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# NORTHEASTERN UNIVERSITY GLOBAL SERVICE PROVIDER AGREEMENT
**between**
**Aristotle University of Thessaloniki**
**&**
**Northeastern University**
**on behalf of**
**The Global Experience Office**

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**THIS AGREEMENT** is made and entered into by and between **Aristotle University of Thessaloniki** ("Service Provider") and Northeastern University ("Northeastern") on behalf of its Global Experience Office (GEO) for the express purposes set forth in this agreement.

In consideration of the terms and conditions contained herein, or attached and incorporated and made a part hereof, Service Provider and Northeastern mutually agree as follows:

1. **Details of Program for which Services are being Provided:**

| | |
|---|---|
| Type of Academic Program: | Dialogue of Civilizations (DOC) |
| Program Title: | Dialogue: Thessaloniki & Athens, Greece: Genocide, war, and resilience in Greece - A case study of past and current challenges |

Individual and Department in charge of the Program/Services for each party:

| | Individual: | Department: |
|---|---|---|
| Service Provider: | Dimitra Mentekidou | Aristotle University of Thessaloniki |
| University: | Brittany Harris | The Global Experience Office |

2. **Responsibilities of Service Provider shall be to:**

- Provide the services described in the attached Schedule I in a professional, timely, safe, and secure manner.
- Except as otherwise expressly agreed in writing, furnish all equipment and supplies required for provision of the services hereunder.
- Identify, perform appropriate due diligence on, and use reasonable care in selecting proposed vendors (housing, transportation, excursions, etc.) for Northeastern students participating in the Program.
- Promptly respond to requests/inquiries from Northeastern related to its students or the Program.
- Ensure that the emergency protocols set forth in the attached Schedule II are followed, and immediately notify the emergency contact(s) set forth in Schedule II if Service Provider becomes

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aware of an emergency or urgent incident involving a Northeastern participant during the term of this agreement.

- Submit an invoice, per the guidelines outlined in Schedule III, for all amounts due under this agreement. Initial invoice should be delivered within 30 days after this agreement is executed.

**3. Responsibilities of Northeastern shall be to:**

- Send a finalized roster of all students and other participants prior to arrival.
- Submit all necessary documentation and forms prior to arrival.
- Pay program fee and any pre-approved extra charges incurred in accordance with the terms of this agreement.

**4. Modification and Cancellation**

- For the period from execution of this agreement until the Services Start Date, Northeastern may modify the dates and number of participants set forth above upon written notice to Service Provider. Any costs arising from these changes shall be the responsibility of Northeastern. Additional costs shall be communicated promptly to Northeastern in writing and must be accepted by Northeastern in writing before any changes are implemented.If not accepted, the Program will be implemented as initially planned.
- Written approval from GEO is required for any costs or expenses in addition to the fees set forth above. If written approval is not obtained, Northeastern shall have no responsibility to reimburse the Service Provider for such additional costs or expenses.
- Northeastern may cancel this agreement at any time up to 75 days prior to the Services Start Date upon written notice to Service Provider.

**5. Miscellaneous**

a) Service Provider hereby indemnifies and shall defend and hold harmless Northeastern, its officers, trustees, employees, agents, students, and faculty members (collectively, "Northeastern Indemnified Parties") from and against all suits, claims, liabilities, damages, costs, fees (including, without limitation, reasonable attorneys' fees), and expenses of any kind or nature to the extent arising from or relating to any breach by Service Provider of the terms of this agreement, or any negligent or wrongful act or omission of Service Provider or its officers, directors, employees, contractors, or agents, unless arising from the gross negligence or willful misconduct of any of the Northeastern Indemnified Parties.

