Participation rules – “Call EXPLORERS 2027”

FOOTPRINTS Project – WP5 “Ravenna, the Temporary Citizen Experience”

Project code: **EUI02-132**

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Scope of application: Call EXPLORERS 2027 – Selection of 100 participants, with the possibility of selecting additional candidates to replace any participants who withdraw (5 days, 4 nights).

Responsible entity (WP5):

Ravenna Incoming Convention & Visitors Bureau (PP2)

Official contacts for the call:

E-mail: footprints@visitravenna.it

Website: www.visitravenna.it

Legal Notice

These Regulations govern the application, selection, and participation process for the role of Explorer/Temporary Citizen as part of WP5. In the event of any discrepancy between language versions, the Italian version shall prevail. Any amendments or additions to these Regulations will be published through the official channels before the call closes.

Explorer 2027: what you need to know before applying

FOOTPRINTS will select 100 Explorers who will contribute to testing new, more sustainable ways of visiting Ravenna during a 5-day, 4-night stay in one of the scheduled weeks between May and October 2027.

This is not simply a free holiday: Explorers are not just visitors, but active participants in the pilot initiative. They will explore the local area and contribute their observations to help improve the project.

PARTICIPATE – Choose from the catalogue and take part in 4 mandatory experiences covered by the project.

EXPLORE – Discover Ravenna and the surrounding area independently, according to personal interests, and share observations about the experience.

PLAY – Get early access to the Ravenna Experience App, complete 4 mandatory missions, freely explore additional features, and discover the reward system based on Mosaic tiles (points) and rewards.

CONTRIBUTE – Provide the requested feedback through daily micro-feedback activities, a questionnaire on the App's features, group sessions, a final questionnaire, and any individual follow-up activities.

Mandatory activities will be spread throughout the stay, leaving plenty of time for independent exploration. The detailed program will be communicated before arrival.

The project covers accommodation, meals subject to the voucher conditions, and 4 mandatory experiences. Explorers are responsible for the cost of travel to and from Ravenna, personal expenses, any costs exceeding the voucher limits, and any additional experiences.

Sharing content on personal social media profiles is optional. For groups, all members must take part in the experiences; the designated group contact person may manage the App and feedback activities, in accordance with the operational instructions.

Online applications are open from 3 November 2026 to 6 December 2026. Selection will be based on eligibility requirements and the need to ensure a balanced sample.

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Comune di Ravenna
RAVENNA TOURISM Italian Beauty Experience
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FOOTPRINTS

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1. The FOOTPRINTS project and the role of the Explorer

1.1 Background, goals and terms of participations

FOOTPRINTS is an European project funded by the European Urban Initiative – Innovative Actions program. **Ravenna Incoming Convention & Visitors Bureau is the partner responsible for Work Package 5, "Ravenna, the Temporary Citizen Experience",** which includes the development of a temporary citizenship experience and the promotion of responsible and sustainable ways of exploring the city, also through local activities and digital gamification tools.

Ravenna Experience is the digital game developed as part of the project to encourage exploration of the local area through the completion of missions and a system of Mosaic tiles (points) and rewards. The Explorers 2027 are invited to test both the digital tool (its functionality and effectiveness) and the proposed tourism model through their own visitor experience. Their observations will contribute to the evaluation and improvement of the pilot initiative.

The Explorers 2027 Call invites visitors to explore the area, test tools and activities, and share feedback that can support the project. The pilot aims to assess whether and how the Ravenna Experience App can encourage the discovery of less conventional places, promote sustainable behaviours and foster connections with the local community, supporting the transition from tourist to Temporary Citizen.

Participation does not constitute an employment relationship, consultancy arrangement or ongoing collaboration with Ravenna Incoming or the commissioning organisations. Any outputs, ideas, suggestions or data provided as part of the project activities shall not give rise to any claims for copyright, intellectual property rights, indemnities or compensation of any kind against Ravenna Incoming Convention & Visitors Bureau, the commissioning organisations or the FOOTPRINTS project. Such materials shall be deemed to be assigned and transferred free of charge and without restrictions, solely for the purposes of the project's research, development and communication activities.

For further information about the project, please visit: https://www.turismo.ra.it/en/footprints/

1.2 Activities required during the stay

Participate. Each Explorer is required to take part in four experiences selected from the catalogue prepared as part of the project and to comply with the instructions and schedules provided. The procedures for selecting and booking experiences will be communicated at a later stage. Participation in the selected experiences is mandatory for all members of the group.

