

Participation Conditions and Applicable Policies for IEI Summer Courses 2026

4- to 5-day online courses · 6 July to 14 August 2026

Framework

This document provides a self-contained summary of the essential policies that apply to the IEI Summer Courses 2026 and should be read together with the Summer Courses Terms and Conditions accepted at enrolment.

Framework	Description
Format	Courses delivered fully online, live, in small groups and lasting 4 to 5 days (depending on the course).
Period	Courses available between 6 July and 14 August 2026, according to the published weeks and time slots.
Access	Enrolment gives access only to the selected week, group and time slot chosen at the time of purchase.
Repeated courses	The same course may be repeated in other weeks for other groups and clients, but this does not extend the student's access to weeks that were not selected.
Scope	Portuguese as a Heritage Language (PLH), Portuguese as a Foreign Language (PLE) and/or themed courses, as described in each product.
Documentation	The essential rules applicable to these courses are set out in this document and in the relevant Summer Courses 2026 Terms and Conditions.

Guiding principle

IEI undertakes to provide an educational service with diligence, pedagogical quality and attention to student well-being. Language learning is gradual and depends on several factors, including age, language level, motivation, exposure to Portuguese outside class, maturity and participation. For this reason, IEI does not guarantee specific outcomes within a single week of lessons.

1. Enrolment and group formation

- Enrolment is completed online by an adult acting as the student's Parent/Guardian or legal representative.
- The Parent/Guardian must carefully select the course, week, time slot and language level stated in the product description.
- Enrolment is confirmed only after payment has cleared and IEI has sent confirmation.
- Places are limited and allocated in order of confirmed payment.
- Enrolment for each group closes 7 days before the start of the relevant week, unless otherwise stated.
- IEI may not open a group where there is no minimum number of students or sufficient pedagogical compatibility among enrolled students.

2. Prices, promotions and taxes

Topic	Application
Prices	Prices are shown in euros (EUR) and correspond to the total amount payable for the selected course.
VAT	IEI educational services are VAT-exempt under Article 9 of the Portuguese VAT Code, so no VAT is added to the prices shown.
Promotions	Launch prices, promotional codes or campaigns apply only during the announced period, are not retroactive and cannot be combined unless expressly stated.
Time zone	Times are usually shown in mainland Portugal time. Families are responsible for checking the corresponding time in their own time zone before completing enrolment.

Important check

Before completing the purchase, the family should check: week, time slot, time zone, recommended age, Portuguese level, technical requirements, absence rules and material-use rules.

3. Statutory right of withdrawal

As this is an online purchase, the Parent/Guardian, as a consumer, generally has 14 days to withdraw from the contract without giving a reason, under the law applicable to distance contracts. This right may cease to exist or may be limited in the situations set out in the Terms and Conditions, namely where the service has already begun at the consumer's request or where digital content has already been made available with express consent.

4. Early start and digital content

Because Summer Courses are short and digital materials may be sent before lessons begin, the Parent/Guardian may expressly authorise the early start of the service and access to digital content before the statutory 14-day period ends. By doing so, they acknowledge the effects set out in the Terms and Conditions regarding the loss or limitation of the right of withdrawal.

5. Cancellation, absences and non-attendance

Situation	Applicable rule
Student absences	Group sessions are not recorded and are not made available afterwards. A student's full or partial absence does not give rise to any refund, make-up session, credit or compensation.
Lateness	The lesson ends at the scheduled time and is not extended because of student lateness. Significant lateness may result in part of the session being missed.
Student-side technical issues	Equipment, internet, permission, setting or access failures on the user's side do not, on their own, give rise to any refund or make-up session.
Transfer of week	At the family's request, IEI may exceptionally consider a transfer to another week/time slot in the same summer or credit for IEI services, subject to availability. This is assessed case by case.
Cancellation by IEI	IEI may cancel, adjust or reschedule a group for pedagogical, technical or organisational reasons. If no suitable alternative is available, IEI will issue a full or proportional refund for the service not provided.

6. Conditions for participation

- The student should join the session at the scheduled time, using an identifiable name and with working camera and microphone, unless the teacher gives different instructions.
- The student must attend from a calm, stable, safe and age-appropriate space.
- Participation from moving vehicles, public spaces, noisy places, unstable environments or places without sufficient privacy is not allowed.
- The family must ensure suitable equipment, a stable internet connection, access to the platform indicated by IEI and technical preparation before the lesson.
- For children under 9, an adult must be nearby. For other students, supervision should be proportionate to age, autonomy and individual profile.

7. Platform, access and family support

Aspect	Practical guidance
Platform	Lessons take place through the platform indicated by IEI, including Zoom or another platform communicated by the school.
Access links	Links, instructions and access materials are provided by IEI and are intended only for the enrolled student.
Initial support	Younger students or students with less autonomy may need adult support to join the lesson, organise materials and solve simple technical issues.
Session interruption	If safety, privacy, well-being or lesson functioning conditions are not met, the session may be interrupted and the family will be informed.

Group participation

Group participation requires punctuality, respect for classmates and willingness to follow the teacher's instructions. The smooth running of the group depends on everyone's cooperation.

8. Course materials

Course materials will be sent or made available in digital format before the selected week begins. Where useful, the family may print them to support the student's participation. Materials are designed to support the live lessons and may include worksheets, guides, images, games, challenges, reading resources, writing tasks or oral activities.