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b) Except as provided in the foregoing clause (a), in no event shall Service Provider or Northeastern or any of their principals, officers, employees, agents, students or faculty members be liable for any indirect, incidental, consequential, special, exemplary or punitive damages whatsoever in connection with claims arising under or related to this agreement, even if advised of the possibility of such damages.

c) Service Provider shall comply with all local, state/province, and federal laws, regulations and other legal requirements applicable to its performance of the Services under this agreement.

d) If either party is prevented from or delayed in providing or using the services hereunder due to interruption or delay in transportation services, war or acts of terrorism, pandemic (including COVID-19 or coronavirus), acts of God, strikes, natural disaster, court or governmental order, public health advisory for any country with respect to which the services will be rendered, regulatory or statutory change, or other similar or dissimilar cause beyond the reasonable control of such party (each, a *force majeure* event), such prevention or delay shall be excused and the affected party shall have the right to terminate this agreement or propose modifications to the timing of the services, provided that (i) written notice of the force majeure circumstances and consequence (i.e., termination, suspension or delay in the provision or use of the services hereunder) is given by the affected party to the other party as soon as possible; (ii) the affected party uses reasonable efforts to minimize the impact of the force majeure event; and (iii) additional expense or other adverse financial conditions shall not be deemed force majeure. Upon receiving a force majeure notice that does not require termination, the non-affected party shall have the option of terminating the agreement if the parties cannot agree on modifications to timing or if the force majeure event is not reasonably expected to be resolved within 30 days. Each party shall bear its own costs and expenses, and neither shall have any liability to the other, in the event of a termination, suspension, or delay due to force majeure. If any prepayment of the fees due hereunder has been made, the parties will negotiate in good faith to determine an equitable refund, provided that any prepayments that have been used to pay reasonable, non-recoverable expenses in preparation for the program or event shall not be refunded.

**6. Translation Clause**

This agreement has been negotiated and executed by the Parties in English. In the event any translation of this agreement is prepared for convenience or any other purpose, the provisions of the English version shall prevail.

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7. **Confidentiality**

All information provided by or on behalf of Northeastern to Service Provider, including (without limitation) all personal data and student information, is considered confidential information ("Confidential Information"). Service Provider shall not disclose, access or use or permit others to disclose, access or use the Confidential Information except as required to perform the Services as expressly provided in this agreement. Service Provider shall safeguard and keep confidential the Confidential Information using the same degree of care that it uses to protect its own confidential and proprietary information, and in any event using at least reasonable care under the circumstances. The Service Provider shall not promote, advertise, or otherwise disclose any information about the Program or the services being provided hereunder without the prior written consent of the University. If applicable, the parties shall comply with the provisions of the United Kingdom or European Union General Data Protection Regulation (GDPR) that apply to the parties' activities under this agreement, and shall execute any additional agreements that may be required for such compliance.

8. **Non-Discrimination Clause**

Each Party agrees that it shall not discriminate in any of its programs, operations, or agreements against any person because of race, religion, color, sex, sexual orientation, gender identity or expression, age, marital or veteran status, disability, or any other status or class protected by law in the Commonwealth of Massachusetts. Each Party shall comply with applicable national, regional, and local laws pertaining to discrimination.

9. **Term of the Agreement**

This agreement will commence on the latest date set forth on the signature page below and will terminate on the Services End Date. Either party may terminate this agreement at any time if the other party is in breach of any of its material obligations under this agreement and such breach is not promptly and timely cured following written notice thereof, or pursuant to Section 5 (*force majeure*) above.

10. **Relationship of the Parties**

The status of Service Provider shall be that of an independent contractor and not that of any employee, agent or partner of the University. The Service Provider shall have no power or authority to act on behalf of Northeastern or in its name or to bind the University, either directly or indirectly, in any manner.

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**11. General**

This agreement and the attached Schedules contain the entire agreement between the parties with respect to the subject matter hereof, and supersede all prior communications, understandings and agreements, whether oral or written. Each party warrants that it has the legal authority to enter into this agreement and perform its obligations hereunder, and that the person executing this agreement on its behalf is duly authorized to do so. The parties will use reasonable best efforts to resolve any difference or dispute arising out of the interpretation, implementation or application of the provisions of this Agreement amicably by mutual consultation or negotiation between the Parties without reference to any third party or international tribunal. Any amendment to this agreement must be in writing and signed by an authorized representative of each party.