Explore. Independent exploration is not subject to predetermined itineraries and is intended to allow Explorers to discover Ravenna and the surrounding area freely and to share their observations on local places, mobility, accessibility and interactions with the local community.
The stay does not constitute an organised or guided group tour. Each Explorer is responsible for their own movements and activities, subject to compliance with the scheduled appointments. Independent exploration forms an integral part of the pilot initiative and may include optional activities, whether free of charge or subject to payment. Any costs associated with paid activities shall be borne by the participant.

Play and test Ravenna Experience. Explorers are required to use the Ravenna Experience app and complete four mandatory missions linked to the selected experiences. They may also test additional missions and

features at their discretion. Explorers are expected to verify the operation of missions, Mosaic tiles (points) and rewards, and to report any difficulties, malfunctions or errors encountered.

Contribution to the evaluation. Explorers are required to provide brief daily feedback, complete a questionnaire assessing the app's functionality, participate in scheduled group discussions, complete a final questionnaire and, where requested, take part in a brief individual follow-up.

The use of the app and the completion of feedback activities may be managed by the designated group leader. However, all Explorers are required to participate in the scheduled experiences. Minors must be accompanied by an adult and may participate in the missions through the group leader's account, with the group leader's assistance and supervision.

The detailed program, the procedures governing the activities, any specific arrangements applicable to groups and minors, and the schedule of discussion sessions will be communicated to the selected Explorers before the start of their stay.

1.3 Principles and scope of the application

The EXPLORERS 2027 Call constitutes the final testing phase of the FOOTPRINTS project and provides for the selection of 100 participants, together with reserve candidates where applicable. The selection procedure shall be conducted in accordance with the principles of transparency, inclusiveness, equal treatment and non-discrimination. The processing of personal data shall comply with the General Data Protection Regulation (GDPR).

2. Who can participate

2.1 Eligibility requirements

Applications are open to individuals residing outside the Province of Ravenna who are available to participate in the entire five-day, four-night stay during the week specified in their application, fulfil the active role of an Explorer and complete all mandatory activities. Applicants must hold a valid identity document, have an active email address, be proficient in either Italian or English, and have access to at least one smartphone with an internet connection per group. Applicants must also be willing to travel independently to the scheduled activities and use Ravenna Experience, including GPS functionality where required.

Each application may include between 1 and 5 participants and must designate a single group leader responsible for communications and authorised to submit the group's personal data. The group leader must be at least 18 years of age. Minors may participate only when accompanied by an adult who holds parental responsibility or is duly authorised to accompany them. The accompanying adult shall assume responsibility for the minor and confirm their suitability to participate in the activities. The Organising Body may request the relevant authorisations.

Active participation and compliance with the organisational rules are essential conditions of the program. Publishing content on social media is optional, although encouraged, subject to the provisions governing filming, testimonials and authorisations set out in Section 8.

2.2 Specific requirements and accessibility

Any specific requirements or needs, including those relating to accessibility, health or dietary requirements, must be disclosed at the time of application and promptly updated in the event of any changes, to allow appropriate organisational assessments to be carried out. The Organiser shall not be held liable for any direct or indirect consequences arising from an Explorer’s failure to provide such information, or from the provision of incomplete or late information.

Within the limits of available resources, the Organiser undertakes to seek to facilitate reasonable accommodations consistent with the project's inclusivity objectives. However, this does not constitute a binding obligation on the part of the Organiser.

3. The stay in Ravenna

3.1 Dates, duration and languages

Selected Explorers will stay in Ravenna for 5 days and 4 nights during one of the weeks listed below. Stays will be organised into groups according to language, with each group sharing the same working language.

Month	Dates	Language
May	3-7 May 2027	Italian
June	7-11 June 2027	English
July	5-9 July 2027	Italian
August	2-6 August 2027	English
September	6-10 September 2027	Italian
October	4-8 October 2027	English

The Organising Body may schedule an additional week if necessary to meet the project's quantitative targets.

3.2 Program and practical arrangements

The 4 mandatory experiences must be selected by each Explorer from the project catalogue and correspond to the 4 mandatory missions to be completed in Ravenna Experience. The program will also include group discussions and the completion of the required feedback activities. Activities will be spread over the five days, allowing time for independent exploration.

