**Valeo Terms and Conditions**

Last Updated:

**1. INTRODUCTION**

These Terms and Conditions (these “Terms”) constitute a legally binding agreement made between you, (“you”, “your”, “User”, “Player”) and Valeo International Academy, along with its agents, assigns, and affiliates ("Valeo”, “we”, “us”, or “our”), and covers all individuals who are enrolled, or attend, any provision within the academy. A player’s enrollment, attendance, participation and/or payment will serve as agreement to these terms.

You may not use or access the Services unless, and by accessing the Services you represent and warrant that, you (1) your use of the Services complies with all applicable laws and regulations, (2) have not at any time breached a contract with Valeo, and (3) accept and agree to be bound by these Terms.

These Terms together with our Privacy Policy constitute the entire agreement between you and us, regarding your access to, and use of, any of our Services.‍

**Changes**

By enrolling in a VIA program, you acknowledge that Valeo Futbol may modify the Booking Condition terms from time to time, and those changes become effective immediately upon notice. In the event of a significant change, we will notify you accordingly. A student's continued usage of Valeo Futbol's services following such notice constitutes acceptance and agreement to be bound by these changes. Students agree that the current version of the Booking Conditions in effect at the time of travel or cancellation applies to their tour/experience program.

**2. BOOKING TERMS AND CONDITIONS**

The following Booking Terms and Conditions apply to all individuals participating in Valeo Futbol's Gap Year, Gap Semester, Year Abroad, Vacation Training, and Professional Development Programs ("Programs"). If you have questions or queries about any part of these terms, please reach out to us at VIA@Valeofc.com.

These Booking Terms and Conditions apply to all Valeo International Academy Programs commencing after March 1, 2023. Each participant ("Participant") in any Valeo International Academy Program is required to acknowledge and accept these Booking Terms and Conditions, including the:

1. Liability Waiver and Agreement;
2. Code of Conduct;
3. General Terms & Conditions;
4. Payment Plan Terms & Conditions;
5. Cancellation Policy;
6. Essential Eligibility Criteria.

By acknowledging and accepting these Booking Terms and Conditions, Participants understand and accept:

* The specific inclusions and exclusions within the Program Fee;
* The Terms & Conditions regarding additional purchases, such as upgrades, add-ons, and extended stays;
* Valeo Futbol’s policies for canceling or modifying a Program;
* The Liability Waiver and Agreement.

The Programs are managed outside of the United States by Valeo Futbol LLC (USA), Valeo Futbol Nazare, SAD (Portugal), Valeo Futbol Ltd. Ireland, Athlone Town AFC (Ireland). Valeo Futbol LLC acts solely as a marketing services provider for these entities and, for the purpose of these Booking Terms and Conditions, is referred collectively with Valeo Futbol Ltd. as "Valeo Futbol."

**3. RULES OF THE ROAD**

**Program Participation Agreement**

By enrolling in Valeo Futbol's Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, or Vacation Training program ("Program"), you agree to comply with the 'Rules of the Road' - our program rules and regulations. Breach of these rules may lead to expulsion from the Program, and you will be required to return home at your expense with no refund of Program fees. Valeo Futbol reserves the right to take any necessary disciplinary actions (refer to Disciplinary Actions).

In addition to the 'Rules of the Road,' each separate module of the Program will have specific rules, which will be communicated at the safety briefing at the start of each module or by staff on location.

**Participation and Punctuality**

Successful completion of the Program requires your active participation and punctuality. This includes attendance and timeliness to scheduled excursions, events, classes, service work commitments, and business days during internships. Repeated absences or tardiness may result in your removal from the Program. If you are sick or unable to participate in an activity, you must inform a representative of the Program.

**Communication**

Participants are expected to maintain communication with Valeo Futbol staff, host families, Tour Directors, Language School staff, and any other partners they interact with during the Program. Respond to any outreach within a reasonable time frame (within 24 hours), ensuring respectful and considerate communication.

**Respect for Others**

All individuals should uphold respectful behavior with fellow participants, Program staff, school faculty, administrators, host families, non-profit partners, or anyone else encountered during the Program. Discrimination, harassment, bullying, violence, or any behavior disrupting a positive group environment or jeopardizing any participant's health/safety may result in immediate dismissal from the Program.

**Relationships**

Romantic relationships between Participants and staff (including suppliers, tour directors, host family members, and Program employees) are prohibited.

**Smoking**

Smoking (including vaping or "juuling") is not permitted on buses, during meals, in hotel rooms, or any other shared, enclosed space. Proper smoking etiquette is expected.

**Prohibited Activities and Items**

Hitchhiking, scuba diving, bungee jumping, skydiving, use of motorized vehicles, motorcycles, ATVs, or quads is strictly forbidden. Specific destinations may have additional restrictions, which will be communicated on-site. No firearms or other weapons are permitted during the Program unless required by law.

**Alcohol and Drug Use**

Participants of legal drinking age according to local law may consume alcoholic beverages responsibly and in moderation. Inappropriate behavior related to alcohol will not be tolerated and may result in dismissal from the Program. Illegal drug use is strictly forbidden and may result in immediate expulsion from the Program.

