

Terms of participation – “Explorers/Temporary Citizens”

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

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Responsible party (WP5):

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Legal notices

This regulation governs the application, selection and participation in the role of *Explorer/Temporary Citizen* within the framework of WP5. In the event of discrepancies between language versions, **the Italian version shall prevail**. Any amendments or additions will be published on the official channels before the call closes.

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1. Premise and regulatory references

1.1 Premise on the FOOTPRINTS project

This regulation governs the application and selection of “Explorers/Temporary Citizens” within the European project **FOOTPRINTS**, funded by the European Urban Initiative – Innovative Actions programme, with specific reference to **Work Package 5 – “Ravenna, the Temporary Citizen Experience”**, for which **Ravenna Incoming Convention & Visitors Bureau** is the responsible partner.

The project aims to transform the tourist visit into a temporary citizenship experience, making sustainable visit options the easiest and most attractive choice (“sustainable by default”), through the creation of a catalogue of sustainable experiences and services, the co-creation with local stakeholders, and the development of engagement tools based on game mechanics and recognition of benefits.

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

1.2 Testing activities and role of the Explorers

Within the framework of the project, **150 testers/explorers** are expected to be selected and involved over the 2025-2027 period to refine the temporary citizenship experience and the related digital and physical outputs.

Depending on the stage of the project, testing activities may include:

- Participation in sustainable tourist experiences and services from the FOOTPRINTS catalogue;
- Engagement in missions, itineraries, or activities inspired by game mechanics (e.g. point collection, rewards, thematic challenges);
- Possible use of **digital tools provided by the project**, including a mobile app currently under development;
- Opportunities for feedback with the project team and completion of evaluation questionnaires or interviews.

The Explorers will contribute to the improvement of the project’s solutions through observations, responses, and feedback on their experience, with particular attention to interaction dynamics and preferences regarding the proposed benefits and game mechanics.

1.3 European funding and related obligations

FOOTPRINTS is a **project funded by the European Union**; as such, the procedures for the selection and management of the Explorers comply with the principles of **transparency, equal treatment, inclusiveness, and non-discrimination**, as well as with **personal data protection regulation (GDPR)**. Work Package 5 specifically provides for the definition of the **criteria and operational rules of the call** in compliance with GDPR and non-discrimination directives, balancing **sampling** requirements with the protection of equal access.

1.4 Consistency with forms and privacy notice

Applications are submitted through a **dedicated online form**, accessible via the project's official channels.

The collection of personal data, including that of the contact person of the group, is limited to the purposes of evaluation, selection and management of the experience and is carried out in compliance with current regulations (GDPR).

The **privacy notice**, the **image release form**, this **regulation** and any **related document** will be available online and accessible through the official channels of the Call for Explorers 2026:

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

1.5 Target group

The involvement of Explorers/Temporary Citizens is aimed at visitors who are able to actively participate in the testing activities foreseen by the project, providing observations and feedback useful for improving the tools and services.

Each application may include **between 1 and 5 people**, represented by a **single contact person** responsible for communication with the organization. The contact person declares that they have been authorised by any group members to provide their data and to represent them, releasing Ravenna Incoming Convention & Visitors Bureau and contracting parties from any responsibility in this regard.

All participants must **reside outside the province of Ravenna**, in order to ensure the perspective of external visitors.

The overall composition of the group of Explorers will take into account the balance between geographic origins, age groups, and types of travellers (families, small groups, individuals), in compliance with the principles of non-discrimination and balanced sampling.

2. Purpose of the regulation

2.1 Scope

This regulation governs the procedures for application, selection, and participation in the role of **Explorer/Temporary Citizen** within the European project **FOOTPRINTS – WP5 “Ravenna, the Temporary Citizen Experience”**.

This version refers to the **Call for Explorers 2026**, which foresees the involvement of 50 tourists for a 5-day, 4-night stay in Ravenna, aimed at testing and evaluating experiences, services and tools related to the project.

2.2 Specific objectives

This regulation aims to:

- a) define the criteria, procedures, and conditions for the application, selection and participation of Explorers/Temporary Citizens;
- b) ensure a transparent, impartial and inclusive process, in line with the principles of **equality, representativeness and non-discrimination**;
- c) ensure compliance with European and national regulations on personal data protection (**EU Regulation 2016/679 – GDPR**);
- d) safeguard the data of applicants and participants, limiting its use solely to the purpose of selection, management, and evaluation of the project;
- e) guarantee the composition of a **heterogeneous and representative sample** in terms of age, origin and type of travellers, in order to realistically test the services and experiences offered;
- f) provide information regarding the **selection outcomes to all applicants**, in accordance with the principles of transparency and administrative fairness.

2.3 Scope of application and updates

This regulation applies to the **Call for Explorers 2026**, as provided for in the project.

Any modifications, updates, or additions will be published on the official channels of the Call for Explorers 2026

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

prior to the closing of the call.

Updated versions will apply exclusively to procedures following the date of publication.

3. Subject of the application

3.1 Definition and limitations

The application concerns the participation, as an **Explorer/Temporary Citizen**, in the testing programme of the European project **FOOTPRINTS – WP5 “Ravenna, the Temporary Citizen Experience”**, aimed at experimenting with and improving the temporary citizenship experience in Ravenna through activities of visiting, interaction, and co-creation with the project team.

The participation as an Explorer/Temporary Citizen in the testing programme FOOTPRINTS – WP5 “Ravenna, the Temporary Citizen Experience” is strictly limited to the specified activities (visiting, interaction and co-creation) and does not constitute any form of employment, continuous collaboration, professional consultancy, or other contractual commitment between Ravenna Incoming Convention & Visitors Bureau and the commissioning entities.

