

REFUND POLICY

College	Castelldefels School of Social Science	Policy number	AP0012
Department	Administration	Date issued	10.05.2018
Policy title	Refund Policy	Renewal date	03.07.2020

Castelldefels School of Social Science (To be referred as "CSSS") acknowledges the importance of managing effectively potential problem/conflict areas surrounding student's fee payments. The purpose of this policy shall be:

- To aid clarification of matters ensuring from refuse.
- To clarify responsibilities and roles in matters relating to refund.
- To clarify CSSS's position on refund matters.

1. CSSS is a private school which currently doesn't receive funding for any of its students. It will charge EU and non-EU citizens the full fees. The amount of each program will vary depending on the course type and duration.

2. Fees and any additional charges must be paid prior to the commencement of the course. All fees and charges can be paid in Bank transfer, by cheque or credit card. Fees will not be deemed 'received' until CSSS has received a confirmation of reception from its bankers. The international student cannot pay fees in cash. They are only allowed to pay in cash in CSSS Finance Department, Barcelona Campus.

3. Please notice that if you are on a two or three-year course the cost of the second and the third year may differ from the cost of the first year. Students applying from outside Spain are normally required to pay their first-year fees in full.

4. Students must also be aware that additional payments may be required from them. Additional charges

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May include:

-Materials – students will be expected to pay a sum for materials when is required as part of their course and such items do not form part of the standard academic resources available to students from the college.

Trips – students undertaking trips as part of their course will be expected to fund them.

Text books– students may be required to acquire relevant textbooks for their course. The School may make arrangements in order to obtain special prices for the students textbooks. In any case, the students need to pay these amounts separately from the course fees.

Exams fees –Students will need to pay for exams' fees CTH diplomas.

Test fees – Student may need to pay for the eligibility test depending upon the course selection.

5. GENERAL REFUND POLICY

5.1. APPLICATION DEADLINE: All applications for a refund must be made at least 28 days before the commencement date of the course (as detailed in the Letter of Acceptance).

5.2. ADMINISTRATION CHARGE: All applications for a refund are subject to an administration charge of 300 € (plus any courier and transfer charges etc.).

5.3. METHOD OF PAYMENT: Refunds will only be made using the original method of payment and to the person who made the original payment.

5.4. DISBURSEMENTS ARE NON REFUNDABLE: Any fees payable by the School on behalf of the student or in connection with the student's application to a third-party (for example, courier fees, agent fees payable to the agent, etc.) are non-refundable and non-transferable

6. STUDENT CANCELLATION

6.1. CSSS acknowledges that in extreme cases students may be confronted with exceptional circumstances which may present them with difficulties and make it impossible for them to continue their course. If this is the case and the student leaves before the end of the 1st week following commencement of classes one-thirds of the fee would be refunded. If the student leaves after the 1st week following commencement of classes no refund will be given. Approval of refunds due to exceptional circumstances is at the discretion of the School management and would be based on case-by-case. An Administration fee of 250 Euro (this does not include 300 Euros nonrefundable application fees) will be charged for refunds requested by this category of students.

6.2. If confronted with mitigating circumstances (e.g. Illness) which prevent them from advancing on their application. Notice that in this case all original documents previously issued to the students by the school (including visa letters) must be returned to the CSSS.

7. VISA REFUSAL CASES

7.1.The School provides educational services and are NOT immigration advisers. The School is not regulated to offer any immigration advice. If you require immigration advice, you should seek independent legal advice as the School cannot and do not offer any immigration advice.

7.2.The School and its employees are not immigration advisers and therefore the responsibility for the validity and accuracy of a VISA application lies solely with the student. Please note that it is the student's sole responsibility to ensure that they meet immigration requirements.

7.3.The School cannot and will not be held responsible for any VISA refusal based on reasons which are within the student's reasonable control including, the student failing to provide the necessary documents, failing to demonstrate adequate financial support, submitting an incomplete application, false representations being made, or forgery of documents. The student is held responsible if the VISA application has been made late and their CSSS enrolment has already been processed.

7.4.If a student's VISA application is refused due to fault attributable to the student, then there is no entitlement to a refund under our Refunds Policy.

7.5. This Policy must be read in conjunction with the General Refund Policy (Clause 6 – above) the terms of which also apply. Students' attention is particularly drawn to the fact that where they fail to apply for refund 28 days prior to the Course Commencement Date, they will NOT qualify for a refund.

