



CREATIVE LISBOA 2022

Summer Courses for students aged 15-19

General Terms & Conditions

Important

Please read these Terms & Conditions carefully as they shall be part of the Contract between the Student, and parents, guardians, or carers if the Student is under 18 years-old, and CREALEARN Lda. It is important to make sure you read and understand all parts of this Contract as signing the registration form is confirmation that you accept the Terms & Conditions.

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1. Definitions

In this document the following words and phrases shall bear the following meanings:

- 1.1 “this Contract” means the General Terms & Conditions contained herein.
- 1.2 “Creative Lisboa” is a trading name of CREALEARN Lda., hereafter referred as CREALEARN.
- 1.3 “the Course” means the programme to be provided by CREALEARN, as described on its website at the date on which this Contract comes into effect in accordance with Clause 3, which is the subject matter of this Contract, together with all its associated activities and arrangements.
- 1.4 “the Rules & Regulations” means the Course rules and regulations from time to time in force and which are published in the 'Rules & Regulations' document, available online at www.creativelisboa.pt/policies.
- 1.5 “the Student” means the participant in the Course in respect of whom this Contract is made. When she/he is under 18 years-old this term includes her/his parent, carer, or legal guardian.
- 1.6 “Fee Payer” – person responsible for the payment of fees.
- 1.7 “Parent” – all natural parents or any person who, although not a natural parent, has parental responsibility for a child or young person.
- 1.8 “Carer” – someone who cares for a child under 18 years-of-age.
- 1.9 “Guardian” - a person who has been appointed by a judge to take care of a minor personally and/or manages that person’s affairs.
- 1.10 “Person” includes a natural person, corporate or unincorporated body entity, whether or not having separate legal personality.
- 1.11 “Campus” - means the venue where the Student is resident or taught during the Course, The Nova School of Business and Economics at Carcavelos. CREALEARN, students, and staff will share the installations and general facilities of the Campus with the Campus’ staff and students from other organisations.

2. Application Process

- 2.1 It is a prerequisite that the students applying to Creative Lisboa Summer School are fluent in both written and spoken English, as all classes are taught in English.
- 2.2 It is a prerequisite that the students applying to Creative Lisboa Summer School respect the age group of 15-19 years old.
- 2.3 The students interested in applying to a Course at Creative Lisboa Summer School should follow the steps below:

Step 1: The Student completes the online application and submits it.

Step 2: CREALEARN receives the application and an email is sent to the Parent/Guardian with the Parent/Guardian Consent Letter to be signed along with the enrolment fee payment information.

Step 3: The application will be completed once CREALEARN receives the Parent/Guardian Consent Letter signed and the enrolment fee payment.

Step 4: CREALEARN sends an email confirming the admission.

- 2.4 After the application is confirmed, CREALEARN will send an email with the Medical and Dietary Form, where the Student, must notify and request

CREALEARN for any special medical, accommodation, educational, or dietary need, at least 30 days prior to the start of the Course as described in Clauses 21 and 22.

3. Fees and Payment Schedule

- 3.1 In order to guarantee their registration for the Course, the Fee Payer shall pay to CREALEARN an enrolment fee of EUR50, as stipulated in the Application Form.
- 3.2 This Contract is conditional before the payment by the Fee Payer to CREALEARN of a deposit in the amount referred to in Clause 3.1. By paying the deposit, the Student assumes the acceptance of this Contract. This is without prejudice to any previous acceptance by the Student of this Contract. Upon receipt of this deposit by CREALEARN from the Fee Payer, this Contract shall come into force.
- 3.3 All payments made by the Fee Payer should be made by bank transfer to the following account:

Bank name & address: ABANCA; Rua Castilho, n. ° 20, 1250-069 Lisboa Portugal; Account Number: 017030480304000793025; Account name: CREALEARN - CREATIVE LEARNING EDUCATIONAL SER; Swift code (BIC): CAGLPTPL; IBAN: PT50017030480304000793025.

Important: A payment reference must be provided by the Fee Payer so that CREALEARN can identify funds on safe arrival into our account. The reference must be the Student's full name as written in English.

- 3.4 The Fee Payer is responsible for covering any applicable bank charges when making payments to CREALEARN.
- 3.5 All fees and prices stated by CREALEARN in this Contract and in its electronic and paper marketing materials, are inclusive of IVA (Portuguese VAT), when applicable.