The participant expressly declares that no result, output, idea, feedback, or contribution provided within the testing activities (so-called co-creation) may be subject to any claim of copyright, intellectual property rights, compensation or remuneration against Ravenna Incoming Convention & Visitors Bureau, the commissioning entities, or the FOOTPRINTS project.

3.2 Contenuti dell’esperienza

The selected participants will take part in a **5-day, 4-night stay in Ravenna**, which may include:

a) the enjoyment of a **catalogue of tourist experiences and services** selected in line with the project’s objectives (e.g. culture, nature, art, gastronomy, outdoor activities);

b) opportunities for **dialogue and feedback** with the project team to share observations and suggestions;

c) **individual and organised activities**, including missions, itineraries, or experiential challenges inspired by game and reward mechanics;

d) **the possible use of digital tools** provided by the project, including an app currently under development.

The specific aspects of the programme and the activities assigned to each group will be communicated to the selected participants prior to the stay.

3.3 Purpose of participation

Participation is not of an exclusive touristic nature, but constitutes an **activity of experimentation and applied research**.

The Explorers contribute to the project by:

- testing experiences, interaction mechanisms, and game systems;
- providing **both structured and spontaneous feedback** through questionnaires, interviews, meetings and a **final post-stay survey**;
- sharing reflections useful for improving the quality, usability, and impact of the project solutions

Each participant's contribution will be valued as part of the **overall improvement of the sustainable and participatory tourism model** promoted by the FOOTPRINTS project.

3.4. Assumption of risk

The participant, aware of the experiential nature of the programme and of the fact that some activities may take place independently, declares that they assume all risks and responsibilities arising from their participation and undertake to follow the safety regulations and instructions provided. The participant releases and holds harmless Ravenna Incoming Convention & Visitors Bureau and the commissioning entities from any civil or criminal liability, whether direct or indirect, for damages, injuries (including fatal), theft, or loss of property suffered or caused by the participant during the entire duration of the stay and related activities.

4. Eligibility requirements

4.1 General requirements

In order to apply as an Explorer/Temporary Citizen, the candidate must:

- a) have reached the **age of majority (18 years)**. The participation of minors is allowed only if accompanied by at least one adult contact person, exercising parental responsibility or expressly authorised by the holders of parental responsibility, who assumes full responsibility and certifies the minor's physical fitness to participate in the activities; where requires, proof of such authorisation must be provided, under penalty of exclusion of the minor from the programme;
- b) be available to participate in the entire **5-day, 4-night stay**, on the dates indicated in Art. 6.1 of this regulation;
- c) possess a **valid identity document** (identity card or passport) to be attached to the application;
- d) have an **internet connection** and an **active email address** for all official communications;
- e) have, or have at least one member in the group with, a **personal smartphone** necessary for the use of any digital tools or for receiving operational communications;
- f) have a **good knowledge of Italian or English**, the languages used for project activities;
- g) **not reside in the province of Ravenna**;
- h) in the case of groups, the total number of participants (including the contact person) **does not exceed 5 people**.

4.2 Active participation requirements

The candidate must declare the availability of themselves and the entire group to:

- a) participate in at least **three experiences** among those offered during the stay (e.g. guided tours, workshops, cultural or nature activities);
- b) use, where provided, the **digital tools made available by the project**, such as any apps or experimental interfaces, following the instructions provided;
- c) **contribute to the evaluation of the project** through questionnaires, interviews, focus groups, or meetings with the staff, including **completion of the final post-stay survey**;

- d) comply with organisational rules, schedules, and instruction provided by the project team;
- e) share **self-produced multimedia content** related to the experience on their personal channels.

Acceptance into the “Explorer/Temporary Citizen” programme is conditional upon full and consistent fulfilment of the active participation requirements.

In the event of unjustified refusal, serious non-compliance, or unjustified withdrawal from one or more of the requirements specified in points 4.2 (a, b, c, d, e), the Organisation reserves the right to exclude the participant/group from the programme and to request reimbursement of any costs incurred.

4.3 Expenses and coverage

- a) the costs of **accommodation, meals, and activities included in the official programme** are covered by the project;
- b) **travel expenses to and from Ravenna** are entirely the responsibility of the participants;
- c) any **personal expenses, meals not included, or extras** not explicitly indicated as covered by the project remain the responsibility of the participant;
- d) where applicable, **vouchers or benefits** may be provided in accordance with the project’s operational rules (see Art. 8.1).

5. Application procedure

5.1 Submission of the application

- a) applications must be submitted **exclusively through the official online form**, available on the **EU Survey** platform and accessible via the project’s communication channels
 - <https://www.visitravenna.it/en/explorers-wanted-ravenna>
 - <https://www.turismo.ra.it/en/footprints/explorers>
- b) applications submitted by email, postal mail, or other methods not provided for are not accepted;
- c) each group may submit **only one application**, managed by a **single contact person**, who will serve as the point of contact for all official communications;

d) the form is available in **Italian and English**; official communications will take place in one of those languages, according to the candidate's choice;

e) the application period of the Call for Explorers 2026 is scheduled **from 18 October to 16 November 2025**, unless extended as communicated via the official channels.

