

Metropolis Diploma in Internationalization for Local Authorities 2025

General conditions of registration

1. Introduction

1.1 The World Association of Major Metropolises - Metropolis (hereinafter METROPOLIS), responsible for the Metropolis website, provides its users with this document, which aims to comply with the obligations set out in the current regulations on consumers and users, where applicable to the contracting party, and the provisions of Law 34/2002, on Services of the Information Society and E-Commerce (LSSI-CE), and to inform all users of the websites of the general conditions for contracting services.

1.2 Anyone accessing the website above mentioned and using its services or supplying their data, through the websites or any documentation sent directly to Metropolis' staff, will be considered a user and will be committed to strictly observing and complying with what is contained herein, as well as any other applicable legal provisions.

1.3 These terms and conditions shall be valid for an indefinite period of time.

1.4 METROPOLIS reserves the right to modify any information that may appear on the websites, without any obligation to give prior notice or inform the users of such changes, with their publication on the METROPOLIS website being considered sufficient. In any event, such modifications shall only be applicable to users who contract services after said modifications.

1.5 In this regard, frequent checks of these Terms and Conditions are advised.

1.6 METROPOLIS reserves the right to refuse or restrict a user's use of and/or access to the website in the event of non-compliance with these general terms and conditions, without the right to receive an indemnity or compensation.

2. Parties

2.1 On the one hand, the World Association of the Major Metropolises - Metropolis, with registered Headquarters at Carrer Avinyó, 15 – 3rd floor, 08002, Barcelona, Spain, TAX-Number: G-65011652 and with telephone number +34 93 342 94 60 and email metropolis@metropolis.org

2.2 On the other hand, the USER, registered on the website using full name surname, and email, over which he or she has full responsibility for use and custody and is responsible for the veracity of the personal data provided to METROPOLIS

3. Contracting language(s)

3.1 Any procedures will be done exclusively in English.

4. Service characteristics

4.1 METROPOLIS offers the in-person course entitled “Metropolis Diploma in Internationalization for Local Authorities”, prior registration as will be detailed below, whose links and access will be provided to all those registered by email.

The course will take place from November 17th to November 21st, 2025.

The course will be taught in person from 9:00 a.m. to 17:00 p.m.

The course program is as follows:

Day 1 Monday 17th November	Day 2 Tuesday 18th November	Day 3 Wednesday 19th November	Day 4 Thursday 20th November	Day 5 Friday 21st November
Knowledge Session 1 City diplomacy in a changing international context	Knowledge Session 2 Strategies for internationalization	Knowledge Session 3 City diplomacy and economic development	Knowledge Session 4 Measuring results and impact	Knowledge Session 5 Communicating the value of international engagement
Skills session 1	Skills session 2	Skills session 3	Skills session 4	Skills session 5
Site visits, networking activities and free time				Free afternoon

5. Procedure

5.1 To register for the “Metropolis Diploma in Internationalization for Local Authorities” the user must take the following steps:

1. Filling the applicant's identification and contact details in the form sent by Metropolis.
2. Acceptance of general conditions
3. Payment by bank transfer must be done manually and proof of payment must be sent to hjourdan@metropolis.org
4. Sending confirmation of the registration application by email. This email message shall contain the information provided and will serve as proof of your application.
5. Authorization of sending of communications and images (voluntary) would have to be signed before the Course starts.

5.2 You will be able to correct any mistakes made when filling in the data. In some cases, mistakes made when filling out the form will be highlighted or pointed out. If you detect any incorrect information after sending the confirmation, please contact hjourdan@metropolis.org In the event that an error is detected, METROPOLIS will contact the interested party as soon as possible to resolve the issue.

6. Prices

6.1 The course fee is set as follows:

- 660€ per person for non-Metropolis members
- 330€ per person for members of Metropolis (50% discount)

To qualify for the Metropolis member fee, the organization's membership fee payments must be up to date at the time of registration.

6.2 Additional discounts apply as follows:

- *Special discount/fee waiver*: The first three Metropolis member cities that complete the payment, and belong to a low-income or lower-middle-income economy (World Bank classification), qualify for. Cities from low-income economies are eligible for a full fee waiver. Cities from lower-middle-income economies are eligible for a 50% discount on the course fee.
- *Early bird discount*: A 10% discount is available for payments made before July 31st.
- *Group discount*: Cities/institutions registering two or more participants receive an 8% discount.

