

Refunds policy

1. Context

- 1.1. This policy is key in the registration procedure of the students in CHARM-EU MSc in Global Challenges for Sustainability (120 ECTS version). It is necessary to ensure potential students they will be able to receive the refund of tuition fees in CHARM-EU if they are in the right to do so because of circumstances detailed within this policy.

2. Purpose

The purpose of this policy is to:

- 2.1. Provide guidelines on the refunding of paid student fees for the CHARM-EU MSc in Global Challenges for Sustainability.
- 2.2. Be transparent regarding the situations that can imply a refund of the paid fees to students before and after the course has started taking into account their personal and family circumstances.

3. Benefits

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

4. Scope

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

- 4.2. The provisions set out in this refund policy will be limited by the scope set in the CHARM-EIGHT Grant Agreement & MSc in Global Challenges for Sustainability Cooperation Agreement and the applicable law.
- 4.3. The scope of this policy is solely for the CHARM-EU MSc in Global Challenges for Sustainability (120 ECTS version).

5. Principles

- 5.1. There may be situations where a student seeks a refund related to the MSc in Global Challenges for Sustainability. At CHARM-EU, we are committed to handling such cases with consideration to avoid undue financial burden on the student.
- 5.2. As such, we may offer a full or partial refund of the paid tuition fees, depending on the circumstances.

6. Definitions

- 6.1. Admissions fee: amount to be paid for the administrative costs of admission.
- 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 fee and will not be refunded even if the student does not finalize the registration in the programme.
- 6.3. 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, admissions fee, or student levies or charges that may be compulsory in some CHARM-EU partners. The reservation fee is considered as a partial payment of the tuition fee.
- 6.4. Other levies and charges: Student levies and charges that can be compulsory in some members of the alliance.
- 6.5. Student: An individual who has formally applied, admitted and enrolled in the CHARM-EU MSc in Global Challenges for Sustainability.

- 6.6. Applicant: An individual who has applied for the CHARM-EU MSc in Global Challenges for Sustainability or has engaged with CHARM-EU staff to that end, but is not formally registered or admitted as a student.

7. Policy

- 7.1. CHARM-EU accepts no obligation to refund any fee, or part thereof.
- 7.2. Admission and reservation fees are non-refundable, except in exceptional circumstances such as death, an overpayment, an incorrect payment, or if the program is ultimately not offered.
- 7.3. Refunds to tuition fees may be issued in the following circumstances only:
- 7.3.1. When an amount in excess of the total tuition fee due has been paid, e.g. a deposit plus full fee.
 - 7.3.2. 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. Refunds in case of cancellations and withdrawals:
- 7.6.1. As stated in 7.2., admissions and reservation fees are not refundable in any cases.
 - 7.6.2. Students who have not started the programme where they have enrolled or officially withdraw 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.
 - 7.6.3. Students officially withdrawing before the starting of the 2nd semester: Withdrawal of the programme with partial refund of tuition fees, 50%.
 - 7.6.4. Students officially withdrawing during the 2nd semester:

- 7.7. 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. This letter must be provided within the first month of the programme timetable.
- 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 Withdrawal procedure. 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 Executive Board are responsible of setting, revising and implementing the refund policy.

9. Related Documents

- 9.1. Tuition Fees Policy
- 9.2. Grants Policy
- 9.3. Withdrawal Procedure

10. Document Control

Date of initial approval: Executive Board 06/02/2025

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Date of next review: Academic year 2027/2028