5.2 Required documentation

For the application to be valid, it is necessary to:

a) **fully** complete the online form, providing the personal data of the contact person, the composition of the group and the chosen week of stay;

b) attach a **legible and complete copy of the contact person's identity document** (identity card or passport) in **JPG, JPEG, PNG or PDF** format (maximum size 1 MB) as follows:

- **Identity card**: the file must include **both the front and the back** sides of the document, combined into a single file;
- **Passport**: the file must include, **in a single image**, the page showing **personal details** and the page showing the **place of residence**;

c) provide an **active email address** to receive all official communications;

d) declare, using the designated checkboxes in the form, that they have **read and accepted** the following documents:

- the **terms of participation** (this document);
- the **privacy policy**;
- the **authorisation clause for the use of images and multimedia content**, as provided in Art. 7.6;
- in the case of minor participants, to possess the required authorisations, assume full responsibility, and certify the minor's physical fitness to participate in the programme;

e) declare the **accuracy of the information provided** and authorise the Organisation to carry out the necessary verifications (e.g. residence outside the province of Ravenna, validity of identity documents, authorisations for minor participants).

5.3 Deadlines and time limits

- a) applications must be submitted **by 11.59 pm on 16 November 2025** (unless extended);
- b) applications submitted after the indicated deadline will not be considered;
- c) in the event of an extension, updates will be communicated exclusively through the project's official channels (see Art. 5.1);
- d) for the purpose of chronological order, the **timestamp** automatically generated by the EU Survey platform at the time of submission shall be **considered authoritative**;
- e) any technical difficulties not attributable to the Organisation do not entitle applicants to individual extensions.

The candidate (or the adult contact person) declares that they are fully aware that the Organisation assumes no responsibility, and shall not be liable for any direct, indirect, or consequential damage in relation to:

- delays or failure to receive the application due to connection problems, technical malfunctions of the EU Survey platform, or of the candidate's IT system;
- delays in communicating the selection results, changes to the programme schedule, or any failure to notify extensions.

5.4 Validity of the application

- a) incomplete applications, containing untrue information, missing one or more required attachments, or lacking mandatory consents, will not be considered valid;
- b) submission of the application constitutes a **formal and binding commitment** to participate, in the event of selection, in the activities provided;
- c) only one application per person or group is allowed; any multiple submissions by the same contact person will be cancelled, unless otherwise indicated by the Organisation for technical reasons;
- d) all candidates will be **notified of the selection outcome via email**, according to the indicated timeline: by 31 December, 2025 (unless extended);
- e) submission of the application implies **full acceptance** of this regulation and the participation conditions contained therein.

6. Selection criteria

6.1 Subject of the selection

The Call for Explorers 2026 foresees the selection of **50 tourists (Explorers/Temporary Citizens)** to participate in the **FOOTPRINTS – WP5 “Ravenna, the Temporary Citizen Experience”** test programme, to be carried out in one of the following weeks:

- **25–29 May 2026**
- **22–26 June 2026**
- **13–17 July 2026**

6.2 Principles and objectives

The selection aims to create a **representative and heterogeneous sample** useful for testing the project activities (experiences, services and – where available – digital tools).

The process is conducted in compliance with the principles of **transparency, equal treatment, inclusiveness, and non-discrimination**, in line with the project’s research and experimentation objectives.

6.3 Minimum eligibility requirements

Applications will be considered eligible if they:

- a) comply with the general and active participation requirements set out in Art.4;
- b) declare availability to participate for the entire stay during the chosen week;
- c) include all mandatory consents (regulation, privacy, images);
- d) have been correctly submitted within the call’s closing deadline.

6.4 Selection of applications

The selection of applications will be carried out by the project team based on the submission timestamp on the platform and the representativeness of the sample of explorers, which is intended to reflect the tourists who visit Ravenna and its surrounding area. The sample will

therefore take into account a balanced composition in terms of geographical origin and type of travellers.

Indicatively, the group of 50 selected participants will include:

- 25 participants residing in Italy, from different regions;
- 25 participants residing abroad, with particular attention to Germany and the United Kingdom as key markets.

In order to have participants representing different types of travellers, alongside the criterion of geographical origin, a balance will be maintained between solo travellers, small groups (2 to 5 people), and families (households with at least one minor). These quotas are indicative and serve the purposes of sampling; they may be adjusted based on the number and type of applications received. Submissions of an application implies explicit waiver of any objection regarding the composition of the selected sample.

6.5 Selection method

Eligible applications will be reviewed by the project team in several phases:

1. **Formal verification** to check completeness, documents, and requirements;
2. **Validation and composition of the lists**, based on the representativeness quotas and the submission timestamp, which will be used as a technical criterion in the event of equal ranking;
3. **Final approval of the list of 50 selected** participants and the definition of **reserve lists** for possible substitutions.

The overall outcome will be validated by the Organisation and published via email notification to all applicants by 31 December 2025.

6.6 Reserve lists and replacements

Reserve lists will be prepared for each category (families, small groups, solo travellers). In the event of withdrawal, inability to participate, or failure to confirm within the indicated deadlines, the **lists will be advanced** according to the chronological order of validation:

- Selected candidates will receive an **official notification via email by 31 December 2025**, accompanied by a **commitment letter** to be returned and signed **within 7 days**.
- The advancement of the reserve lists will be completed no later than **28 February 2026**.

6.7 Communication of results and invitation to future calls

All applicants will be **notified** of the selection outcome **via email**.

Unsuccessful candidates will be informed of future opportunities to participate in subsequent FOOTPRINTS project calls, scheduled for 2027.

Any additional information or updates will be published on the official channels.

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

6.8. Force majeure

The Organiser shall not be held liable for any damages or losses suffered by participants in the event of impediments or changes caused by exceptional circumstances or force majeure events.