**4. DISCIPLINARY PROCEDURES**

**Disciplinary Actions**

Failure to comply with the above rules may result in your expulsion from the Program at any time, with immediate return home at your own expense and forfeiture of any refund. Valeo Futbol reserves the right to determine the severity of any violation and to take any disciplinary actions deemed necessary for the safety, well-being, and educational experience of all participants.

**Verbal Warning (Minor Violations)**

The participant(s) will be contacted to discuss their behavior, review the violation against the 'Rules of the Road,' and verbally agree to an action plan to prevent future infractions.

**Written Warning (Moderate and/or Repeated Violations)**

A formal warning letter will be sent to the participant(s) with a copy to their parent(s) or guardian(s). The letter will outline the violating behavior and warn that any further infractions may result in immediate dismissal from the Program. The letter will also stipulate any action plans that must be adhered to remain in the Program. Signatures of agreement will be required from both the participant(s) and their parent(s) or guardian(s).

**Immediate Dismissal** **(Severe and/or Repeated Violations)**

In case of severe or repeated violations, the participant(s) and their parent(s) or guardian(s) will be called to explain the violation against the 'Rules of the Road' and inform them of the participant's expulsion. Travel arrangements for the participant's return home will be discussed, to be made at the participant's expense, and no refund will be provided for the Program. Valeo Futbol will arrange for suitable ground transport and flights, and escort the participant(s) to the airport.

**Participant Assent**

By participating in Valeo Futbol's Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training, or Gap Semester programs, I confirm that I have thoroughly read, understood, and agreed to abide by the "Valeo Futbol Rules of the Road."

**5. ENROLLMENT AND ELIGIBILITY**

**Enrollment conditions**

To enroll in a Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, or Vacation Training program, prospective participants must first consult with a Valeo Futbol International Training Consultant, submit a fully completed enrollment application, and pay the corresponding deposit. The deposit amount is determined by the specific program type as detailed below. If the enrollment deposit is made within 150 days prior to the Departure Date, a travel supplement may be added to the program fee.

| **Program Type** | **Required Deposit** |
| --- | --- |
| Gap Year, Professional Development Program, Year Abroad | $5000 |
| Gap Semester Programs | $2500 |
| Vacation/ Short-term Programs | $1000 |

Enrollment is only deemed complete after Valeo Futbol International receives a completed enrollment application, the Booking Conditions for Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training have been signed by the applicant, and the required enrollment deposit has been paid. The enrollment deposit payment is automatically applied towards the total program fee, and the payment plan and cancellation policies of Valeo Futbol International Training become immediately applicable.

After enrollment completion, an onboarding call will be scheduled with a representative from Valeo International Academy (VIA). If the VIA Training Advisor determines that the applicant does not meet the Essential Eligibility Criteria, as detailed on the Valeo International Academy Training website, Valeo Futbol International reserves the right to cancel the enrollment. In such cases, the deposit and any other payments, less any non-recoverable fees already incurred in connection with their program, will be refunded.

Valeo International Academy students may modify the destination choices of the Language Study, Service Learning, and Internship program modules up to 90 days prior to the program start date at no additional cost. Gap Semester students may also modify the choice of Customized program Modules (Language Study, Service learning, or Internship) as well as the choice of destinations for each of those modules up to 90 days prior to departure at no additional cost. All changes are subject to availability.

If participants wish to modify their itinerary within 90 days prior to departure, a late change fee of $1,500 will be required in addition to the adjusted program fee. Valeo Futbol International Booking Conditions will apply to all modified programs. No program changes are permitted once the Program has commenced.

Due to TSA security requirements, participants must provide Valeo International Academy with their complete first, middle, and last names and date of birth exactly as they appear (or will appear) on their passport. This information will be used to reserve flights. If participants have not yet applied for a passport, they should provide their full name and date of birth as they appear on their birth certificate and apply for a passport immediately.

Any changes to this information should be notified to Valeo Futbol before 90 days prior to departure. Failure to do so may result in additional airline fees. Participants may be denied boarding at the airport if the name on their e-ticket does not precisely match their passport. All additional costs associated with this will be borne by the program participant or their parent/guardian, including the purchase of new airline tickets if needed.

**Essential Eligibility Criteria (EEC) for Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, and Vacation Training Students.**

**Eligibility.** Participants must be at least 18 years old at the time of departure to participate in the Program and must also have a high school diploma or GED. If, during the application process prior to departure, participants are under the age of 18 or are considered a minor under any other relevant law, a parent or legal guardian must co-sign all enrollment documents.

Valeo International Academy (VIA) offers experiential sports and education programs designed for young adults aged between 18 and 22 years old. Throughout these programs, students travel to various countries worldwide, engaging in training, studying, volunteering, and interning abroad.

Successful student-athletes are dynamic experiential learners who establish personal growth goals aimed at enhancing their personal development and intercultural knowledge. They commit to making progress throughout the program by immersing themselves in the culture and partaking in hands-on learning experiences.

