

## **Campus Tour Guidelines and Conditions**

To ensure the smooth organization of campus visits and to respect the time and work of all parties involved, we kindly ask visiting groups to comply with the following guidelines:

### **Language Requirements**

All participants, including both students and accompanying staff, are required to have a minimum proficiency level of B2 in either English or Italian, depending on the language in which the visit is conducted, in order to fully benefit from the experience. Any on-site translations into other languages by participants would result in significant delays in the delivery of the visit and will not be accepted.

### **Contact Information**

At least one (preferably more) reference contact person must be designated for the group. A valid mobile phone number must be shared with us no later than 3 days prior to the visit.

### **Changes to the Booking**

Any requests for changes (including time, number of participants, or other arrangements) must be communicated at least 48 hours in advance. Please note that weekends (Saturday and Sunday) and public holidays observed in Italy are not considered working days.

Requests received after this deadline will not be taken into consideration. Even when evaluated, modifications cannot be guaranteed.

### **Visit Days**

Visits are conducted exclusively on weekdays (Monday to Friday). Tours cannot be organized or carried out on Saturdays, Sundays, or public holidays under any circumstances.

### **Delays and Late Arrival**

In case of delay, the reference contact person must inform us promptly using the provided contact details.

Delays exceeding 15 minutes that are not communicated will result in the cancellation of the visit.

Delays that are communicated will be assessed on a case-by-case basis, in accordance with the prior commitments of the staff involved in organizing the visit.

We thank you for your cooperation and understanding.

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