“Force majeure” refers, by way of example and without limitation, to: natural events (earthquakes, floods, extreme weather conditions); health emergencies (including pandemics or epidemics); governmental or administrative restrictions, public safety measures, wars, riots, strikes; interruptions of essential services; or any other cause beyond the reasonable control of the Organisation.

In the event of a “force majeure” event that prevents or makes it difficult to carry out the programme, the organisation reserves the unquestionable right to:

1. cancel the entire programme;
2. suspend or postpone the dates of the stay;
3. substantially modify the programme, activities or planned logistics.

In all of the aforementioned cases, the participants expressly waives any claim for compensation for direct, indirect, or consequential damages, or for reimbursement of expenses incurred independently (e.g. travel costs, insurance, bookings) against the Organisation.

The Organisation, where applicable and feasible, undertakes to provide timely communication of any changes that occur.

7. Obligations of selected participants

7.1 Acceptance and attendance

- a) the selection implies full and unconditional acceptance of this regulation;
- b) the selected candidate (or the group contact person) confirms participation for the entire **5-day, 4-night stay** during the chosen week;
- c) **participation is confirmed by returning via email the signed commitment letter** within **7 days** of receiving the selection notification via email;
- d) subsequently, the Organisation will send the **individual or group contract**, which must be signed **within 15 days** from the date of transmission of the communication via email;
- e) **failure to submit the contract or early withdrawal without justified reason may result in forfeiture and replacement (see Arts. 6.7 and 10), as well as possible obligation to reimburse expenses incurred by the Organisation.**

7.2 Participation in activities

- a) participate in at least **3 experiences** included in the official programme;
- b) participate in evaluation activities (questionnaires, interviews, focus groups), providing **accurate feedback within the specified deadlines**. Participants will also be asked to complete a **final questionnaire within 7 days after the end of the stay**, in accordance with the project's evaluation plan;
- c) follow the programme, schedule and instructions of the Organisation. Any violations are subject to the provisions set out in point 4.2 of this regulation.

7.3 Digital tools and proper use

- a) where applicable, participants will use the **digital tools provided by the project** (e.g. experimental app or game interfaces), following the instructions given;
- b) the use of digital tools will depend on the **technical availability of the project at the time of the test**;
- c) sharing credentials, manipulating systems, or accessing functionalities not intended for public use is prohibited; in the event of violations, the Organiser reserves the right to exclude the offender from the programme and request reimbursement of costs incurred and any damages suffered;

d) the Organisation provides no guarantee regarding the operation, absence of errors, or loss of data related to the digital tools, and shall not be held liable for any direct or indirect damages caused by malfunctions, interruptions, system errors, or the loss of data generated through the use of such tools.

7.4 Data generated from the experience

a) Data generated during the activities may be processed solely for project purposes, including in aggregated or anonymised form, in compliance with the privacy policy and GDPR.

The participant acknowledges and agrees that the data, information, and outputs generated through the use of digital tools and activities (including feedback and questionnaire response) are the exclusive property of the Organisation and its project partners. By submitting the application, the participant grants a free, irrevocable, and transferable license to use such data for the specified scientific and project purposes.

b) The rights of data subjects under applicable law remain fully preserved.

7.5 Conduct, safety and respect for premises

a) conduct oneself properly and respectfully toward people, property and the environment; comply with safety regulations and instructions provided by staff. See point 3.4 (assumption of risk);

b) respect the rules of sites and experiences (opening hours, prohibitions, permitted materials, etc.);

c) in the event of damage to persons or property resulting from intentional or negligent behaviour by the participant, responsibility and any related compensation obligation shall remain solely with the responsible party (and, for damages caused by minors, with the accompanying contact person and/or those holding parental responsibility).

7.6 Images and multimedia content

a) Participation implies **authorization for the acquisition (photo/audio/video)** and the non-exclusive, royalty-free use of images and contributions collected during the activities for institutional and promotional purposes of the project and of the related tourism services/experiences in the area (e.g. publication on official websites and social media, information materials, reporting to funding bodies – hereinafter Content). Such authorisation expressly excludes any strictly commercial exploitation. The use of the Content for institutional communication, destination promotion, and the promotion of tourism/cultural experiences linked to the project – even where such promotion may indirectly impact the visibility and attractiveness of the territory – shall not be considered commercial use.

Such authorisation is granted free of charge, implying the waiver of any compensation, royalty, indemnity or reimbursement, on a non-exclusive basis and without territorial or time limitations.

b) **authorisation for the use of images is collected at the time of application** through the online form (mandatory consent section) and constitutes an **essential and necessary condition** for participation in the Call for Explorers 2026;

c) the processing and retention of data are carried out in accordance with the privacy policy; the right to withdraw authorisation remains valid within the limits established by law, without prejudice to uses already made and/or required for reporting purposes;

d) for participants who have not reached the age of majority, a declaration of consent and authorisation for the use of the content, issued and signed by the holder(s) of parental responsibility, is mandatory and binding;

e) **acceptance of this clause constitutes an essential and necessary condition for participation.**

7.7 Communications and confidentiality

a) Maintain the email address indicated in the application active and respond to communications within the established deadlines. All communications sent shall be deemed received and acknowledged by the participant on the date of sending. The Organiser shall not be held responsible for any failure to receive communications due to technical issues.

b) Do not disclose any confidential information related to non-public experimental components without prior authorisation. This obligation remains in force even after the conclusion of the initiative. In case of breach of this obligation, the Organiser reserves the right to exclude the participant and to claim compensation for any damages caused.

