

REFUND OF THE REGISTRATION FEE

1. RIGHT OF WITHDRAWAL

Withdrawal consists on cancelling the registration with the right of being refunded the total amount paid for the course. According to the Real Decreto Legislativo 1/2007 (<https://www.boe.es/eli/es/rdlg/2007/11/16/1/con>), of 16th November, approving the Texto Refundido de la Ley General para la Defensa de los Consumidores y Usuarios (Amended Text of the General Law for the Defense of Consumers and Users), the withdrawal period is 14 days from the date of payment of the course on. Within this period, you don't have to justify your decision of withdrawal.

For exercising their right of withdrawal, students must communicate their unequivocal decision to Nuestra Señora de Guadalupe Residence Hall by e-mailing to info.guadalupe@eoi.es within the 14 following calendar days from the registration.

The Residence Hall shall issue an acknowledgement of receipt of that request. In case of withdrawal, students will get back all the payments done, without undue delay and always within the 14 days after noticing the Residence Hall their decision of withdrawal of the contract. The refund will be done by means of a bank transfer to the bank account determined by students.

2. CANCELLATION OF REGISTRATION

Without prejudice to the aforementioned right of withdrawal, the Residence Hall additionally offers the student the possibility of asking for the refund of the amount actually paid as registration fees. The estimated deadline for requiring the refund always ends on the **10 calendar days before the beginning of the course**. The student must e-mail to Nuestra Señora de Guadalupe Residence Hall (info@guadalupe.eoi.es) just in case of:

- Serious illness or accident.
- Unavoidable public duty.
- Official studies examinations.
- Denied visa.
- Impossibility or limitation of travel due to the pandemic situation as communicated by the relevant authorities in the country of the enrolled student.

Refunds will not be issued if the application has not been received at least before those 10 calendar days previous to the beginning of the course. In order to process the cancellation of registration, the student will send us:

- Doctor's note, proof of Court attendance or proof of examination for which the cancellation is requested.
- Scanned copy of the original visa denial letter.
- Bank receipt of the payment of the registration fees.

Refunds will not be issued after the above mentioned deadline.

The Residence Hall will confirm the acknowledgement of the documents, and will check the veracity of said proofs. In such cases, the Residence Hall will refund the amount paid as registration fees by means of a bank transfer, except for 50€ administrative fee per course, by way of administration and management costs. The estimated deadline for receiving the refund is three months since the submission of the withdrawal request. In none of these cases shall the Residence Hall pay Commissions which may be given risen by the refund of the registration fees. Bank commissions raised by the refund of the registration fees shall be paid by the students.

3. CANCELLATION OF THE COURSES

The total amount of registration fees shall be refunded by means of bank transfer in the cases listed below:

- Cancellation of those courses that do not have a minimum number of participants.
- Cancellation due to reasons beyond the Residence Hall control.

If the student does not meet the conditions stated in sections 1, 2 and 3, registration fees shall not be refunded.