



Refunds policy

1. Context

This policy is key in the registration procedure of the students in CHARM-EU Master's Degrees and other programmes. It is necessary to ensure potential students they will be able to receive the refund of deposits or tuition fees in CHARM-EU if they are in the right to do so, in case they cannot finally complete the registration process or because of unexpected circumstances.

2. Purpose

The purpose of this policy is to:

- Be transparent regarding the situations that can imply a refund of the paid fees to the enrolled students before and after the course has started taking into account their personal and family circumstances.

3. Benefits

To provide students with the option of cancelling their registration as CHARM-EU students, being understandable with them.

4. Scope

The scope of this policy is specific to refunds policy (see definition below).



5. Principles

Many situations may arise when a student is looking for a Master's Degree, thus from CHARM-EU we are committed to respect them without causing a major harm to their finances by fully or partially returning the paid fee.

6. Definitions

- 6.1 **Application fee:** sum of money paid into a bank or building society account, in this case it is paid to CHARM-EU for the registering and administrative costs of admission or registration.
- 6.2. **Reservation fee:** amount to be paid to confirm the place in a programme once the student has been admitted and before registration. This amount has the consideration of partial payment of the tuition/registration fee and will not be refunded if the student does not finalize the registration in the programme.
- 6.3 **Tuition fee:** As established in the *Tuition fees policy*, the tuition fee includes lectures, seminars, tutorials, access to library and information technology facilities and course administration. It does not include living expenses, accommodation, travel and visa costs, textbooks or additional services. It does not include either the application fee nor the Students levies and charges that can be compulsory in some members of the alliance.
- 6.4 **Long duration programmes:** those that last at least one academic year.

7. Policy

- 7.1. CHARM-EU accepts no obligation to refund any fee, or part thereof.
- 7.2. Application and reservation fees are not refundable under any circumstances.
- 7.3. Refunds may be issued in the following circumstances only:



- a. when an amount in excess of the total tuition fee due has been paid, e.g. a deposit plus full fee
 - b. when a student officially withdraws from CHARM-EU and this results in a credit balance
- 7.4. No refund is made to a student while a balance of fees remains due.
- 7.5. Refunds to grant holders or sponsored students who have paid fees and/or a deposit pending approval of a grant, are issued only when CHARM-EU has received the fee payment from the grant authority or sponsor. These refunds are issued automatically and do not need to be claimed from CHARM-EU.
- 7.6. No refunds are permitted in respect of programmes of short duration e.g. completed in one trimester or less.
- 7.7. Refunds in case of cancellations and withdrawals (long duration programmes):
- As stated in 7.2., application and reservation fees are not refundable in all cases.
- 7.7.1 If student has not started the programme where she/he has enrolled or officially withdraws during the first month of the programme: Cancellation of the registration with full refund of tuition fees that have been paid in advance could be entitled.
- 7.7.3. Students officially withdrawing before the starting of the 2nd semester:
- Withdrawal of the programme with partial refund of tuition fees, 50%.
- 7.7.4. Students officially withdrawing during the 2nd semester:
- Withdrawal of the programme: students are liable for payment of the full tuition fee for that academic year
- 7.8. Refunds to applicants who do not qualify for entry because they do not meet the entry requirements are regulated as in 7.7.



7.9. Non-EU students who are refused a visa must provide a copy of the refusal letter from the Immigration Authorities as part of their application for a refund of tuition fees.

7.10. Non-EU students who travel to EU must attach to their refund application, a copy of a used air ticket in their own name with boarding card as proof of return to their home country.

7.11 Students remain liable for fees for the period of registration up to the date they officially withdraw from the CHARM-EU course.

7.12 To officially withdraw, students will have to follow the procedures indicated in the website of their programme. Please note that the date of withdrawal is important for fees purposes and may impact on the fees as well as the academic status and certificates.

8. Responsibility

8.1 The Academic Board, or delegated authorities, are responsible of setting, revising and implementing the refund policy annually.

9. Related Documents

9.1 Tuition Fees Policy

9.2 Grants Policy

10. Document Control

10.1 Date of initial approval: Academic Board 26/08/2021

10.2 Date policy effective from: 26/08/2021

10.3 Date of next review: Academic Year 2022-2023