VIA places utmost importance on the health, well-being, and growth of our students. Due to the fast-paced nature of our programs, participants may face physical and mental challenges outside their comfort zones. These programs necessitate that students exhibit a full commitment, display a capability for hard work, assume responsibility for their actions, and demonstrate effective collaboration within their cohort. It's crucial to understand that our program does not serve as a therapeutic or rehabilitation program (including court-mandated adjudication). It's not suitable for students needing professional assistance in these areas.

To be successful in the program, participants must meet the Essential Eligibility Criteria (EEC) for VIA Training programs. If you encounter any difficulty meeting any criteria, we urge you to contact us to discuss the matter further.

Each VIA participant must be capable of fulfilling the following requirements:

1. **Maintain a positive attitude:** You must exhibit a willingness to explore new experiences in foreign environments and cultures.
2. **Be Independent:** This includes managing your daily personal care, and coping with various environmental challenges (e.g., heat, cold, altitude, insects, changes in diet). Several program activities require you to walk unassisted for a few miles, lift up to 40 lbs, and follow detailed instructions to avoid hazards. In some instances, you may opt-out of activities, following consultations with program staff and parents.
3. **Communicate Effectively:** You should be able to inform staff when under stress and needing assistance, and demonstrate independent judgment in the absence of direct supervision.
4. **Practice Self-management:** This includes handling mental health and self-care while abroad through proactive engagement with staff, employing de-stress techniques (e.g., journaling, exercise, meditation, yoga, deep breathing, proper sleep routines, peer support), and self-administering ongoing medical treatments.
5. **Take Responsibility for Your Health:** Carry copies of your medical and mental health history from your health care provider(s) at all times and leave copies with your designated emergency contacts. This includes managing any known medical and mental health conditions, following a robust support and communication plan with your physician(s). If you're on prescription medications, manage storage, dosage, and administration independently, ensuring a sufficient supply to last the duration of the program or a plan to restock while abroad. Avoid tapering or discontinuing prescription medication during the program, unless directed by your health care provider.
6. **Comply with Instructions:** Understand, acknowledge, and comply with risks, hazards, and preventative measures communicated by the staff during the program. Exercise good judgment and maintain situational awareness.
7. **Show Respect:** Respect the new cultures and customs encountered during your time abroad through your speech and actions.
8. **Contribute to a Safe Learning Environment:** No form of verbal or physical abuse or inappropriate behavior will be tolerated under any circumstances.
9. **Communicate Effectively:** Express ideas and concerns effectively on both an individual and group level.
10. **Adhere to Laws and Regulations:** Abide by our Rules of the Road and comply with all local, national, and international laws.

Non-compliance with these EEC may lead to disciplinary action, early dismissal, medical evacuation from the program, or a combination of these. Any associated costs will be the responsibility of the program participant or their parents/guardian.

**6. PRICING, FEES, AND PAYMENT**

Included in the Program Base Price:

The base price of the program includes:

* Pricing based on standard room occupancy.
* Valeo Futbol program support.
* Specified accommodations and meals.
* Participation in leagues, tournaments, and training.
* Tour Director support during related parts of the program.
* Personal Trainers/ Coaches as specified.
* Specified sightseeing tours, internships, service learning, and language study placements.
* 24-hour global emergency support.

**Not Included in the Program Base Price:**

The following items are not included in the base price of the program:

* Global Travel Protection Plan\*.
* Additional meals.
* Transportation to free-time activities.
* Airline-imposed baggage-handling fees.
* Expenses caused by airline rescheduling, cancellations, delays due to bad weather, or events beyond Valeo Futbol’s control.
* Passport, visa, other travel documents, testing, and reciprocity fees.
* Optional global mobile phone service package.

**Optional excursions.**

\*Participants are required to maintain adequate insurance coverage for the duration of their program. More information is provided in the Global Travel Protection Plan section.

**Note:** Government taxes and fees related to air travel, including the September 11th Security Fee, and port taxes are part of the program price. All prices are in U.S. dollars. For the most up-to-date pricing, please contact your Valeo Futbol consultant. Valeo Futbol is not responsible for typographical or printing errors, including prices.

**PAYMENT POLICY**

Depending on your chosen Payment Plan (Monthly Payment Plan, 4 Installment Plan, or Pay in Full), the following terms and conditions apply:

1. **Monthly Payment Plan:**
* A minimum deposit of 10% of the balance is required. The remaining balance will be divided equally among the remaining months between enrollment and departure dates.
* Automatic Payments are applicable to this plan.
* Payments will be automatically processed on the 1st of every month, according to the Automatic Payment terms detailed below.
* If a customer withdraws or is withdrawn by Valeo Futbol from this plan, they will be enrolled in the 4 Installment Plan.

 **b) 4 Installment Plan:**

* A minimum required deposit as detailed in the Enrollment Conditions section is required.
* The remaining balance will be divided equally among 4 installments on due dates as follows:

| Payment | Due date |
| --- | --- |
| 1st installment | 120 days prior to departure |
| 2nd installment | 90 days prior to departure |
| 3rd installment | 60 days prior to departure |
| 4th installment | 30 days prior to departure |

Automatic or Manual Payments are options under this plan.

**c) Payment in Full Upon Enrollment:**

* Full payment can be made by check, ATM/debit card (displaying the Visa or MasterCard logo), or credit card (Visa or MasterCard) at the time of enrollment. Additional items added to the cost of the program are due in full at the time of purchase.