6.3 Prices are stated in Euros (€) and include Value Added Tax (VAT).

6.4 Upon submission of the registration request, participants will receive a confirmation email containing the details of their application. This email shall serve as proof of registration.

6.5 The registration fee covers:

- Access to all the materials and activities of the Course
- Training and Logistic support from the organizers of the Course
- Breakfasts and Lunches (Dinners at the charge of the participant)
- Local transport in Barcelona during the Course
- Site visits and meetings with key actors of the Barcelona territory
- Certificate of Executive Training on Internationalisation of Local Authorities

7. Method of payment

7.1 All payments must be made by bank transfer.

Only after receiving the corresponding payment, will the registration become effective.

The payment must be received before the date of the course and no later than three days after receiving the payment form by email.

8. Withdrawal and return and exchange policy

8.1 Right of withdrawal:

According to Law 3/2014, of 27 March, which amends the revised text of the General Law for the Defence of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of 16 November. In article 71, you have the right to withdraw from this contract within fourteen (14) calendar days without giving any reason, by sending an unequivocal statement of your decision to withdraw from the contract by email to hjourdan@metropolis.org

The withdrawal period shall expire fourteen (14) calendar days from the day on which you signed the contract.

In the case of exceptional situations such as the impossibility of attending the courses due to flight cancellation or any other reason affecting means of transport, visa refusal, or illness, the fee will be

refunded, minus the expenses at charge of Metropolis and related to the user's participation in the course (accommodation, local transports, meals), and providing the necessary documents to justify the exceptional situations are provided.

For any other particular situation, please contact hjourdan@metropolis.org

In order to comply with the withdrawal period, it is sufficient that the communication concerning your exercise of this right is sent before the expiry of the withdrawal period.

8.2 Consequences of withdrawal within the withdrawal period:

In the event of withdrawal by you during the period stated in point 8.1.1, we will refund to you all payments received from you, without undue delay and in any event not later than fourteen (14) calendar days from the date on which we are informed of your decision to withdraw from this contract, according it respects conditions of point 7.1.1.

We will carry out such reimbursement using the same means of payment used by you for the initial transaction, METROPOLIS will not charge for the reimbursement but any bank fees incurred by METROPOLIS related to the reimbursement will be deducted of the overall amount to be reimbursed.

Any withdrawal due to other reasons not expressed above will not be subject to reimbursement.

9. Materials

All Course-related materials provided by METROPOLIS to the user during the proceeding of the Course remain the intellectual property of METROPOLIS and unauthorized dissemination, duplication, publication, or distribution is prohibited.

10. Liability and exemption from liability

METROPOLIS shall not assume any liabilities other than those established by law for contracts concluded by electronic means.

11. Modification of terms and conditions

METROPOLIS reserves the right to modify the Terms and Conditions of its Website, so it is your sole responsibility to read them periodically, as the Terms and Conditions in force at the time of use or conclusion of the contract will be applicable.

12. Privacy and data protection policy

Registration to the Course implicates tacit agreement of METROPOLIS [privacy and data protection policy](#). The privacy and data protection policy for the Course are aligned and similar to METROPOLIS' privacy and data protection policy as stated in its website. Please check the website to inform you.

13. Safeguard clause

The possible invalidity or ineffectiveness of one or more clauses of these general conditions, due to any cause whatsoever, shall not determine the invalidity or ineffectiveness of the whole, which shall remain in force and effective for all the other clauses.

14. Duration of the contract

The duration of the contract will be understood from the moment of formalizing the payment in the contracting process, until receiving the contracted service.

15. Applicable jurisdiction and resolution of conflicts

For the resolution of disputes arising from transactions carried out through the Website, the Courts and Tribunals of METROPOLIS' domicile shall have jurisdiction, except in those cases where the Law determines the existence of an exclusive jurisdiction.

The European Commission, in accordance with Art. 14.1 of Regulation (EU) 524/2013, provides an online consumer dispute resolution platform available at the following link: <http://ec.europa.eu/consumers/odr>
Consumers can submit their complaints through the online dispute resolution platform.