7.8 Financial coverage and vouchers

a) Accommodation, meals and activities included in the official programme are covered by the project; travel expenses to and from Ravenna and any other non-included extras are the responsibility of the participants.

b) Any vouchers or benefits provided are personal and non-transferable, and must be used according to the procedures and deadlines communicated. Improper use will result in the loss of the benefit, and the Organiser reserves the right to exclude the participant.

7.9 Withdrawals, impediments and replacements

- a) in the event of withdrawal or inability to participate, the participant (or contact person) must promptly inform the Organiser;
- b) the replacement will be carried out by moving down the corresponding reserve list (see Art. 6.6);
- c) any personal expenses already incurred by the participant or the contact person in the event of withdrawal or exclusion will not be reimbursed, unless otherwise decided at the sole discretion of the Organiser.

7.10 Minors and responsibility of the supervisor

- a) The participation of minors is allowed only if accompanied by at least one adult supervisor, who certifies the minor's physical fitness to participate in the programme, assumes full responsibility for the entire duration of the activities, and holds prior authorisation from the holders of parental responsibility if different (Art. 4.1, letter a).
- b) The supervisor guarantees the accuracy of the information provided for all members of the group (Art. 5.4, letter a).

7.11 Accessibility needs and personal conditions

- a) Any specific needs (accessibility, health, dietary requirements, etc.) must be reported at the time of application and updated promptly in case of changes, to allow for appropriate organisational arrangements. The Organiser shall not be held responsible for any direct or indirect consequences resulting from failure, incomplete, or late communication by the participant.
- b) The Organiser undertakes, within the limits of available resources, to facilitate reasonable arrangements consistent with the objectives of inclusivity, without this creating any binding obligation on the part of the Organiser.

7.12 Prohibition of transfer and improper use of the selection

Selection is personal (or limited to the indicated individual/group) and may not be transferred to third parties; any improper use of the role of selected participant is prohibited.

Violation of this obligation will, at the sole discretion of the Organiser, result in immediate revocation of the selection, or the exclusion of the participant or group from the event, without prejudice to the Organiser's right to seek compensation for any damages incurred.

7.13 Confirmation and proof of arrival

a) By the deadline indicated in the selection notification, the participant or group contact must provide proof of their travel plan to reach Ravenna using appropriate documentation (e.g. plane/train/bus ticket; in the case of arrival by car, a declaration including the vehicle registration number and the expected arrival/departure times).

b) The **proof of travel plans** must be submitted **within 45 days of signing the contract**, and in any case no later than the following deadlines:

- Stay 25–29 May → **31 March 2026**
- Stay 22–26 June → **27 April 2026**
- Stay 13–17 July → **18 May 2026**

c) Failure to submit proof of travel within the deadlines indicated in point (b), or submission of incomplete, false, or inappropriate documentation, may, at the sole discretion of the Organiser, result in the participant's exclusion from the selection and the automatic termination of the contract, without the need for prior notice. In such cases, the Organiser will replace the participant by moving down the reserve list (Art. 6.6).

d) Travel expenses to and from Ravenna remain the responsibility of the participants. Any changes to the travel plan must be communicated promptly.

7.14 Organisational changes

For technical reasons or in cases of force majeure, the Organiser may make changes to programmes, schedules, venues, or modes of implementation, ensuring timely communication and, where possible, equivalent alternative arrangements, without prejudice to the provisions of Art. 6.8.

8. Financial coverage

8.1 Expenses covered by the project

a) **accommodation and meals** for the entire stay (5 days / 4 nights), according to the arrangements defined by the Organiser and communicated to the selected participants;

b) **activities included in the official programme**, such as guided tours, entry fees, workshops, and services explicitly indicated as part of the project. Anything not expressly mentioned as part of the project is excluded;

c) **any vouchers or benefits** provided under the FOOTPRINTS project, communicated at a later stage to the selected participants. Their provision is at the sole discretion of the Organiser and does not constitute a contractual right.

8.2 Expenses borne by the participants

a) **travel expenses to and from Ravenna**, regardless of the means of transport used, are entirely borne by the participants. The Organisation will not provide any reimbursement of contribution for transportation costs;

b) any **personal expenses, meals not included, or other extras** not provided for in the official programme are likewise entirely at the participant's expense;

c) the project does not cover **personal insurance policies** (travel, accident, health), unless otherwise communicated officially.

8.3 Vouchers and benefits

a) any vouchers or benefits provided under the project have **no monetary** value and consist of **services, experiences, or symbolic recognitions** related to the activity programme;

b) such benefits are **personal and non-transferable**, and must be used according to the procedures and deadlines communicated to participants;

c) they **cannot be converted into cash** or into goods/services other than those provided for;

d) improper or unauthorised use will result in the **withdrawal of the benefit**;

e) the list of available benefits and the relevant terms of use will be communicated prior to the beginning of the stay.

8.4 Reimbursements and financial reporting

Unless otherwise officially communicated, **no reimbursements will be provided** for expenses incurred by participants.

Should the Organisation, at its sole discretion, decide to activate reimbursements procedures, these will be communicated separately. In any case, the activation of such procedures shall not constitute a precedent or a future obligation.

8.5 Changes

For technical or project-related reasons, the Organisation may take adjustments to the items covered or not covered, ensuring **timely and transparent communication** to the participants concerned, without this giving rise to any right to compensation, reimbursement, or claims.

9. Processing of personal data

9.1 Data controller and contact information

The processing of personal data of candidates and participants is carried out by **Ravenna Incoming Convention & Visitors Bureau** (PP2 of the FOOTPRINTS project), acting as the **Data Controller** for the purposes of application, selection and operational management of WP5.