**d) Automatic Payment**

* Customers are automatically enrolled in the Automatic Payment Plan unless they explicitly choose to opt out.
* Customers must select a payment method using either a credit card (Visa or MasterCard) or an ATM/debit card (which must display the Visa or MasterCard logo).
* To proceed with the Automatic Payment Plan, customers must provide an electronic signature, confirming they are the authorized user of the credit/debit card provided.
* Valeo Futbol reserves the right, due to weekends and holidays, to debit the customer's account up to three days after the scheduled payment date.
* If customers make adjustments to their program that result in changes to the cost of the program, any addition or reduction in charges will be redistributed over the remaining payment schedule.
* Once the final installment payment has been made, any additional items added to the cost of the program must be paid for in full at the time of purchase. These payments will not be automatically deducted.
* A non-refundable fee of $35 will be applied each time a payment is returned or declined. In these cases, the payment plan will be recalculated to redistribute the missed payment across the remaining schedule. Valeo Futbol reserves the right to withdraw customers from the Automatic Payment Plan for returned or declined payments over two consecutive instances. If the final payment is returned or declined, customers will be automatically removed from the Automatic Payment Plan.
* If a customer chooses to withdraw from the Automatic Payment Plan or is removed by Valeo Futbol, they will be enrolled in the Manual Payment Plan. In this case, they will be subject to a $95 late fee if payment is not made according to the schedule.

**e) Manual Payment**

* Payments can be made by check, ATM/debit cards (which must display the Visa or MasterCard logo), or credit cards bearing the Visa or MasterCard logo.
* A non-refundable late fee of $95 will be assessed for any missed payment.
* A non-refundable fee of $35 will be assessed each time a payment is returned or declined.
* Participants are responsible for making timely payments according to the schedule provided above. Failure to make payments on time may result in the cancellation of the program.
* All payment due dates indicate the dates by which each payment must be received by Valeo Futbol.
* Valeo Futbol reserves the right to cancel a participant's reservation if any payment is overdue. In this case, the Standard Cancellation Policy will apply.
* A customized payment schedule may be available upon request. For more information, please call the provided number and speak with a Valeo International Academy Consultant.

**7. CANCELLATIONS, INTERRUPTIONS & MODIFICATIONS**

1. **Standard Cancellation Policy**

The Standard Cancellation Policy of Valeo Futbol applies when you cancel your enrollment prior to the start of the Program. It takes into account the costs Valeo Futbol incurs well in advance of the Program's commencement. The notice of cancellation will only be accepted from the participant (or their parent/guardian, if the participant is a minor at the time of cancellation). The cancellation date will be determined by the date on which Valeo Futbol receives the cancellation notice.

If you need to cancel your program on the departure day, you must inform Valeo International Academy before checking into your initial flight. You will bear any costs for supplemental services/guarantees (including, but not limited to, flights or hotels) that result from cancellations made at your request. All service fees are non-refundable, and participant substitution is not allowed.

The percentages listed below are based on the total program fee. Non-refundable Fees include, but are not limited to: Global Travel Protection Plan (after the 10-day review period), name change fees, declined credit/debit card fees, late payment fees, returned check fees, and stop payment fees.

|  |  |
| --- | --- |
| **Cancellation Date** | **Refund Available** |
| Within 30 days of enrollment and 120 days or more before departure | Full refund less Non-Refundable Fees |
| 30 days after enrollment and 120 days or more before departure | Full less refund Non-Refundable Fees and a $400 Cancellation Fee |
| 119- 90 days before departure | Full refund less Non- Refundable Fees and 10% of the Program Fee |
| 89 – 45 days before departure | Full l refund less Non- Refundable Fees and 40% of the Program Fee |
| 44 – 0 days before departure | Full l refund less Non- Refundable Fees and 50% of the Program Fee |

b) **Standard Interruption Policy**

Valeo Futbol's Standard Interruption Policy applies if your participation in the Program ends before its completion. The participant is responsible for any additional costs caused by interrupting the Program, including but not limited to the return flight and other transportation expenses due to the interruption, unless covered by the Global Travel Protection Plan (please review the policy for full details of covered instances and circumstances).

To be considered for a refund, the participant must submit a written refund request to Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, or Vacation Training within 30 days of leaving the program, detailing the reason for the interruption. Participants whose programs are terminated due to a violation of Valeo Futbol's disciplinary and/or attendance policies or violation of local, state, or federal laws will not qualify for a refund.