The stay does not constitute a group trip accompanied by a guide or tour leader. Explorers are responsible for arranging their own transport and managing their free time, while ensuring that they attend all mandatory appointments. This independence is an integral part of the pilot initiative, which aims to assess visitor behaviour in real-life conditions.

Before arrival, the Organising Body will provide selected Explorers with the detailed program, instructions for using the app and information on how feedback will be collected. At that stage, Explorers will be asked to select their four mandatory experiences.

3.3 Confirmation, contract and proof of travel arrangements

Selected Explorers must return the signed Commitment Letter by email within 7 days of being notified of their selection. They must subsequently sign the individual or group contract within 15 days of its submission. The Commitment Letter will explicitly list the 4 mandatory experiences and corresponding missions, the requirements for using the app and the mandatory feedback activities.

Within 45 days of signing the contract, Explorers must submit evidence of their travel arrangements for reaching Ravenna (such as flight, train or bus tickets; participants travelling by car must provide a declaration specifying the vehicle registration number and expected travel times). Failure to submit this evidence, late submission or the provision of inaccurate or misleading information may result in the loss of the right to participate, in accordance with Section 7. Any changes to travel arrangements must be communicated promptly to the Organising Body.

4. How to apply

4.1 Online application procedure

Applications may be submitted exclusively through the official online application form, available in Italian and English via the following Call channels: https://www.visitravenna.it/en/explorers-wanted-ravenna and https://www.turismo.ra.it/en/footprints/explorers. Applications submitted by email or through any other channel will not be accepted. Each individual or group may submit only one application, through the designated group leader.

The Call is scheduled to open on 3 November 2026 at 3:00 p.m. (Italian time). Applications will be registered in chronological order of submission. The Call will close on 6 December 2026 at 11:59 p.m. (Italian time), in accordance with the procedures published on the official website. The timestamp generated by the platform will determine the order of submission.

4.2 Required documents and declarations

The application form requires the applicant to provide the group leader's personal and contact details, the composition of the group, the preferred week and a legible copy of the group leader's identity document (JPG, JPEG, PNG or PDF, up to 1 MB, in accordance with the form instructions). For identity cards, both the front and back must be provided in a single file. For passports, the pages specified in the application form must be submitted.

Applicants must declare that the information provided is accurate, confirm that the necessary authorisations have been obtained for any minors included in the application, and acknowledge and accept the required documents, including the Regulations, the Privacy Notice and the Image Release Form, subject to their respective terms and legal bases.

The application form includes a single question intended to encourage applicants to reflect on the role of the Explorer within the project. The answer will not be assessed for eligibility, assigned a score or taken into account in the selection process.

4.3 Application validity

Applications that are incomplete, lack the required documents or declarations, are submitted after the deadline or contain inaccurate or false information may be excluded. Submitting an application constitutes acceptance of the participation conditions set out in these Regulations. Technical issues not attributable to the Organising Body shall not entitle individual applicants to an extension of the deadline.

5. Selection of the Explorers

5.1 Eligibility and selection method

The Organising Body will verify the eligibility and completeness of applications before selecting participants, taking into account both the chronological order of submission and the need to assemble a diverse sample consistent with the objectives of the pilot initiative. The order of submission will serve as a priority criterion among comparable applications, but will not confer an automatic right to selection.

To ensure a diverse sample, the Organising Body will consider geographical origin, demographic characteristics, the type and composition of groups (up to 5 people) and availability for the proposed weeks, based on the information requested in the application form. These factors will be assessed collectively, without assigning scores to the open-ended question.

5.2 Sample composition

The planned sample comprises 50 residents of Italy from different regions and 50 residents of other countries, with particular attention to Germany and the United Kingdom, which are priority tourism markets for Ravenna. The project team will determine the final composition of the sample in accordance with the applications received and the objectives of the pilot initiative, while respecting the principles of non-discrimination.

5.3 Selection results, reserve lists and replacements

The outcome of the selection process will be communicated to all applicants by email by 31 December 2026, unless an extension is officially announced. Selected applicants must return the signed Commitment Letter within seven days of receiving the email confirming their selection. Reserve lists will be established for the relevant participant categories. In the event of a withdrawal or failure to confirm participation, the Organising Body will proceed with a replacement from the appropriate reserve list.

Replacement deadlines may vary depending on the scheduled stay and the applicable organisational and contractual requirements.