For any requests or to exercise rights under the GDPR, you can contact: footprints@visitravenna.it

Any appointed data processors or technical partners (e.g. managers of the EU Survey platform or providers of digital services) act as **Data Processors** in accordance with agreements compliant with EU Regulation 2016/679 (GDPR).

9.2 Purpose and legal basis of processing

Personal data are processed for the following purposes:

- **Receipt, registration, management and evaluation of the application**, and communication of the selection results for participation as an Explorer/Temporary Citizen within WP5;
- **Compliance with legal, regulatory and EU obligations**;
- **Organisational management of the stay**, planning of activities, and fulfilment of obligations related to the management of bookings, service provision and event organisation, aimed at ensuring the best possible experience;
- Performance of **obligations arising from a contract or pre-contractual relationship**, in the phase in which the candidate is selected as Explorer and the relationship between the parties and the project/service partners is formalised;
- **Reporting and monitoring** of the FOOTPRINTS project funded by the European Union;
- **Registration of the APP/WEBAPP** guiding participants through the Explorer experience;
- **Sending of technical and service communications** related to the stay;
- **Collection of comments and feedback** useful for service improvement, and for gathering observations, ideas and suggestions;

- **Institutional and promotional communication purposes** related to the project and associated experiences, within the limits set out in Art. 7.6 of the regulation.

The legal basis for processing are as follows:

- **performance of pre-contractual or contractual**, organisational/administrative activities with participants;
- compliance with legal **obligations** to which the data controller is subject;
- **legitimate interest** of the data controller;
- **explicit consent of the data subject**, for one or more specific purposes;

9.3 Types of data processed

The following categories of personal data are collected and processed:

- **Personal data** (*identification and contact details of the contact person: name, surname, email address, country, and region of residence, required also for administrative and accounting purposes, as well as for registration pursuant to Article 109 of the Italian Act of Public Security Laws and to the Italian Ministerial Decree of January 7, 2013*);
- **Special data** (art. 9 GDPR – *sensitive data*) that may be contained in the identity document required for registration and application purposes, or collected solely to provide personalised services or facilities related to specific health conditions or disabilities;
- **Data relating to vulnerable subjects** (minors, persons with disabilities, and other protected categories) who may be involved in the travel experience;
- **Data relating to the applicant and their group** (number of participants, age, family composition, organisational preferences, and availability for the stay dates);
- **Data generated during the activities** (data collected through questionnaires, interviews, or operational logs from digital tools, if used);
- **Images, videos and contributions** collected during project activities, within the limits of the authorisations granted.

9.4 Provision of data

The provision of the requested data is **mandatory** in order to participate in the selection process; failure to provide such data will make it impossible to evaluate the application.

The provision of the candidate's data, as well as that of the members of their travel group – at least those marked with an asterisk as mandatory – is required for the management and registration of the application as an Explorer. Therefore, any refusal to provide such data will prevent the registration.

Failure to accept the mandatory consents (regulation, privacy notice, image release form) prevents the submission of the application form.

The data controller shall not be held responsible for any inaccuracies in the information provided by the candidate concerning third parties involved in the travel experience. The candidate-contact person is solely responsible for communicating with the Organisation and, by accepting this notice, declares that they have obtained authorisation from the members of the travel group to provide their data.

For consent regarding the processing use, and disclosure of image data, please refer to the specific release form available via the link in the dedicated section of the form and on the EUSurvey platform.

Consents are all given by **selecting the relevant checkboxes** on the EU Survey platform at the time of application.

By confirming that they have read and accepted this privacy notice through the selection of the checkboxes on the EUSurvey platform where the application form is hosted, the candidate declares that they give consent to the data controller for the processing of the data indicated above, including, in particular, sensitive data, and that they **hold the required authorisations for the processing and provision of data concerning any minors involved, where applicable.**

9.5 Recipients

- Public authorities and law enforcement for the registration of stays, insurance companies;
- Internal company personnel who are duly trained and informed, carriers, and transport companies;
- Companies providing maintenance/repair of hardware and software IT equipment, and internet and web service providers;
- Professional firms, companies, and/or business associations providing certain accounting and/or tax services;
- Partners operating as independent data controllers for purposes within their competence, and companies with which the organisation collaborates or that contribute to parts of the work necessary for the execution of the contract/service;
- Specific project partners appointed as External data processors pursuant to Article 28 of the GDPR (a complete list is maintained by the data controller in the appendix to its record of processing activities);

Data transferability: you are informed that your data, in digital format, will be stored on a server located within the European Union. Your data may be entered, for the purpose of booking services and events, into dedicated software whose providers have been appointed as External data processors under Art. 28 of the GDPR and have declared that they implement adequate security measures in compliance with legal requirements.

Any transfers of data outside the EU will be carried out in compliance with the **safeguards provided for under Chapter V of the GDPR**, such as adequacy decisions or standard contractual clauses.

9.6 Retention periods of the data

- Data collected for the registration of your application > will be retained for the time necessary to process your application and until the closing date for application for the selection of the Explorers;
- Data collected for registration in the gamified APP/WEBAPP and for the management of project activities > will be retained until the end of your Explorer experience;
- Data collected for subsequent contractual obligations, legal requirements, and reporting/archiving obligations of the funded project > 10 years;
- Data collected for potential litigation purposes > until the conclusion of the proceedings.

Once these retention periods have expired, the data will be deleted or anonymised. Any data that is not necessary or exceeds the purposes indicated above will also be deleted at the end of the experience.