Percentages listed below are of the base program fee. Refunds only apply to the base program fee and exclude any non-refundable service fees and charges. Non-refundable service fees and charges include but are not limited to: Global Travel Protection Plan (after the 10-day review period), name change fees, declined credit/debit card fees, late payment fees, returned check fees, and stop payment fees. Please note that refund amounts are proportional to the number of days a student has participated in the program.

|  |  |  |
| --- | --- | --- |
| **Refund Amount***(% of program fee)* | **Year Program***(program days completed)* | **Semester Program***(program days completed)* |
| 40% | 0-30 days | 0-15 days |
| 30% | 31-60 days | 16-30 days |
| 20% | 61-90 days | 31-45 days |

*Programs lasting less than 8 weeks do not qualify for an interruption refund.*

c) **Cancellations or Modifications**

Valeo Futbol shall not be held responsible for any cancellations, modifications, or postponements of the Program, any module, or Program itinerary due to events beyond Valeo Futbol's reasonable control. These events include, but are not limited to, "acts of God" or force majeure events such as actual or threatened: epidemics or pandemics; severe weather events or natural disasters; war (declared or undeclared); terrorist activities; instability in a destination; incidents of violence, civil unrest, or nationalization; strikes, labor disputes, or lockouts; government orders, sanctions, or other travel restrictions; disruptions to transportation; chemical or radioactive contamination; or any other circumstances making it impossible or illegal for Valeo Futbol to conduct the program as originally planned. Valeo Futbol's cancellation, modification, or postponement due to the above reasons shall not be considered a breach of its obligations to any participant, nor deemed a "failure" to provide travel services.

d) **Program Itinerary Modifications**

Valeo Futbol reserves the right to amend your program itinerary prior to your departure and while on the Program, either for improvement purposes or due to unforeseen circumstances. Reasons for such changes may include but are not limited to: a program module reaching maximum capacity, insufficient interest in a program module, discontinuation of a program module due to health, safety, or other unexpected reasons, local or national holidays, special events, severe weather, or other unexpected conditions. Such circumstances may require adjustments like changing destination countries or cities, altering the length of stay, or using alternate airports. There may also be changes to departure, arrival, or return dates. In instances of restricted local access to attractions such as historical sites, museums, etc., alternative inclusions will be provided. All efforts will be made by Valeo Futbol to minimize participant inconvenience. Should you choose not to travel on a modified program, the Standard Cancellation or Interruption Policy will apply.

e) **Refund Process**

When applicable, refunds will only be issued upon request and after a participant's check(s) has (have) been on the account for 21 days. Refunds will be made out to the name that appears on the Valeo Futbol account. All refunds are dispatched four to six weeks after the refund request has been processed. A Non-Refundable Fee of $35 will be charged for stopping payment on lost checks.

Non-refundable service fees and charges include but are not limited to: Global Travel Protection Plan (after the 10-day review period), name change fees, declined credit/debit card fees, late payment fees, returned check fees, and stop payment fees.

**8. GLOBAL TRAVEL PROTECTION PLAN**

Valeo International Academy offers a specially designed Global Travel Protection Plan for its program participants. This plan is provided by the third-party licensed insurance provider, Specialty Insurance Solutions, and it meets all the program’s requirements and recommendations. Please note that the cost of this Global Travel Protection Plan is not included in the VIA base price. Instead, it is an optional, additional charge. The cost of the Global Travel Protection Plan becomes non-refundable under the following conditions: (i) 10 days after receipt, (ii) upon your program departure, or (iii) when you file a claim.

The Global Travel Protection Plan includes insurance underwritten by United States Fire Insurance Company and non-insurance benefits provided by Valeo International Academy. If you choose not to purchase the Global Travel Protection Plan, you will need to provide proof of adequate insurance coverage within 30 days of enrollment.

**Rooming**

Program prices are determined by the accommodations outlined in the "Program Components" section below. Wherever possible, students will be placed in rooms in accordance with the gender they identify with.

**Flight Routings**

In order to provide you with the most affordable prices, Valeo International Academy negotiates special rates with major air carriers. Due to the nature of Valeo International Academy contracts, air arrangements are subject to certain constraints, including but not limited to, the availability of specific routings, travel times, and direct or non-stop flights. The airlines control seating on flights, and Valeo International Academy is not responsible for seating or changes to assigned seats. Our contracts do not permit upgrades or the accumulation of frequent flyer miles.

On occasion, due to specific programs or flight routings, an overnight stay may be required en route. If this is the case, Valeo International Academy will arrange hotel accommodations, and a confirmation of the relevant hotel information will be included in your final travel documents (refer to the "Final Travel Documents" section).

Please note, flight itineraries are subject to change up to departure due to schedule, equipment, or routing changes by airlines. Valeo International Academy cannot be held responsible for these changes or any associated additional costs.

Participants requesting special travel arrangements to change their travel dates for additional independent travel will be charged a $150 service fee, plus any difference in airfare. Such requests must be made at least two weeks in advance of the original travel date.

**Baggage**

Each airline has its own baggage allowance policy. Some airlines may impose additional charges for checked baggage. If your baggage exceeds the allowances or if you choose to check a bag on an airline that does not include baggage in its fares, you are responsible for any additional fees. Please contact your airline or refer to its website for detailed information regarding its checked baggage policies. For the domestic portion of air travel to orientation, no checked baggage fee is included, and participants can expect to be charged $35-50 per checked bag.