**Executed by an authorized representative of each party as of the last date set forth below:**

**Northeastern University**

By (signature): Signed by: Elizabeth Zulick C87D72882AD94EE...

Print Name: Elizabeth Zulick

Title: Senior Vice Chancellor, Education Innovation

Date (MM/DD/YY): 1/23/2025 | 3:44:11 PM EST

**Aristotle University of Thessaloniki**

By (signature):

Print Name: Ioannis N. Feidas

Title: Rector

Date (MM/DD/YY): 25/2/2025

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## Schedule I:

**Scope of Service**

| Participant Numbers | |
|---|---|
| **Faculty** | 2 |
| **Staff** | |
| **Students** | 16 |
| **Total** | 18 |

| Service Dates | |
|---|---|
| **Start Date (MM/DD/YY)** | 07/07/25 |
| **End Date (MM/DD/YY)** | 08/06/25 |
| **If there are multiple dates please write in below:** | |
| | |

| Services (1) | Description (2) |
|---|---|
| **See attached offer** | |
| | |
| | |
| | |
| | |
| | |

(1) For example, accommodations, excursions, transportation, in-country logistics, etc.
(2) Please provide full description of services to be provided, including (as applicable) dates, locations, number of participants, any inclusions/exclusions.

| Program Fee | |
|---|---|
| **Currency** | EUR |
| **Per Person** | **Flat Rate/Total** |
| | 61,000 |

| PAYMENT | |
|---|---|
| Northeastern will pay the Service Provider (please check one of the below boxes): | |
| | in full upon conclusion of the Services |
| | in accordance with the following payment schedule |
| X | in full prior to commencement of the Services |

**If the invoice for any amount due under this agreement has not been received by Northeastern within 60 days after the conclusion of the Services, such amount shall be deemed waived and Northeastern shall have no further liability for payment thereof.**

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## Schedule II:
## Emergency Protocols

In case of emergency or crisis situations the Service Provider will immediately contact the Northeastern Police (NUPD) first via phone, in accordance with University Policy. That call should then be followed up with a call and or email to the Assistant Director of Advising listed below.

**Northeastern University Police Department (NUPD)**

716 Columbus Ave
Boston, MA 02120

**Emergency Number**
Police, fire and medical emergency
(617) 373-3333

**Global Experience Office (GEO)**

**GEO On-Call**
**Incident Response Number**
(617) 373 – 5011

**Main Office**
(617) 373-5276

**Additional Safety Information, Protocols or Policies:**

1. If Service Provider is providing, or engaging the services of other service providers (subcontrators/subagents) to provide, student housing and/or excursions (e.g., residences, buses, boats, trains), the following provisions apply:

a. Service Provider, and its subcontractors/subagents, must have first aid and cardiopulmonary resuscitation (CPR) equipment on site and on all vehicles that will be used to transport students. The equipment must include Automated External Defibrillators (AED), bandages, sterilization solutions, and other items that would be commonly found in first aid kits. The equipment must be in working order and fully stocked prior to the arrival of Northeastern students or personnel.

b. Service Provider's staff, and the staff of its subcontractors/subagents, must have up-to-date training and credentialing from a locally recognized authority to administer first aid and CPR.

c. Where legally permitted, Service Provider and its subcontractors/subagents should provide personnel who are appropriately trained to administer epi-pens and other medications.

If Service Provider is unable to comply with the foregoing requirements, it shall notify Northeastern immediately and, if Northeastern elects to provide such supplies and equipment, cooperate with Northeastern to install and maintain such supplies and equipment for use in connection with the Program.