9.7 Rights of data subjects

Data subjects are informed of their right to request access to their personal data, rectification, erasure, restriction of processing, objection to processing, and data portability. To exercise these rights, or to request a complete list of data processors and recipients to whom the data may be communicated and who may process it for their own purposes in connection with the purposes described above, you may **contact the data controller using the contact details provided in the header section**. You also have the right to lodge a complaint with a supervisory authority and are informed that you have the right not to be subject to decisions based solely on automated processing, including profiling.

Since the processing is also based on consent (pursuant to Art. 6, § 1, letter a or Art. 9 § 2, letter a), you have the right to withdraw your consent at any time without affecting the lawfulness of processing carried out on the basis of your consent prior to its withdrawal.

9.8 Processing of images and multimedia content

The processing of images, video recordings and contributions collected during the stay takes place **within the limits of the authorisation granted at the time of application**, and solely for institutional, promotional or reporting purposes related to the project.

No commercial or profit-making use is intended.

The retention periods and the procedures for withdrawing consent are specified in the release form, which provides the following retention periods:

- **Retention** of images, photographs and videos on the company website and social media profiles → until consent is withdrawn or a request is made for their deletion/exercise of the right to erasure
 - **Retention** of images, photographs and video recordings within the **company archive** → until the conclusion of the project
- By selecting the checkbox on the project application form confirming that they have read and accepted the release form, the candidate **declares**, pursuant to the European Regulation on the protection of personal data (GDPR), that they **freely, specifically, informedly, and unequivocally consent** to the collection and use of photographs/video recordings for the purposes described in this notice and in the general privacy notice on the processing of personal data, which they have likewise consulted previously.
 - The candidate **declares that they hold the required authorisations for the processing and provision of image data of any minors who may be involved in their travel experience.**
 - The data controller does not assume any responsibility for any false statements made by the candidate.
 - The data controller further declares that they have no claims regarding the matters indicated above and irrevocably waive any action or claim arising from the consent given.

In the event of selection, participants will be provided with personalised release forms.

9.9 Data security

Security and processing methods: during the various stages of data processing, the data may be handled electronically, non-electronically, or via telematics means. Data will be stored and kept in digital or paper format, with particular attention to access management and document protection, and with enhanced safeguards depending on their sensitivity. Data will be kept at the data controller premises, which implements appropriate security measures to prevent unauthorised access, disclosure, alteration or destruction of such personal data. Data will not be communicated to third parties except for the purposes explicitly stated in this privacy notice.

9.10 Non-discrimination and sampling

The processing of data for the purposes of selection and sample composition is carried out **in compliance with EU Directives on non-discrimination, ensuring equal access opportunities and sampling criteria consistent with the objectives of the FOOTPRINTS project.**

It is emphasised that **your data will not be subject to profiling**, nor will it be collected to make automated or discriminatory decisions that have legal effects or significantly affect you personally. Data will be used solely (in accordance with the principles outlined in point 2b of the regulation) for the selection of explorers and participants in the project.

9.11 Full privacy notice

The **full privacy notice regarding the processing of personal data** will be made available online alongside the application form at the following official channels of the Call for Explorers 2026:

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

Acknowledgement and acceptance of this privacy notice is a **mandatory condition for submitting the application.**

10. Grounds for exclusion and termination

10.1 Exclusion during the application phase

The following will result in automatic exclusion from the selection process:

- a) Failure to meet the requirements set out in Article 4 of this regulation;
- b) Incomplete applications, missing one or more of the required attachments or containing unreadable or expired documentation;
- c) Failure to accept even one of the **mandatory consents** (regulation, privacy notice, image release form);
- d) Submission of the application after the deadline or through methods other than those specified (e.g. email, postal mail)
- e) False or misleading statements, or the use of another person's identity or documentation;

f) Multiple submissions by the same contact person or household – in such cases, only the **first complete application** will be considered valid;

g) Clear inconsistency between the information provided and the eligibility criteria of the Call for Explorers 2026 (e.g. residence in the province of Ravenna, group of more than 5 people).

10.2 Termination of participation after selection

The following will result in loss of the right to participate, or in the automatic termination of the contract:

a) Failure to return the **signed letter of commitment** within the deadline (7 days from the notification of selection);

b) Failure to **sign the contract** within 15 days of its transmission by the Organisation;

c) Failure to provide **proof of travel** within 45 days of signing the contract, or beyond the deadlines indicated in Art. 7.13;

d) Failure to attend at the start of the stay or early withdrawal without justified reason;

e) Serious or repeated violations of participation obligations (Art. 7), including misconduct or actions causing harm to people, property, or sites;

f) Improper use of vouchers or benefits (Art. 7.8) or transfer of the selection to third parties (7.12);

g) **Subsequent revocation of authorisation to use images** if such revocation prevents compliance with the communication and reporting obligations required by the project;

h) Provision of untruthful or outdated data that compromises correct administrative or logistical management.

10.3 Procedure

a) The Organisation will notify exclusion or disqualification **via email** to the address provided in the application, specifying the reason and, where applicable, the deadline for any required follow-up or corrections. Such notification is considered received and formally valid from the moment it is sent.

b) In the case of correctable irregularities (e.g. a partially illegible document), the Organisation may request **supplementary information within a fixed deadline**; failure to respond within this deadline will result in definitive exclusion.

c) In the event of termination of participation, the **participant will be replaced by moving up the corresponding reserve list** (Art. 6.6).