Payment Schedule - Morning Experience							
For enrolments during the month of							
	December	January	February	March	April	May	June
December	209 €	209 €	209 €	209 €	209 €	349 €	
January		209 €	279 €	279 €	279 €	349 €	
February			279 €	349 €	349 €	419 €	
March				349 €	419 €	628 €	
April					558 €	837 €	
May						1,395 €	
June							

Payment Schedule - Day Experience							
For enrolments during the month of							
	December	January	February	March	April	May	June
December	329 €	329 €	329 €	329 €	329 €	549 €	
January		329 €	439 €	439 €	439 €	549 €	
February			439 €	549 €	549 €	659 €	
March				549 €	659 €	988 €	
April					878 €	1,317 €	
May						2,195 €	
June							

Payment Schedule - 24/7 Experience							
For enrolments during the month of							
	December	January	February	March	April	May	June
December	449 €	449 €	449 €	449 €	449 €	749 €	
January		449 €	599 €	599 €	599 €	749 €	
February			599 €	749 €	749 €	899 €	
March				749 €	899 €	1,348 €	
April					1,198 €	1,797 €	
May						2,995 €	
June							2,995 €

4. Balance Payment

- 4.1 The total amount due to CREALEARN (including but not limited to the balance of Course fees) shall be paid by the Fee Payer to CREALEARN not later than 7 days before the starting date of the Course.
- 4.2 If any amount remains unpaid after its due date, the Student's place is not guaranteed.
- 4.3 All payments must be timely made in Euros by the Fee Payer, without set-off or deduction of any kind, using the way described in Clause 3.3.
- 4.4 Prices are subject to change and reasonable notice will be given of any such change. CREALEARN reserves the right to make changes to course fees to take account of error, omissions, or other factors beyond CREALEARN's reasonable control.
- 4.5 In the event that the Student registers later than the 25th of April, the full amount of the course fees shall be paid until the end of the month in which the registration comes to effect. For registrations after the 30th of June, the full amount of the course fees shall be paid at the time of registration.
- 4.6 For the avoidance of doubt, and without prejudice to any other part of this Contract, the Student will not be allowed to attend the Course if any monies owing to CREALEARN remain unpaid by the start date of the Course, and in such circumstances CREALEARN may terminate this Contract pursuant to Clause 6.

5. Free Cancellation Right

- 5.1 The Student has the right to cancel this Contract, without further justification, within 14 calendar days by sending an email with the subject "Cancellation" to cancellation@creativelisboa.pt. All cancellations after the 14 calendar days must follow the Cancellation Policy dates and procedures.
- 5.2 If the Student cancels this Contract in accordance with this Clause, CREALEARN shall reimburse the Fee Payer for all payments received. The reimbursement shall be made within 14 days after the day on which CREALEARN received the Student's decision to cancel this Contract. CREALEARN shall make the reimbursement using the same means of payment the Fee Payer used for the initial transaction.

6. Cancellations, Terminations, and Refunds not falling within Clause 5

This clause shall apply to any cancellation by the Student not falling within Clause 5 and shall be without prejudice to that clause. No alleged cancellation shall be of effect unless given in writing by email to cancellation@creativelisboa.pt. Any cancellation shall be of effect only from the date of actual receipt by CREALEARN and shall be on the following terms:

- 6.1 Enrolment Fee

No refund of the enrolment fee paid under Clause 3 will be made under any circumstances.

6.2 Cancellations Before Start Date

For the remaining balance of the course fees, the following terms shall apply:

Date	% refund
before April 1 st	100
between April 1 st – May 15 th	60
between May 16 th – June 15 th	30
after June 16 th	0

All refunds shall be net of any foreign exchange losses and net of other banking or transfer charges and of any similar expenses incurred by CREALEARN as well as after deduction of a management charge of EUR50.

6.3 Cancellations or Terminations on or After Start Date

If the Student decides to cancel or terminate a Course after the starting date for any reason, CREALEARN shall not refund the Student for any course fees paid or incurred.

6.4 Cancellation by CREALEARN Before the Start Date

CREALEARN reserves the right to cancel the Course due to insufficient demand or to other factors beyond CREALEARN's reasonable control. If such cancellation does not fall within the circumstances provided for in Clauses 11 and 12, CREALEARN shall refund to the Fee Payer any course fees paid.

6.5 Visa Rejections

The Student is referred to Clause 18 for terms in relation to visa rejections.

6.6 Insurance

CREALEARN will provide the Student with insurance during their stay in the Summer School. Insurance costs are included in the total price of the Course. Refer to Clause 17 for further information regarding insurance.