7.6. Students will NOT qualify for a refund where the student has obtained a VISA refusal as per Clause 7.3 above.

7.7.If a student's VISA application has been refused (for circumstances other than those provided in clause 7.6) then the fees paid will be refunded less a registration fee of 300 € (plus any courier and transfer charges) on production of the following documents:

- Copy of the VISA refusal letter
- Copy of the student's passport showing both a photograph and signature
- Where the payee was not the student, an original authority letter from the student authorizing the repayment to the payee.
- All original documents previously issued to the students by the school (including visa letters) must be returned to the CSSS.

7.8.Where a student has failed to comply with the Refund Procedure, they will NOT be eligible for a refund save in exceptional circumstances. The School has sole discretion in determining whether or not student's circumstances are exceptional.

8. CHANGE IN COURSE STRUCTURE

8.1. School management reserves the right to cancel any of the programs in case of less than 10 students enrolls for that program in each intake.

8.2. If there is the case as mentioned in clause 8.1 then student will be transferred to closest program, which is run by the school. The student will notify through official email provided by the student, within 1 week of the change.

8.3. School management reserves the right to change the program and the university partner.

8.4. If there is the case of change in affiliation (University), then student will automatically transfer to new affiliated partner (university).

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9. In addition to other refund cases already covered in this policy, **there is no refund in the following cases:**

9.1. If visa is granted to the applicant and student do not want to study with college.

9.2. If a student has already started their course, refund consideration can only apply under exceptional circumstances which are at the discretion of the school management.

9.3. If student submitted fake documents to the Embassy or Consulate.

9.4. If there is the case of clause 8.2 and 8.4 and student does not want to transfer or does not want to continue with new courses structured by the school.

10. When the School has acknowledged that a refund applicant may access refund, the following will apply:

10.1 Refund application within 10 working days

Visa refusal: When a refund request is made and received within 10 working days from the date recorded on the refusal letter, approval will be subjected to the deduction of non-refundable registration fees of 300 Euros and any other fees payable by the School on behalf of the student or in connection with the student's application to a third-party (for example, courier fees, bank charges, agent fees payable to the agent, etc.). Refund may arrive to student account within 60 working days from the request made to finance@csss.es. Please note that, 60 working days period starts from the day we receive complete information needed to refund.

Mitigating circumstances: When a refund request is made and received within 10 working days from the date recorded on the medical certificate/note, approval will be subjected to the deduction of the non-refundable registration fees of 300 euros and any other fees payable by the School on behalf of the student or in connection with the student's application to a third-party (for example, courier fees, bank charges, agent fees payable to the agent, etc.). There will be a charge of 250 Euros per administration fees. In case of circumstances other than medical condition, school management will decide on case by case. Refund may arrive to student account within 60 working days from the request made to finance@csss.es. Please note that, 60 working days period starts from the day we receive complete information needed to refund.

Note : All the mitigating circumstances, CSSS reserve the right to make the decision whether to make the refund or not.

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10.2 Refund application within 28 working days:

- Visa refusal: when a refund request is made and received within 15 working days from the date recorded on the refusal letter, approval will be subjected to the deduction of the non refundable registration fees of 300 Euros and there will be an extra late charge of 200 euros. Refund may arrive to student account within 60 working days from the request made to finance@csss.es. Please note that, 60 working days period starts from the day we receive complete information needed to refund.

Mitigating circumstances: When a refund request is made and received within 28 working days from the date recorded on the medical certificate/note, approval will be subjected to the deduction of the non-refundable registration fees of 300euros as extra late charge of 450 euros. Refund may arrive to student account within 60 working days from the request made to finance@csss.es. Please note that, 60 working days period starts from the day we receive complete information needed to refund.

Note : All the mitigating circumstances, CSSS reserve the right to make the decision whether to make the refund or not.

10.3 Refund application after 15 working days

No refund is available after 15 days.

In case of visa's refusal, days count from the date recorded on the refusal letter.

In case of health-oriented problem, days count from the date recorded in the medical certificate.

11. Students should also notice that no refunds can be applied in any other circumstance not covered in this policy. Examples of cases which may be presented as reasons for refund application (and which are not accepted)are:

- a. The student has changed his/her mind.
- b. The students can't get used to the weather in Spain.
- c. The students want to change his/her course and move to another school
- d. Student cannot attend the class because of their part time job, number of classes per week
- e. The student cannot cope with the demands of the course
- f. The student's parents want them (the student) to return home (their country of origin).
- g. The student no longer believes their course is accredited or valid.
- h. The course involves too much assignment/work.
- i. The student's interest in the course has dried out.
- j. The student does not feel that he/she receive enough support for the course.
- k. The student's source(s) of funding has ceased.
- l. The student's 'circumstances' has changed.

12. All CSSS applicant (potential student) must read through this policy and sign the School's refund policy acknowledgement form. Not having acknowledged this policy by signing the relevant documents does not exclude any students from its application.

This policy is effective from the date stated above.

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