10.4 Effects

a) exclusion or termination of the participation results in the **loss of the right to participate in the stay** and to benefit from any vouchers or benefits that may have been assigned. By accepting this regulation, the excluded or disqualified participant expressly waives any claim for compensation, indemnity or reimbursement;

b) in particular, any **personal expenses incurred** by the applicant or participant will not be reimbursed, unless otherwise communicated officially;

c) the Organisation reserves the right to take any further measures, including legal action, in the event of **damage to persons or property**, as well as any other actions necessary to protect the Organisation.

10.5 Reports and complaints

Any reports or complaints related to the application of this article may be submitted in accordance with the procedures and deadlines set out in **Section 12 – Contacts and complaints**.

11. Publication and acceptance

11.1 Official publication

This regulation is published on the **official channels of the Call for Explorers 2026**, accessible via:

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

Any additional communications, clarifications or updates will be distributed exclusively through the same channels.

11.2 Language versions

The regulation is available in Italian and English.

In the event of interpretative discrepancies, **the Italian version shall prevail**.

11.3 Entry into force and duration

This regulation enters into force on the **date of publication of the Call for Explorers 2026** and remains valid until the completion of the related procedures, including the management of waiting lists and the stay of the selected participants.

11.4 Explicit acceptance

Submitting an application via the online platform implies **full and unconditional acceptance** of:

- this regulation;
- the **privacy policy**;
- the release form for collection, retention and dissemination of photographs and video recordings.

These acceptances are collected through **mandatory consent checkboxes** on the EU Survey platform and constitute a **necessary condition for submitting the form**.

11.5 Amendments and additions

For organisational or project-related needs, the Organisation may make **amendments or additions** to the regulation before the call closes, ensuring publication and maximum visibility through the official channels.

Such amendments do not apply retroactively to applications already submitted, except when they introduce more favourable conditions or result from regulatory updates.

11.6 Interpretation and precedence

For any interpretative questions, reference should be made to the Organisation: Ravenna Incoming Convention & Visitors Bureau (PP2).

In case of any conflict between this regulation and non-binding informational materials (e.g. FAQs, social media posts, press releases), **the regulation shall prevail**.

11.7 Related documents

The following documents are integral part of the procedure:

- a) the **privacy policy** provided at the time of application;
- b) the **official online application form** (EU Survey);
- c) the **letter of commitment** and the **contract** signed by the selected participants;
- d) any **operational attachments** referenced in the regulation or communicated to participants (e.g. guidelines, travel proof documents, or consent forms for minors).

12. Contacts and complaints

12.1 Official contacts

For information and communications regarding the Call for Explorers 2026:

footprints@visitravenna.it

Official channels of the Call for Explorers 2026:

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

Official communications and updates will be published exclusively on the channels listed above. Permitted languages for contact are **Italian and English**.

12.2 Subject and limits of complaints

Complaints may be submitted regarding:

- a) alleged procedural errors or irregularities in the application of this regulation;
- b) alleged inconsistencies or inaccuracies in the data used for evaluation purposes;
- c) requests for clarification on the application of selection criteria of quotas (Art. 6).

Complaints challenging **discretionary evaluations** made in accordance with the established criteria, or complaints outside the scope of the Call for Explorers 2026, will not be accepted.

Submitting a complaint **does not suspend the effects** of exclusion or termination, unless otherwise communicated officially by the Organisation.

12.3 Submission procedures

Complaints must be submitted **exclusively by email** to the address indicated in Section 12.1 and must include:

- a) identification details of the complainant (and of the group contact person, if applicable);
- b) the application number or ID (if available);
- c) a clear description of the facts and reasons for the complaint, including any relevant attachments;
- d) a valid email address to receive responses.

Accepted languages: **Italian or English**.

12.4 Deadlines

- a) complaints must be submitted **within 10 calendar days** from the notification of the selection outcome (Art. 6.7);
- b) the Organisation will acknowledge **receipt** within **5 working days** of receiving the complaint;
- c) a **reasoned response** will be provided **within 30 working days**; in complex cases, this deadline may be extended once for a maximum of **15 days**, with a justified notification to the complainant.

12.5 Review and decision

- a) The Organisation evaluates the documentation received and, if necessary, may request additional information (allowing a minimum of 5 working days for response);
- b) The outcome of the complaint may consist of:
 - **a motivated rejection,**
 - **partial or full acceptance** (with any necessary correction)
 - **dismissal due to inadmissibility or irrelevance;**
- c) Any corrections do not affect rights acquired by third parties, except as provided in the regulation (e.g. reserve list adjustments, Art. 6.6);

Under no circumstances will the outcome of the complaint or the correction of a procedural error entitle the complainant to any compensation, indemnity, reimbursement of expenses from the Organisation, unless otherwise officially communicated.

12.6 Inadmissibility

Complaints are considered **inadmissible** if they are:

- anonymous or missing the essential information specified in section 12.3;
- submitted after the deadlines set forth;
- containing offensive language or content not relevant to the subject of the call.

12.7 Protection of personal data

For requests concerning the processing of personal data (access, correction, deletion, etc.), the provisions of **Art. 9. Processing of personal data** apply. The right to contact the **Data protection authority** for matters within its competence is without prejudice.

Responses will be provided in Italian or English.

In case of interpretative discrepancies, the **Italian version of the regulation shall prevail** (Art. 11.2).

12.8 Applicable law and competent court

This regulation and any dispute arising from or in connection with it shall be governed exclusively by Italian law.

Without prejudice to mandatory provisions, the exclusive jurisdiction for the resolution of any dispute arising from or related to this regulation shall lie with the court of Ravenna, to the exclusion of any other court.