6.7 Cancellation for Medical Reasons

In the event of the Student becoming ill before the start or during the Course and being unable to attend the Course or any part of it in consequence to it, no refund of any fees will be made save as provided in Clause 6.2 above.

6.8 Transfer of Place and Re-Application of Monies Paid

The Student may not transfer their place on the Course to another person or request that any monies paid be applied in discharge (whether whole or partial) of fees or other sums owed by another student. For the avoidance of doubt, this Clause 6.8 shall apply whatever the reason given for requesting a transfer of a place or reapplication of monies paid, including illness arising before or during the Course.

7. Termination

7.1 CREALEARN is entitled to terminate this Contract by written notice to the Student, if:

- (a) payment of 100% of any monies owing to CREALEARN (including the balance of any course fees) has not been made by at least 7 days before the start date of the Course; or
 - (b) without prejudice to Clause 7.1(a) the Student commits any breach of the provisions of this Contract, including but not limited to a breach where CREALEARN considers in its absolute discretion that the Student has infringed any of the Rules & Regulations.
- 7.2 Any waiver by CREALEARN of any breach of any provision of this Contract shall not be considered a waiver of any subsequent breach of the same or any other provision of this.
- 7.3 The right to terminate this Contract conferred by this Clause 7 shall be without prejudice to any other right or remedy of CREALEARN in respect of the breach concerned and any other breach.
- 7.4 Upon registration for a Course by payment of an enrolment fee deposit the Student is committed to taking up the place on the Course and paying the full course fees as provided for in Clauses 3 and 4.
- 7.5 CREALEARN accepts no responsibility for any loss or damage suffered by the Student as a result of termination of this Contract pursuant to Clause 7.1 only, including the cost of alternative accommodation, air fares, or other travel expenses for the Student or any other person.
- 7.6 Following the point of termination, where this occurs after the Course has begun, or after the Student has begun to travel to the Campus to attend the Course, for whatever reason and without prejudice to Clause 7.2 the Student shall be entirely responsible for their return to their home or other next destination at entirely their own cost. Where termination occurs (for whatever reason) after the Course has begun, the Student shall permanently depart the Campus within 24 hours of the time at which they are informed of this Contract's termination, and informing the Student that they have been expelled from the Course shall be treated as having informed the Student of the termination of the Contract.
- 7.7 After termination of this Contract (for whatever reason), CREALEARN shall have no further responsibility toward the Student under this Contract. However, where the Student has not permanently departed the Campus within the prescribed time under Clause 7.6 above, CREALEARN reserves the right, and shall be entitled, to move the Student from the Campus to another location. The Student shall not be entitled or permitted to participate in any lessons or activities, nor to socialise or interact with any other student.
- 7.8 Subject as otherwise provided herein and to any rights or obligations which have accumulated prior to termination neither party shall have further obligations to the other under this Contract following termination.

8. Student's Responsibilities

8.1 The Student undertakes with CREALEARN:

- (a) to follow all instructions and safety procedures during their stay with CREALEARN;
- (b) to behave responsibly and not to damage any property belonging to CREALEARN, to the Campus or to any other person or entity;
- (c) fully indemnify CREALEARN against any loss or damage to the premises, furniture or other property of the Campus or of any other person or entity by the Student, or ensuring as a reasonably (in the opinion of CREALEARN)

- foreseeable consequence of any act or omission of the Student and to indemnify CREALEARN against any and all claims or costs in respect thereof;
- (d) not to undertake any activity that may be liable (in the opinion of CREALEARN) to bring CREALEARN, the Campus, or other venues (whether or not course activities are held there) into disrepute;
 - (e) to treat the facilities and the premises of the Campus, other venues (whether or not course activities are held there), and all other people with care and respect for the privacy of their residents (where applicable);
 - (f) Smoking of any kind is strictly forbidden at anytime and anywhere during the whole stay at Creative Lisboa Summer School Course;
 - (g) without prejudice to Clause 8.1(f), not to commit any act which breaches the criminal law of, or infringes the civil rights of any other person under the laws of, the legal jurisdiction in which the Course is held;
 - (h) to pay to CREALEARN a charge in respect of a replacement room key, the value of EUR10, and in the event of loss any food payment method to pay to CREALEARN a charge of EUR10;
 - (i) not to affix or attach anything to or otherwise decorate the whole or any part of the Campus or student-living rooms.
- 8.2 As provided in Clauses 6 and 7 (and without prejudice to those clauses) CREALEARN reserves the right at any time to exclude from the Course and the premises of the Campus and to terminate this Contract in respect of any Student whose behaviour is, in the opinion of CREALEARN, unacceptable or an unacceptable annoyance to other students or to others on the premises of the Campus or elsewhere and Students who do not follow the Rules & Regulations. Clause 6.3 (no refunds) shall apply.

