrawal request within five days from the date of the occurrence of the event and in all cases where the Camp has started.

6. In the event of exercising the right of withdrawal pursuant to the preceding art. 5, the Organizer will refund all sums paid by the Purchaser on behalf of the Participant within 14 (fourteen) business days from receiving the documentation proving the right to exercise withdrawal, subject to the cost of the option itself, which is not refundable in any case.

## **ADDENDUM GENERAL CONDITIONS OF SALE OF INDIVIDUAL TOURIST SERVICES**

### **Regulatory Provisions**

Contracts concerning the offer of only a transport service, only accommodation, or any other separate tourist service cannot be configured as a travel organization or tourist package contract and do not enjoy the protections provided by the European Directive 2032/2015. The Seller who is obliged to procure a disaggregated tourist service for third parties, including telematically, must issue the traveler the documents related to this service, showing the amount paid for the service and cannot be considered a travel organizer.