**Flight Delays and Cancellations**

Valeo International Academy cannot be held responsible for any flight delays or cancellations caused by reasons beyond VIA control. This includes, but is not limited to, weather, mechanical issues, or personnel strikes. Visit https://ValeoFutbolgapyear.com/travel-protection/ for benefits offered in the optional Global Travel Protection Plan. In the event of a flight delay, you must work directly with the airline to be rebooked. Once your new flight is confirmed, you must then notify VIA of your new arrival time. If you are arriving later than your original scheduled flight, you may not be met by a Valeo International Academy representative at the airport. In this case, you will need to arrange your own transportation from the airport to your hotel. Any program portions or components missed due to flight delays or cancellations, including but not limited to meals, excursions, or sightseeing tours, will not be refunded by Valeo International Academy.

**Travel Documents**

Travel documents, which include travel itineraries, hotel accommodations, and a copy of the flight itinerary, are available approximately 14 days prior to the start of each module. If your mailing address changes or if you want your final documents sent to a different address, you must notify Valeo International Academy at least 30 days before departure. Otherwise, you will be responsible for any additional mailing costs.

**Passports, Visas, Vaccinations and Other Travel or Entry Requirements**

You are solely responsible for obtaining, prior to departure, a valid passport, applicable visas, and any other travel documents. You also need to verify and satisfy any entry requirements necessary for each country of travel on your selected program itinerary. This may include required medical documents, testing, or proof of vaccinations (including any requirement to provide proof of full and up-to-date COVID-19 vaccinations). U.S. persons are required to have a passport for all trips outside of the U.S., which must be valid for at least six months beyond the completion date of the program. Entry laws differ with respect to participants’ citizenship. Non-U.S. citizens will need to contact the embassy or consulate of their destination countries to ensure they meet specific entry requirements. Valeo International Academy recommends that you apply for any necessary visas with a visa service. For more information on countries requiring visas for U.S. persons, please refer to the U.S. Department of State website: travel.state.gov. If a student is unable to obtain these travel documents or meet any applicable entry requirement, VIA’s Standard Cancellation Policy will apply (see “Cancellations and Modifications” section) and students will be solely responsible for any incurred expenses.

**Lost Belongings**

Valeo Futbol is not responsible for the loss of passports, visas, airline tickets, vaccination cards, or other documents, or for the loss of or damage to luggage or any other belongings. The participant is solely responsible for all logistical and financial requirements necessary to replace lost belongings and personal documents.

**Health and Capabilities**

The intensity and physical demands of programs offered by Valeo International Academy (VIA) fluctuate per itinerary. You bear the responsibility for choosing a program that aligns with your physical abilities. It's crucial to note that certain programs entail substantial physical exertion. For instance, many historical locations are accessible only on foot, which might involve navigating stairs, rough trails, or inclines. Service-learning can entail manual labor and might offer limited access to certain amenities. Moreover, internship hosting organizations, accommodations abroad, and transportation modes may not conform to the same accessibility laws as the United States, potentially resulting in lower accessibility standards. Therefore, we urge you to liaise with your VIA Consultant to gain a comprehensive understanding of the fundamental requirements and travel expectations of your chosen itinerary.

All VIA programs require participants to effectively manage new, and occasionally stressful or challenging situations, which are intrinsic to international travel. You bear the responsibility for assessing whether you possess the necessary capabilities to participate in your chosen VIA program.

You must disclose any disabilities or limitations before enrolling in the Program, so your VIA Consultant can assess the suitability of the selected itinerary. VIA Training Consultants are available to discuss any specific accommodations you might require and to determine whether such accommodations can be reasonably arranged. Valeo Futbol reserves the right to decline any participant whose condition, in our judgement or in the opinion of a third-party providing services on the program, might jeopardize the health, safety, or program experience of other travelers.

Every student must provide their emergency contact with a signed medical history form prior to departure and must also carry this form with them at all times, to be presented to a medical practitioner in case of emergency. The possession and administration of any prescribed medication fall entirely under the student's responsibility.

Given the ongoing situation with COVID-19, travelers are expected to take additional personal responsibility for their health and safety. This includes packing any required personal protective equipment and sanitizers, adhering to physical distancing and hygiene practices throughout pre-program travel arrangements, and complying with all health instructions, whether in the form of physical signage or directives from the Tour Director or Valeo Futbol staff once on the program.

**Dietary Restrictions**

Valeo Futbol acknowledges that some participants might have dietary restrictions or severe food allergies. The participant bears sole responsibility for managing their known allergies and dietary restrictions. If necessary, participants must carry two epinephrine pens, along with clear instructions for their use, at all times. We encourage you to inform your Valeo Futbol Gap Consultant of your dietary needs when registering for the program, and we will strive to ensure our suppliers are informed of your dietary requirements. However, Valeo Futbol cannot guarantee that all requests will be accommodated. Participants with dietary restrictions bear the responsibility for arranging their own in-flight meals.

**9. PROGRAM COMPONENTS**

1. **Orientation**
2. **Accommodation.**

For the program, students will lodge in hotels, sharing rooms with up to three other students of the same gender, who are participating in Valeo Futbol's Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, or Vacation Training programs.

1. **Meals.**

All meals (breakfast, lunch, and dinner) are included.