6. Financial coverage

6.1 Expenses covered by the project

The project covers accommodation for 4 nights, meals from dinner on the day of arrival (Monday) to lunch on the day of departure (Friday), subject to the terms and conditions of the vouchers, and the 4 mandatory experiences selected from the project catalogue. Lunch and dinner vouchers will be subject to maximum amounts established by the Organising Body. Any amount exceeding these limits shall be borne by the Explorer.

6.2 Expenses payable by Explorers

Explorers shall be solely responsible for all travel expenses to and from Ravenna, local transport unless otherwise specified in official communications, personal extras, meals or amounts exceeding the value covered by the vouchers, all additional experiences beyond the 4 mandatory experiences, and any personal insurance, unless otherwise specified in an official communication. No reimbursement will be provided for expenses incurred independently by Explorers unless expressly authorised by the Organising Body.

The Organiser does not provide or reimburse any personal insurance policy, including health, accident, third-party liability or travel cancellation insurance.

6.3 Mosaic tiles (points), rewards and vouchers

Mosaic tiles (points) and rewards form part of the Ravenna Experience game system. They do not constitute money, cannot be converted into monetary amounts and may be used only in accordance with the terms and expiry dates communicated to Explorers.
Vouchers and benefits are personal and non-transferable and may be revoked in the event of misuse. The Organising Body reserves the right to make changes for technical or project-related reasons and will notify Explorers accordingly.

7. Commitments, responsibilities and exclusions

7.1 Participation, conduct and safety obligations

Explorers undertake to comply with these Regulations, the activity schedule, the specified timings and the instructions provided by the project team, and to behave appropriately and respectfully towards people, property and the environment.

Acknowledging the experiential nature of the program and the fact that certain activities are carried out independently, each Explorer assumes the risks and responsibilities associated with their participation and undertakes to comply with all applicable safety requirements.

To the extent permitted by law, the Explorer releases and holds harmless Ravenna Incoming Convention & Visitors Bureau and the commissioning organisations from civil and criminal liability, whether direct or indirect, for any damage, injury, theft or loss suffered or caused during the stay.

For minor Explorers, responsibility shall rest with the accompanying adult and the persons exercising parental responsibility, in accordance with applicable law.

7.2 Digital tools, communications and confidentiality

Explorers undertake to use Ravenna Experience and all other digital tools associated with the project correctly and responsibly. Sharing login credentials, tampering with systems or data, and accessing unauthorised features are prohibited.

The Organising Body does not guarantee that the digital tools will be free from malfunctions, interruptions or data loss and shall not be liable for any resulting damage, to the extent permitted by law.

Explorers must keep the email address provided in their application active and respond to communications within the specified deadlines. Official communications shall be deemed to have been made on the date they are sent.

The unauthorised disclosure of information, images, screenshots or content relating to experimental features of Ravenna Experience that have been expressly designated as confidential is also prohibited. This obligation, which will be communicated by the Organising Body in advance, shall remain in force after the program has ended.

7.3 Withdrawals, replacements and changes

Selection is personal and applies exclusively to the Explorer or group named in the application. It may not be transferred to third parties.

In the event of withdrawal or inability to participate, the Explorer or designated group leader must promptly notify the Organising Body, which may proceed with a replacement by selecting the next eligible applicant

from the relevant reserve list.

Personal expenses incurred by Explorers will not be reimbursed in the event of withdrawal or forfeiture of the right to participate, unless otherwise decided by the Organising Body.

The Organising Body may modify the program, schedules, venues or arrangements for technical, organisational or force majeure reasons. Any such changes will be communicated promptly, and alternative arrangements will be proposed wherever possible.

7.4 Grounds for exclusion and forfeiture

The following constitute grounds for exclusion from the selection process:

- Failure to meet the eligibility requirements set out in these Regulations.
- An incomplete or irregular application, an application submitted after the deadline, or an application submitted through an unauthorised channel.
- Failure to accept the mandatory documents and declarations.
- False declarations, invalid documentation or the provision of inaccurate or untruthful information.
- Multiple applications submitted by the same group leader or group. Only the first complete application will be considered valid.