2. If Service Provider provides staff, or engages subcontractors/subagents to provide staff, to support Northeastern students and personnel directly, including (without limitation) vehicle operators, tour guides, front desk attendees, and security officers, such staff members must have proper training to complete their contracted assignment and be trained in CPR, first aid, and operating an AED.

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## Schedule III:

### Invoice Requirements

Please note that an invoice is required in order for payment to be proceeded by Northeastern. Below outlines what is needed within the invoice, this list may be used as a checklist, if need be, when preparing an invoice:

- ☐ Must read "INVOICE" at the top.
- ☐ Should be addressed to Northeastern University GEO
- ☐ Vendor Name & Address
- ☐ Invoice Date & Due Date
- ☐ Itemized breakdown of the services being provided, when exactly they will occur and a cost breakdown.
- ☐ Include payment details:
  - If **CHECK**: Who should it be addressed to and the addrtess which it should be mailed to if required.
  - If **WIRE**:
    - Bank Name & Address
    - Swift Code
    - IBAN (is required for all payments going to European countries)
    - Account Number

Northeastern cannot wire money domestically, only internationally.

*****All invoices must be accompanied by a tax form (see Schedule IV)*****

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ARISTOTLE UNIVERSITY OF THESSALONIKI

**Aristotle University of Thessaloniki (AUTh)**
**offer for**
**Study abroad program,**
**supported by Northeastern University's Global Experience Office**
in Collaboration with AUTh

Regarding the above request, we are sending you our offer which includes the following services:

- Guest lectures by AUTh Faculty Members
- Fully equipped Lecture Hall
- Accommodation in Thessaloniki for 16 people in double rooms (8 doubles) for 26 nights (07-28/07/25 21 nights & 01-06/08/25 5 nights) in 4* Hotels with breakfast
- Accommodation in Ioannina for 16 people in double rooms (8 doubles) for 1 night (28-29/07/25) in a 4* Hotel with breakfast
- Accommodation in Ioannina for 3 people (2 female teachers + 1 bus driver) in single rooms (3 single rooms) for 1 night (28-29/07/25) in a 4* Hotel with breakfast
- Accommodation in Athens for 16 people in double rooms (8 doubles) for 3 nights (29/07-01/08/25) in a 4* Hotel with breakfast
- Accommodation in Athens for 3 people (2 female teachers + 1 bus driver) in single rooms (3 single rooms) for 3 nights (29/07-01/08/25) in a 4* Hotel with breakfast
- Climate Crisis Resilience Fee for 8 double rooms for a total of 30 nights
- Climate Crisis Resilience Fee for 4 single rooms for a total of 4 nights
- Internet ecard with unlimited MB and some talk time
- Civil Liability Insurance for all days (from 07/07/25 to 08/06/25)
- Office attendant, where provided
- Tickets to museums, where provided
- University tote bag with informative material

The program includes the following services and benefits:

**Monday 7-7-2025**
- Arrival Thessaloniki & settling in at Hotel
- Meeting with the Program organizers in the University – University tour

**Tuesday 8-7-2025**
- Official Guide for an afternoon walking tour of Thessaloniki to important monuments of the city
- Tickets to the Rotonda

**Wednesday 9-7-2025**
- Introduction to the history of Thessaloniki - Guest lecture AUTh
- Official Guide Archaeological Museum of Thessaloniki
- Tickets Archaeological Museum of Thessaloniki

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**Thursday 10-7-2025**
- Official Guide Byzantine Museum
- Tickets Byzantine Museum

**Friday 11-7-2025**
- Transportation by 20-seat bus, for a Day Excursion to the Birthplace of Alexander the Great, Pella, Mieza- School of Aristotle, Aiges, tombs of Vergina
- Official Tour Guide for a day Trip to the Birthplace of Alexander the Great Pella, Mieza- School of Aristotle, Aiges, Vergina tombs
- Tombs tickets - new museum of Aiges - Palace
- Tickets Pella
- Mieza tickets