**b) Immersion Tours**

1. **Accommodation.**
* Students will share an apartment, hotel, or hostel, with shared bathrooms, with 1-4 students of the same gender.
* It should be noted that hotel rooms in Europe are generally smaller and less standardized than those in the U.S. Additionally, it is a standard policy in Europe for hotel rooms to be unavailable for check-in until mid-afternoon. Bear in mind that accommodations abroad may lack certain amenities such as elevators, air conditioning, or WiFi.

 **ii. Meals**

* Breakfast is included. Select dinners are also included, typically one per major city visited.

c) **GAP Year**

1. **Accommodation.**

Students can choose between staying in a Valeo Futbol Residence, Hostel, or Campus housing. The chosen accommodation must be selected at the time of booking. Availability in the Valeo Futbol Residence may be limited.

* + **Valeo Futbol Homestay:** Students will reside with pre-screened local hosts, potentially sharing a room with another same-gender student attending the Valeo Futbol Campus, though not necessarily a fellow VIA Training participant.
	+ **Valeo Futbol Residence:** Students may reside in an international student residence, varying by campus. For details, please consult your Valeo Futbol Gap Consultant.

 **ii. Meals**

* **Valeo Futbol Homestay:** Breakfast and dinner are provided from Monday to Friday. All meals are provided on weekends, except during optional excursions.
* **Valeo Futbol Residence:** In most Valeo Futbol Residences, meals are not included in the program tuition. Meal plans might be available at some campuses for an additional cost; for details, please consult your Valeo Futbol Gap Consultant.

**d) Class Schedules and Attendance**

Classes are conducted at all Valeo Futbol International Language Campuses in a block schedule, running Monday to Saturday between 8AM and 8PM. Valeo Futbol language lessons have a minimum duration of 40 minutes and are often conducted in blocks of 2 x 40 minutes. Students are required to maintain an attendance rate of 80% to receive the course certificate.

**e) Public Holidays**

On public holidays, Valeo Futbol International will be closed and lessons falling on these dates will not be rescheduled.

**f) Course Levels**

Upon or before arrival at the Valeo International Academy, students will take a placement test to assess their language proficiency. The results will determine the student's course level.

My Valeo Futbol Web Service and iLab Lessons

All students will receive an online account for My Valeo Futbol. Valeo Futbol disclaims any responsibility for correspondence, photos, and other media sent via My Valeo Futbol. Parents or legal guardians of students participating in Valeo Futbol's Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training consent to the student's use of the My Valeo Futbol web service. Usage is subject to the My Valeo Futbol Privacy Policy.

**g) GAP Semester Abroad**

1. **Accommodation.**
* Students will reside in single or twin rooms in student apartments or residence halls, typically with up to four other students per apartment. However, due to local conditions, in some cities, students may share an apartment with more than four other students.

 **ii. Meals**

All student apartments come equipped with basic kitchens, and students are responsible for their own meals.

**h) Internship Conduct**

As with any program, participants are expected to conduct themselves professionally, attend their internship five days a week for the full business day, and complete all assigned tasks. Failure to comply may result in dismissal from the Internship by the Host Organization, and potentially from the Valeo Futbol Gap Year Program. On a case-by-case basis, and subject to availability, Valeo International will attempt to find an alternate internship opportunity for the remainder of the module.

**i) Valeo International Vacation Programs**

1. **Accommodation.**
* Students will lodge in residence halls of the VIA Academy facility or a nearby hotel. Students will share rooms on a double-occupancy basis with others of the same gender.

 **ii. Meals**

All meals (breakfast, lunch, and dinner) are included.

**10. INTELLECTUAL PROPERTY**

The Site and Service contain intellectual property owned by us, including, without limitation, trademarks, copyrights, proprietary information and other intellectual property as well as the <https://valeointernationalacademy.com/> domain name, logo, all designs, text, graphics, other files, and the selection and arrangement thereof, also referred to as the “Content” The entire Content of our Site is protected by intellectual property law, including international copyright and trademark laws. You are prohibited from modifying, publishing, transmitting, participating in the transfer or sale of, creating derivative works from, distributing, displaying, reproducing or performing, or in any way exploiting in any format whatsoever any of the Site or Service Content or intellectual property, in whole or in part without our prior written consent, including any and all text, graphics, code, software, video, audio, or other Content. We reserve the right to immediately remove you from the Service, without refund, or restrict you from access to the Site if you are caught violating this intellectual property policy.

**11. PRIVACY POLICY**

Valeo Futbol is committed to processing your personal data in accordance with relevant data protection legislation. This processing is necessary to finalize your enrollment, facilitate customer service, allow the purchase of our Global Travel Protection Plan, and deliver the products and services associated with your tour/experience. This process may involve sharing your personal data with corporate affiliates, insurance providers, claims handlers, and other business partners both within and outside the U.S., including transfers to and within the European Economic Area (EEA)/Switzerland. Rest assured that we have implemented appropriate safeguards for such transfers of your personal data, including adherence to the standard data protection clauses adopted by the European Commission.

We will retain your personal data only for as long as necessary for the purposes for which it has been collected, or in accordance with legal time limits and best market practices, unless further retention is mandated by law or necessary for legal claims' establishment, exercise, or defense. Your personal data will be kept for marketing purposes until you withdraw your consent.