The following constitute grounds for forfeiture of the right to participate after selection:

- Failure to return the Commitment Letter within 7 days, failure to sign the contract within 15 days of its submission, or failure to submit proof of travel arrangements within 45 days of signing the contract.
- Failure to attend the stay or premature departure without a justified reason.
- Unjustified failure to participate in the mandatory experiences, complete the four mandatory missions or take part in the required feedback activities.
- Failure to use Ravenna Experience or the Mosaic tiles (points) system in accordance with the mandatory procedures.
- Serious or repeated breaches of these Regulations, misconduct, or improper use of digital tools, vouchers or allocated benefits.
- Transferring participation to third parties or providing false information that compromises the organisation of the stay.
- Withdrawal of authorisation for the use of images, where this prevents the fulfilment of project requirements, to the extent permitted by applicable law.

In the event of serious breaches or unjustified non-compliance, the Organising Body reserves the right to terminate the participant's stay immediately, or that of the entire group, without giving rise to any entitlement to refunds, compensation or damages, without prejudice to any legal remedies available to the Organising Body.

7.5 Exclusion procedure, consequences and force majeure

Exclusion or forfeiture will be notified by email, stating the reasons and, where possible, allowing a period within which any irregularities may be remedied.

Forfeiture entails the loss of the right to participate in the stay and to receive the allocated benefits. The participant may be replaced by an eligible applicant from the relevant reserve list. Personal expenses incurred will not be reimbursed, unless otherwise communicated by the Organising Body, without prejudice to any mandatory rights provided for by law.

In the event of force majeure, including natural disasters, public health emergencies, measures imposed by public authorities, strikes or other events beyond the Organising Body's reasonable control, the Organising Body may modify, suspend, postpone or cancel the program.

In such circumstances, the Organising Body shall not be liable for damages or expenses independently incurred by Explorers, to the extent permitted by law, and will endeavour to communicate any changes promptly.

The Organising Body reserves the right to seek compensation for any damages suffered.

8. Personal data protection and images

8.1 Data controller and purposes of processing

The personal data of applicants and Explorers are processed by Ravenna Incoming Convention & Visitors Bureau, the partner responsible for Work Package 5 (WP5) of the FOOTPRINTS project, acting as the Data Controller pursuant to Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR).

Personal data are collected and processed for the following purposes:

- Managing applications, conducting the selection process and communicating the results.
- Organising the stay, activities and services provided under the project.
- Registering users and enabling the use of Ravenna Experience, including missions, Mosaic tiles (points) and rewards.
- Collecting and analysing questionnaires, feedback and observations to evaluate and improve the pilot initiative.
- Monitoring, reporting and fulfilling the administrative and regulatory obligations arising from the European project.
- Institutional and promotional communication relating to the project, subject to the authorisations granted.

Depending on the specific purpose, processing is based on the performance of contractual or pre-contractual obligations, compliance with legal obligations, the legitimate interests of the Data Controller or the consent of the data subject.

8.2 Data collected and processing methods

The project may collect and process the following categories of personal data:

- Identification and contact details: first name, surname, place of residence, email address, telephone number and identity documents.
- Application data: group composition, age, availability and organisational preferences.
- Special categories of personal data: any information relating to health, disability or specific requirements, collected only where necessary and in compliance with applicable law.
- Pilot-related data: questionnaire responses, interviews, feedback and information generated through the use of Ravenna Experience.
- Images and multimedia content: photographs, videos and testimonials collected during project activities, subject to the authorisations granted.

Providing the mandatory data is necessary to apply for and participate in the program.

The designated group leader declares that they are authorised to provide the personal data of the other group members and, where minors are involved, that they hold the authorisations required from the persons exercising parental responsibility.

Personal data may be disclosed, exclusively for the purposes specified above, to authorised personnel, project partners, service providers and competent public authorities, in accordance with their respective roles and legal obligations.

Data will be processed using appropriate security measures, in digital or paper format. Any transfers of personal data outside the European Union will be carried out in accordance with the safeguards required under the GDPR.

The selection of Explorers will be conducted in accordance with the principles of transparency, equal treatment and non-discrimination, without decisions being made solely on the basis of automated processing.

8.3 Data retention and data subject rights

Personal data will be retained for the period necessary to fulfil the respective purposes:

- Applications: for the period required to manage the selection process.
- Ravenna Experience operational data: until the end of the experience, unless further retention obligations apply.
- Administrative and reporting data: for up to 10 years, in accordance with applicable legal and project-related requirements.
- Data relating to potential disputes: until the dispute has been resolved, within the time limits permitted by law.

Once the applicable retention periods have expired, personal data will be deleted or anonymised, unless further retention obligations apply.