**Saturday 12-7-2025**
- FREE TIME

**Sunday 13-7-2025**
FREE TIME

**Monday 14-7-2025**
- Transportation by 20-seater bus, for an afternoon tour of the Old Town of Thessaloniki
- Official Guide for an afternoon tour of the Old Town of Thessaloniki (tour - Echoes of the Ottoman Period in the city)

**Tuesday 15-7-2025**
- The Greek (Pontic) Genocide – Seminar (Guest lecture AUTh)
- Visit to Merimna Pontion Kyrion & the Pontian genocide memorial

**Wednesday 16-7-2025**
- Visit to the Armenian Cultural Center & the Armenian genocide memorial

**Thursday 17-7-2025**
- Official Guide Afternoon Tour of the Ataturk House and Museum "Echoes of Greek- Turkish relations in the city"
- Atatürk Museum tickets

**Friday 18-7-2025**
- Transportation by 20-seater bus to Kilkis or Drama or Serres or Komotini
- Official Guide for a day trip to a Pontic city such as Kilkis, Drama Serres or Komotini. contemporary relations between Muslims and Christians.

We suggest XANTHI, perhaps with a short stop at KAVALA for a Pontic element or Nestos river

**Saturday 7-19-2025**

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Cultural activity Musical adventures with Kyriakos Kalaitzidis - on your own

**Sunday 20-7-2025**
FREE TIME

**Monday 21-7-2025**
- Transportation by 20/seater bus, for afternoon visit to sites (Nazi shelter at Anatolia Pylaia College, Hortiatis Massacre Memorial Graves/monuments of allied troops of World War I and II and other monuments in Thessaloniki)
- Official Tour Guide for Afternoon Dark Tourism Tour Visiting sites (Nazi bunker in Anatolia Pylaia ; Hortiatis Massacre Memorial; WW1 and WW2 allied troop graves/monuments) We definitely recommend Zeitenlik.

**Tuesday 22-7-2025**
- Transportation by 20-seater bus in the afternoon, guided tour of the city's Jewish monuments, synagogues, holocaust memorial, Old railway station, old Jewish cemetery
- Official Guide Afternoon Memorial sites in the city today, Visit to the Monasteries & Yad Lezikaron Synagogue. Holocaust Memorial & Old Railway Station, at the old Jewish cemetery memorial.

**Wednesday 23-7-2025**
- Remembering the past - trauma, memory, and commemoration - Seminar (Natalie @AUTh in conversation with Guest speaker – to be confirmed)
- Official Guide in the afternoon Echoes of the Holocaust in the city. Jewish Museum Tour. The only survivor of the Holocaust is Mr. Cunio, but we consider it unlikely that we will have him, he is 97 years old. Someone from the community we will most likely be able to find.
- Tickets Jewish Museum

**Thursday 24-7-2025**
- Learning from the past - Migration, expulsion, refugees – Seminar (Guest lecture AuTh with focus on past and present migration phenomenon or Youly) – to be confirmed
- PM – Debrief: to be arranged by you, to be discussed with us if you need help in arranging the place

**Friday 25-7-2025**
- Foundations - Current challenges in Greece today: A focus on climate change, Seminar (Youly @AuTh or a conversation with a representative of the municipal government or the Region of Central Macedonia administration) – to be confirmed
- Transportation by 20-hour bus in the afternoon, to Gerovasiliou Estate and return
- Private Tour of the vineyard, winery and Wine Museum in order to explore the impacts of climate change on agricultural production.