9. Student-living: Milestone Carcavelos

- 9.1 CREALEARN shall deliver the Course and all activities related with respect, care, and skill. The course fees include provision to the Student of suitable accommodation as well as all afternoon and evening activities elaborated and planned by CREALEARN.
- 9.2 CREALEARN will develop effort but gives no guarantee that any request by the Student for particular accommodation arrangements with other students, such as being in adjacent apartments, can or will be met, and the Student acknowledges that accommodation arrangements may be altered by CREALEARN in its absolute discretion at any time before or during the Course.
- 9.3 Student rooms vary within the venue, and the Student acknowledges that apartments are usually assigned at random. The exception to this being genuine medical needs notified to, and accepted by, CREALEARN.
- 9.4 Your Apartment
- (a) the Student will have her/his own individual apartment;
 - (b) the apartment will be a minimum of 20m² and equipped with a bathroom, designer furniture, a combi microwave (with grill and oven function) as well as a fridge;
 - (c) the Student can use all residence facilities: kitchen, living room, washing lounge, club room, fitness centre;
 - (d) bed linen and towels are changed every week;
 - (e) high speed Wi-Fi connection included;
 - (f) there will be a member of Creative Lisboa's staff available 24/7.
- 9.5 Safety

To enter MILESTONE Carcavelos Nova, you will need a key-card which can also be used to access your apartment. Nova SBE campus offers a 24/7 security service which includes patrols around the student residence to offer you a high security standard.

10. Campus: Nova SBE Carcavelos

- 10.1 CREALEARN will use B Wing classrooms and auditoriums; students will only have access to the classrooms where the Courses will be happening and the common areas, such as restaurants, bathrooms, shops, and green areas.
- 10.2 The campus has a Security Centre, located on floor 1 of Building A (Cloister), with 24-hour service, 7 days per week.
- 10.3 The following activities are prohibited on the Campus:
- (a) carrying or possessing a weapon of any kind;
 - (b) bringing animals (except guide dogs in the performance of their duties);
 - (c) consuming alcoholic beverages;
 - (d) smoking;
 - (e) using skates or skateboards, or any other means of mobility/movement that may be prohibited by the Campus owner;
 - (f) making barbecues or conducting other forms of food preparation, unless previously authorized by the Campus owner;
 - (g) any commercial activity not explicitly authorized or contracted with Campus owner;
 - (h) begging;
 - (i) urinating or defecating outside sanitary facilities;
 - (j) eating in the Library, classrooms, or auditoria, or in areas where the consumption of meals will be prohibited by the Campus owner;
 - (k) posting information outside the areas designated for this purpose;
 - (l) posting information in the areas intended for this purpose without the prior consent of the Campus owner;
 - (m) parking cars and/or any other type of vehicle outside the authorized areas (under penalty of seizure and removal of the same, with the respective costs being borne by the owner, to whom additional penalties may still be applied);
 - (n) entering into the pools or bodies of water or throwing anything into them;
 - (o) in general, using the Carcavelos Campus in any non-civic way.
- 10.4 Wi-Fi network will be available in all areas of the Carcavelos Campus. All users of the Wi-Fi network must observe the rules of good use of the internet, refraining from browsing illegal content sites.

11. Limitation of Liability

- 11.1 CREALEARN shall not be liable to the Student for any damages, loss, costs, expenses, claims or proceedings arising in connection with the performance of this Contract except for death or personal injury resulting from negligence of CREALEARN, its employees, consultants, subcontractors, or suppliers whilst acting within the scope of or in the course of their employment or contract.
- 11.2 Without limiting the generality of this Clause 11 or of the Contract as a whole, CREALEARN will not accept liability in the following circumstances:
- (a) loss of or damage to personal belongings whether or not caused by CREALEARN's negligence;
 - (b) if the failure or breach of this Contract is in whole or in part the fault of the Student;
 - (c) if the failure or breach of this Contract is the fault of someone else not connected with the provision of the premises at which the Student is staying;
 - (d) if the failure or breach of this Contract is in whole or in part attributable to any unusual or unforeseeable circumstances beyond CREALEARN's control, the

consequences of which could not have been avoided even if all reasonable care had been exercised; or

- (e) if the failure or breach of this Contract is in whole or in part attributable to any event which CREALEARN or the supplier of any service, even with all reasonable care, could not foresee or forestall.