Should you have any questions or requests related to the processing or usage of your personal data, or if you would like a copy of the information that Valeo Futbol holds about you, or have any inaccurate personal data corrected or erased, please contact us via email at VIA@ValeoFC.com.

**12. ‍DISCLAIMER AND LIMITATIONS OF LIABILITY**

THE INFORMATION ON OUR SITE IS PROVIDED ON AN “AS IS” BASIS. YOU AGREE THAT YOUR USE OF OUR SITE IS AT YOUR SOLE RISK. INFORMATION ON OUR SITE SHOULD NOT NECESSARILY BE RELIED UPON. WE DO NOT GUARANTEE THE ACCURACY OR COMPLETENESS OF ANY OF THE INFORMATION PROVIDED, AND ARE NOT RESPONSIBLE FOR ANY LOSS RESULTING FROM YOUR RELIANCE ON SUCH INFORMATION. UNDER NO CIRCUMSTANCES WILL VALEO INTERNATIONAL ACADEMY BE LIABLE OR RESPONSIBLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING DAMAGES FROM LOSS OF BUSINESS, LOST PROFITS, LITIGATION, OR THE LIKE), SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES, UNDER ANY LEGAL THEORY, ARISING OUT OF OR IN ANY WAY RELATING TO THE SITE OR SERVICE, YOUR SITE USE, OR THE SITE CONTENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY READ THIS “LIMITATION OF LIABILITY” AND FULLY UNDERSTAND THAT IT IS A RELEASE OF LIABILITY. YOU EXPRESSLY AGREE TO RELEASE AND DISCHARGE ALL INDEMNIFIED PARTIES FROM ANY AND ALL CLAIMS OR CAUSES OF ACTION AND YOU AGREE TO VOLUNTARILY GIVE UP AND IRREVOCABLY WAIVE AND RELEASE ANY RIGHT THAT YOU MAY OTHERWISE HAVE TO BRING A LEGAL ACTION AGAINST ANY INDEMNIFIED PARTY FOR PERSONAL INJURY OR PROPERTY DAMAGE.

**13. INDEMNIFICATION**

You agree to defend, indemnify, and hold harmless Valeo International Academy, including our subsidiaries, affiliates, and all of our respective officers, agents, partners, and employees, from and against any loss, damage, liability, claim, or demand, (including reasonable attorneys’ fees and expenses), made by any third party due to, arising out of, or in connection with: (1) your use of the Services; (2) your breach of these Terms; (3) any breach of your representations and warranties set forth in these Terms; (4) your violation of the rights of a third party, including but not limited to intellectual property rights; (5) any malfunction, damage or disruption to any network channel, or (6) any harmful act toward any other underlying party and/or business with whom you transacted with. Notwithstanding the foregoing, we reserve the right, at your expense, to assume the exclusive defense and control of any matter for which you are required to indemnify us, and you agree to cooperate, at your expense, with our defense of such claims. We will use reasonable efforts to notify you of any such claim, action, or proceeding which is subject to this indemnification upon becoming aware of it.

**14. OTHER TERMS AND PROVISIONS**

**Governing Law**

These Terms and your use of the Services are governed by and construed in accordance with the laws of the State of Massachusetts, without giving effect to its conflict of laws provisions. You agree to submit to the personal and exclusive jurisdiction and venue in courts of the Commonwealth of Massachusetts and/or the United States District Court for the District of Massachusetts for all disputes, claims, and actions arising from or in connection with the Services or otherwise under these Terms and Conditions.

These Booking Conditions supersede all other warranties, representations, terms, or conditions unless expressly stated within a Booking Conditions Addendum or a letter signed by a Valeo International Academy Training officer. While VIA strives to ensure the accuracy of its publications, it cannot be held accountable for typographical or printing errors, including but not limited to, prices. Valeo International Academy programs are not for resale, and participants must enroll directly with Valeo International Academy.

The tour operators for your trip are Valeo Futbol Nazare, SAD and Valeo Futbol Ltd. (Ireland), both affiliates of Valeo Futbol Academy LLC., who act only as a marketing services provider for that company.

**THE UNITED STATES TOUR OPERATORS ASSOCIATION $1 MILLION TRAVELERS ASSISTANCE PROGRAM**

Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training shares the coverage available under the USTOA $1 Million Travelers Assistance Program with affiliates of the Valeo Futbol Institute for Cultural Exchange, Inc. As an Active Member of the USTOA, it's mandated to post $1 million with the USTOA to reimburse advance payments of Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training customers in the unlikely event of bankruptcy, insolvency, or cessation of business. However, you should understand that the $1 million posted by Valeo Futbol Institute for Cultural Exchange, Inc. and shared among its affiliates may only provide a partial recovery of the advance payments received by Valeo Futbol Gap Year, Gap Semester, Professional Development Program (PDP), Year Abroad, Vacation Training. For more information about the USTOA Travelers Assistance Program, please write to USTOA at 345 Seventh Avenue, Suite 1801, New York, New York 10001, or email information@ustoa.com or visit USTOA.com.

**Contact Us.**

If you have any further questions about these terms, please don't hesitate to contact us at 617-964-0140 or at VIA@Valeofc.com.