**Saturday 26-7-2025**

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FREE TIME

**Sunday 27-7-2025**
FREE TIME

**Monday 28-7- 2025**
- Transportation with a 50-seater bus. Departure from the hotel for an excursion to Ioannina - Accommodation in Ioannina.
- Official Guide in Ioannina for a city tour. A representative of our office will also accompany

**Tuesday 29-7-2025**
- Transportation by 50-seater bus. Departure from the hotel in Ioannina with destination Athens. Stop in Delphi and visit the museum and the archaeological site of Delphi. Arrival at the hotel in Athens.
- Official Tour Guide at the Archaeological Site of Delphi (Sanctuary of Apollo) and at the Delphi Museum
- Tickets to the Archaeological site of Delphi (Sanctuary of Apollo) and the Delphi museum. A representative of our office will also accompany

**Wednesday 30-7-2025**
- Transportation with a 50-seater bus for a city tour of Athens
- Morning visit to the Hellenic Parliament.
- Official Guide for Visiting the Acropolis - archaeological site, Acropolis Museum and City tour of the city of Athens
- Tickets Acropolis Archaeological Site
- Tickets New Acropolis Museum

**Thursday 31-7-2025**
- Visit to the Greek Council for Refugees

**Friday 8-1-2025**
- Transportation by 50-seater bus, departure for return to Thessaloniki with an intermediate stop at a farm.
- Visit to a farm in Pieria to discuss the effects of climate change. A representative of our office will also accompany

**Saturday 08-02-2025**
- FREE TIME

**Sunday 8-3-2025**
- FREE TIME

**Monday 8-4-2025**
- Final update, Youli Natalie - organization/processing by you

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**Tuesday 8-5-2025**

- Preparation for departure - organized/handled by you

**Wednesday 6-8-2025**

- Departure - alone

**Price for 16 payable persons - students = €61.000,00 total (3.812,5 per student)**

The price includes exactly what is described in the program above, VAT, all taxes and charges.
The above price does not include:

➔ Air tickets

➔ Anything optional or extra or anything not mentioned in the above services.

➔ Extra drinks, water, meals, anything other than breakfast included in overnight stays at accommodation hotels.

➔ Any guarantee that each hotel may request.

➔ Damages that may occur to hotels. (These will be covered by whoever is responsible for the damage)

**Important Notes: **

- We can additionally offer you air tickets or any other service you wish. For air travel you will need to inform us of the exact departure dates and place of departure/destination.
- The bus that will be used will be 20 seats except for the dates 28/07-01/08 for 5 days which will be a 50 seater bus to have a comfortable journey and to fit their suitcases in the vehicle.
- The price includes the driver's accommodation and meals from 28/07-01/08.
- Prices are for a total of 16 paying persons for the specific dates listed and are subject to hotel availability. Accommodation is calculated for 16 students in double rooms in Thessaloniki. In Ioannina and Athens, 2 additional single beds have been calculated for female teachers. If one of the following changes: number of people/rooms, dates, composition of rooms, hotel availability - the offer is not valid. In a possible reduction in the number of participants (16 students and 2 teachers) in less than three weeks before arrival price remains the same. If the number of people increases, the surcharge should be calculated.
- The price includes all legal taxes.
- In order to ensure the visits to the museums at the times and days we wish, we must make the appointment a reasonable time before the visit. Also each museum has different opening hours which may not apply in 2025 & most do not operate in the afternoons. So the program will be modified according to the opening hours of the museums and archaeological sites.
- The whispers of the museums are not included in the price, if you want whispers or if they are imposed on a visit they cost 2.5 euros per person per tour and will be added to the total cost.
- For the visit to the Parliament we should send a request to schedule the visit.
- At the Gerovasiliou Estate, Fridays are currently open from 10:00 to 16:00 and the times of the guided tours are: 10:30, 12:00, 13:30 and 15:00. Times may change until July 2025.
- Most open archeological sites close when we have very high temperatures in July.

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- During the visit to the museums and archaeological sites, the following must be shown: a) Certification of the status of the teachers and the status of the students signed by the legal representative of the educational institution where the teachers work and the students study b) passport of the interested parties. Those interested should have with them during the visits all the necessary documents from which their status will be presumed.