11.3 Where CREALEARN makes any payment to the Student arising from this Contract, by the acceptance of such payment the Student thereby assigns to CREALEARN or its insurers any rights the Student may have to pursue any other third party. The Student must thereafter provide CREALEARN and its insurers with all assistance requested in the pursuit of any such claims.

12. Force Majeure

Without prejudice to Clause 11, CREALEARN shall not be deemed to be in breach of this Contract or otherwise be liable to the Student for non-performance or part-performance only or delay in performance of any obligation under this Contract arising out of circumstances beyond its control which it has notified at any time to the Student including but not limited to occurrences or threatened or suspected occurrences of activities of suspected terrorists, human or animal disease, viruses and pandemics, fire or flood, disruption to air traffic, withdrawal or non-availability of services or facilities by any third party, or direction of any competent local or national authority or fear of any such.

13. Assignment

CREALEARN shall be entitled to assign the benefit and/or burden of this Contract to any person or company without requiring any consent of the Student.

14. Notifications

Any notice or other information required or authorised by this Contract shall be sent by email.

15. Governing Law and Jurisdiction

The interpretation and performance of this Contract shall be subject in all respects to Portuguese law and the Student hereby irrevocably submits to the exclusive jurisdiction of the Portuguese courts in respect of any difference, claim, or dispute between the parties to this Contract.

No failure or delay by CREALEARN to exercise any right or remedy provided under this Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

16. Rules & Regulations

The Student is bound by the Rules & Regulations, a copy of which will be made available to all students both in the website and in their Welcome kit. By paying the enrolment fee, the Student confirms that she/he has read and agrees with all terms of the Rules & Regulations.

17. Insurance

All Students will be insured throughout the duration of the Course. The insurance fee is included in the total price of the tuition and it is compulsory for all Students. By accepting this Contract, the Student automatically agrees with the insurance policy and a copy of the document will be made available in the website www.creativelisboa.pt/policies.

17.1 The Student will be at all times comprehensively insured to cover consequences and costs of medical treatment, repatriation, personal/public liability, personal accident, damage/loss of luggage, theft of personal belongings, legal expenses, and flights booked or cancelled as well as missed connecting flights.

17.2 If, during any days spent travelling to or from the Course, EU nationals are entitled to free-at-the-point-of delivery medical treatment on the Portuguese National Health Service (Sistema Nacional de Saúde), they shall bring with them valid documentation entitling them to access such treatment, such being additional to and not instead of comprehensive insurance as set out in Clause 17.1.

18. Visas

It is the Student's responsibility to guarantee they have an appropriate visa for studying in Portugal during the course dates. After the end of the free cancellation period, no refund will be made due to lack of visa or travel documents. CREALEARN will provide all international students a Visa letter to be used for immigration purposes, as well as a Welcome letter.

19. Communication of this Contract

The terms of this Contract will be accessible online on our website at www.creativelisboa.pt/policies. It may be viewed and printed off in full at any time.

20. Use of Image

By accepting this contract, the Student gives her/his authorization for the use of the Student's image or voice in social media posts or promotional material such as brochures, posters, websites, newsletters, and marketing campaigns, undertaken by CREALEARN, which may include photography, videoing, recording. If the Student does not agree with the use of her/his image, the Student may opt out by contacting CREALEARN by email requesting the exclusion of her/his image.

21. Inclusion Policy

CREALEARN has an inclusive culture. For CREALEARN, being inclusive means that we respect differences and celebrate equal opportunities for everyone. We do not segregate or exclude any Student based on their ethnicity, race, religious beliefs or traditions, and learning, social, psychological, or physical disability, as well as any medical condition. When the Student registers for one of our Courses, they will be asked to provide every relevant information about their medical, religious, and/or learning needs.

21.1 Students with Disabilities & Special Educational Needs (SEN)

All Students are welcomed to enrol in any Course and CREALEARN is committed to access any request on an individual basis in order to accommodate all Students. The Parent/Guardian shall contact CREALEARN to request any accommodation for the Student at inclusion@creativelisboa.pt.

CREALEARN understands disability as a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and/or interactions.