Data subjects may exercise the rights provided for under the GDPR, including the rights of access, rectification, erasure, restriction of processing, objection and data portability. They may also withdraw their consent where consent constitutes the legal basis for processing, without affecting the lawfulness of processing carried out before its withdrawal.

Data subjects also have the right to lodge a complaint with the Italian Data Protection Authority.

For further information or to exercise their rights, data subjects may contact footprints@visitravenna.it.

8.4 Use of images and multimedia content

During the stay, photographs, audio recordings, videos and testimonials may be collected for the institutional communication, promotion and reporting of the FOOTPRINTS project and related tourism experiences.

Subject to the authorisations granted, such content may be used free of charge and on a non-exclusive basis, including on websites, social media channels and in informational materials, without direct commercial exploitation.

Authorisation will be obtained through the relevant Image Release Form made available during the application process. If selected, participants may also be required to sign individual image release forms.

For minor Explorers, authorisation from the persons exercising parental responsibility is required.

Images and multimedia content will be retained as follows:

- Images and videos published on institutional channels: until consent is withdrawn or the rights provided for under applicable law are exercised, as relevant.
- Materials retained in project archives: until the end of the project, unless further retention obligations apply.

The rights of data subjects and the conditions governing the withdrawal of consent under applicable law and the relevant Image Release Form remain unaffected.

8.5 Pilot data and privacy notice

Data and contributions collected through Ravenna Experience and project activities, including questionnaires, feedback, completed missions, Mosaic tiles (points) and reward usage, may be used by the Organising Body and project partners for the purposes of analysis, research, evaluation and improvement of the pilot initiative, in compliance with the GDPR.

Results may be processed and disseminated in aggregated or anonymised form for the scientific and project-related purposes of FOOTPRINTS.

The full Privacy Notice and the Image Release Form will be made available during the application process through the official channels:

- https://www.visitravenna.it/en/explorers-wanted-ravenna
- https://www.turismo.ra.it/en/footprints/explorers

Acknowledgement of the Privacy Notice, together with the required declarations and authorisations, will be obtained through the online application form in accordance with the procedures set out in the relevant documentation.

9. Final provisions and contact information

9.1 Publication, validity and acceptance

These Regulations are published through the official channels of the EXPLORERS 2027 Call:

- https://www.visitravenna.it/en/explorers-wanted-ravenna
- https://www.turismo.ra.it/en/footprints/explorers

The Regulations are available in Italian and English. In the event of any discrepancy or ambiguity in interpretation, the Italian version shall prevail.

These Regulations enter into force on the date of publication and remain valid until the activities provided for under the Call have been completed.

Submitting an application constitutes full acceptance of these Regulations and the applicable participation conditions, in accordance with the procedures set out in the online application form.

The Organising Body may amend or supplement these Regulations before the Call closes. Any amendments or additions will be published through the official channels. Such changes will not apply retroactively to applications already submitted, except where required by changes in applicable legislation or where the changes introduce more favourable conditions.

In the event of any conflict with non-binding informational materials, the provisions of these Regulations shall prevail.

9.2 Contact information and communications

For information, communications or reports concerning the EXPLORERS 2027 Call, applicants may contact: footprints@visitravenna.it

Official communications will be conducted in Italian or English and sent to the email address provided in the application.

Explorers are required to keep this email address active and regularly check incoming communications.

9.3 Complaints and disputes

Any complaints concerning the application procedure, the selection process or the application of these Regulations must be submitted exclusively by email to the address specified in Section 9.2.

Complaints must include the applicant's identifying details, the application ID, where applicable, a reasoned description of the complaint and any relevant supporting documentation.

The following deadlines and procedures shall apply:

- Complaints must be submitted within 10 calendar days of notification of the selection outcome.
- The Organising Body will acknowledge receipt within five working days.
- A response will be provided within 30 working days. This period may be extended once by a further 15 working days in complex cases.

Anonymous, late or incomplete complaints will not be accepted, nor will complaints concerning discretionary assessments carried out in accordance with the established selection criteria.

Submitting a complaint does not suspend the effects of any exclusion or forfeiture decision, unless otherwise communicated by the Organising Body.

Requests concerning the processing of personal data are governed by the provisions of Chapter 8, without prejudice to the right to lodge a complaint with the Italian Data Protection Authority (Garante per la protezione dei dati personali).

These Regulations are governed by Italian law. Any disputes shall fall within the jurisdiction of the Court of Ravenna, without prejudice to cases in which mandatory provisions of law establish a different jurisdiction.