Topic	Rule
Permitted use	Personal use by the enrolled student during the selected week, group and contracted course.
Non-permitted use	Copying, reselling, publishing, distributing, sharing in groups, forwarding to third parties, uploading to external platforms or using the materials in unauthorised contexts.
Limited access	Enrolment does not provide access to materials from other weeks, other groups, other courses or IEI Annual Academic Programmes.
Preparation	Whenever indicated, the family should prepare simple materials in advance, such as pencils, paper, a notebook, printed pages or objects needed for the activity.

9. Image, recordings and screenshots

- Summer Course sessions are not systematically recorded by IEI and are not made available afterwards.
- Students and families are not allowed to record lessons, take photos, capture screenshots, reproduce or share session moments, even if only the student appears.
- Any use by IEI of images, photographs, videos, excerpts of activities or testimonials always requires the Parent/Guardian's prior, explicit and informed consent.

Intellectual property

All content, methodologies and resources made available are the intellectual property of IEI or of those it represents. Enrolment grants only a personal, limited and non-transferable licence for use within the contracted course.

10. Safety and well-being commitment

Student safety, privacy and well-being are priorities at IEI. All interactions must take place in a protected, respectful, transparent and age-appropriate online environment.

Dimension	Essential rule
Official channels	Communication must take place through IEI's official channels, such as institutional email, the lesson platform and/or the Student Portal, where applicable.
Direct contact	Direct contact between teachers and students outside lessons or outside IEI-defined channels is not allowed, including WhatsApp, SMS, social media, personal calls or sharing private contact details.
Traceable interactions	Interactions must remain within the institutional framework, in a clear, appropriate and traceable way, protecting students, families and teachers.
Expected conduct	Appropriate language, respect for classmates and teachers, cooperation, positive participation and following lesson instructions are expected.
Non-permitted behaviour	Insults, intentional disruption, exposure to inappropriate content, harassment, cyberbullying, improper sharing of data or any behaviour that compromises group safety or well-being are not allowed.

11. Intervention in case of discomfort or risk

Whenever there is discomfort, risk, inappropriate behaviour or a breach of safety rules, the teacher or IEI team may intervene, interrupt the session, temporarily remove the student from the activity, record the incident and contact the family. The priority will always be to protect the student, the other participants and the pedagogical integrity of the lesson.

Reporting concerns

Any concern regarding safeguarding, online safety or well-being should be sent to care@iei.pt with the subject "SAFEGUARDING". Urgent or risk-related situations will be reviewed as a priority.

12. Inclusion commitment

IEI recognises that every child learns differently. Whenever possible, the school seeks to adapt pedagogical strategies to the student's pace, profile and needs, while maintaining a positive, safe and motivating experience.

Important limit

IEI is a language school. Adaptations are pedagogical only and do not constitute therapy, clinical intervention or formal special education. Where necessary, they do not replace support from specialised professionals.

13. Information the family should share

- Relevant diagnoses, assessments, reports or professional recommendations.
- Previously identified difficulties regarding attention, language, self-regulation, anxiety, reading, writing, auditory processing or social interaction.
- Strategies that work in other educational or therapeutic contexts.
- Conditions that may affect participation in online lessons, such as fatigue, low screen tolerance, need for breaks, adult support or difficulty remaining in a group.

14. Possible adaptations and limits of group courses

Area	How this may happen
Pace and goals	The teacher may adjust the pace, reduce task load, prioritise essential goals or reinforce consolidation moments.
Lesson structure	Clear routines, short instructions, predictability, shorter work blocks and alternation between focus and relaxation may be used.
Participation	Where possible, the expected type of interaction may be adjusted to support safety, confidence and engagement.
Adult support	In some cases, an adult may need to support the student during the session.
Model limits	Because these are online, group-based courses lasting up to 5 days, it may not be possible to meet needs requiring intensive support, specialised technical adaptations or high levels of individual supervision.

15. Privacy and personal data protection

The data controller is IEI - Inovação em Português, Unipessoal, Lda., tax number 517 096 439, with registered office at Rua Conselheiro Costa Braga, no. 487, R/C 0.4, 4450-102 Matosinhos, Portugal.

Topic	Essential rule
Purposes	Administrative, contractual and pedagogical management of the courses, group organisation, communication with families, invoicing, progress monitoring and student safety.
Data processed	Student data, such as name, age/date of birth, nationality, language level, educational background, specific needs and image subject to consent; and Parent/Guardian data, such as name, contact details, tax number and billing address.
Confidentiality	Data is treated confidentially and protected through appropriate technical and organisational measures.
Platforms	IEI may use subcontracted platforms for videoconferencing, invoicing, payments, communication or pedagogical management, only to the extent necessary to provide the service.
Rights	Data subjects may request access, rectification, erasure, restriction, objection or portability, under the applicable law, by contacting escola@iei.pt.

16. Complaints, force majeure and applicable law

- Complaints must be submitted in writing to escola@iei.pt, clearly and with reasons. IEI undertakes to reply within 15 working days.
- The consumer may also use the electronic Complaints Book and the legally competent consumer alternative dispute resolution bodies.
- IEI is not responsible for failures or delays caused by unforeseeable, unavoidable events beyond its reasonable control. Wherever possible, it will seek to offer an appropriate solution.
- This document is governed by Portuguese law, without prejudice to any mandatory consumer protection rules that may apply.
- In case of discrepancy between language versions, the Portuguese version prevails.

IEI contacts

Main contacts: escola@iei.pt for administrative and pedagogical matters; care@iei.pt for safeguarding, online safety or well-being concerns.