CREALEARN understands as a Special Educational Needs Student a person that has:

- Learning Difficulties;
- Physical Disabilities that impact on learning;
- Behavioural and Social Difficulties;

- Reading and/or Writing Disabilities; and/or
- Concentration Deficits.

The goal of this policy is to:

- To nurture and encourage an inclusive environment that allows all students to have the opportunity to demonstrate and develop their full potential;
- To treat all Students equally and fairly;
- To prevent discrimination against any Student while working together with the Parent/Guardian to provide accommodation and adequate adjustments for students with disabilities and SEN. When non-standard accommodation is necessary, CREALEARN will also discuss with the Parent/Guardian a suitable solution.

All information shared with CREALEARN regarding the Student's disability will have a confidential status.

CREALEARN staff members and all Students will be instructed to follow the Inclusion Policy at all times. The Campus Directors will monitor the effectiveness of the policy and collect feedback from the Students in order to review and improve this policy whenever necessary as this is an ongoing process.

CREALEARN's course curriculum is accessible for all Students.

CREALEARN will provide specific lesson-plan adjustments considering an individual's particular needs or difficulties whenever necessary.

CREALEARN will have a Special Educational Needs Coordinator, who will be a member of staff. This person will be in charge of communicating and liaising with the Student's Parent/Guardian, as well as all CREALEARN's staff and teachers in order to guarantee the best support for the Student during their stay in the Course.

21.2 Medical, Religious, Disability, and Learning Limitations

For the Student's safety and wellbeing, she/he is required to full and accurately complete a Medical and Dietary Form and inform CREALEARN of any Religious, Disability, Learning limitation of the Student at least 30 days prior to the start of the Course.

22. Medical and Dietary Form

Upon registration in any CREALEARN Course, the Parent/Guardian will receive the hyperlink for the Medical and Dietary Form by email. The form must be completed at least 30 days prior to the start of the Course as described in Clause 21 of these General Terms & Conditions. This information is key to ensure the Student's safety and wellbeing during their stay with CREALEARN.

The Medical and Dietary Form will be available online at www.creativelisboa.pt/policies in due course.

23. Data Collection

The Student consents CREALEARN to process the Student's personal data and information, according to the Data Collection terms. CREALEARN may collect and use the following personal information about the Student: name, e-mail address, telephone number, address, passport number, date of birth, medical and dietary information, and educational information. CREALEARN will collect this personal information through the

Student when the Student enrolls in one of the Courses or via email and telephone. CREALEARN will use this data for the performance of our contract with you, to comply with legal and regulatory obligations, marketing our services to existing and former students and promoting and updating our services via email, telephone or mail. The Student can always opt out from receiving promotional emails from CREALEARN by sending an email to admin@creativelisboa.pt with the subject "Unsubscribe". CREALEARN will share the Student's information with third parties we use to help deliver our services to you, eg IT service providers, mailing houses, suppliers of personalised materials (for example ID card and room card), and external catering companies, insurance company, bank and payment companies, Nova SBE and institutions that provide accommodation or teaching facilities for our Courses. CREALEARN is committed to treat the Student's personal information with respect and to use it according to the data protection law. CREALEARN will keep the Student's information while still providing educational services to the Student or to answer any questions, complaints, or claims made by the Student, to safeguard the Students, to keep in touch with the Student and to keep records of academic performance.

24. Complaints

The Student is entitled to make a complaint by sending an email to complaints@creativelisboa.pt.

25. Alterations

CREALEARN reserves the right to make alterations without prior notice to course content, afternoon and evening activities, and timetables.

26. Interpretation

No variation to this Contract shall be binding unless agreed in writing between CREALEARN, acting by an authorized person, and the Student.

Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

Unless the context otherwise requires, a reference to one gender shall include a reference to any other gender.

A reference to writing or written includes e-mail.

27. About CREALEARN – Creative Learning Educational Services, Lda.

CREALEARN – Creative Learning Educational Services, Lda. is incorporated in Portugal under company number 25160433403 with its head office at Rua Bairro João David Soares, n.º 6, 2655-293 Ericeira, Portugal. Its Tax Identification Number (Portuguese NIF) 516043340.

28. CREALEARN Lda. and the Nova School of Business and Economics

CREALEARN Lda. is not part of or otherwise affiliated to the Nova School of Business and Economics. CREALEARN Lda. contracts with institutions including Nova School of Business and Economics for the use of their facilities and also contracts teachers from those institutions but does not operate under the aegis of the Nova School of Business and Economics, Universidade Nova de Lisboa or any other entity.