

EUROACE – Refund, Cancellation and Termination Policies

CANCELLATION

‘Cancellation’ of the student’s program refers to cancelling the academic program BEFORE the start date of the academic program

1. Cancellations due to visa rejections:

A written notification and official receipt of relevant supporting documentation must be presented to EUROACE at least 30 days before the agreed arrival date confirmed on the Official Invitation Letter. Upon receipt of relevant supporting documentation, 70% of academic services* and 100% of accommodation and pick up service will be refunded. (*Academic Services = Spanish Course and/or Internship Placement)

If we receive written evidence of visa rejection less than 30 days prior to the arrival date, a cancellation fee equivalent to 50% of all services included in the program will apply.

Special cases will be taken into consideration based on length of program and services included in the program.

2. Cancellations, which are non-visa related:

These cancellations refer to personal, academic or financial reasons. Below you can see the cancellation fees according to the date of cancellation:

Non-visa related cancellation fees according to notice given prior to program startdate:

- More than 90 Days = 100% Refund of All Services
- 31-90 Days = 70% Refund of Academic Services, 100% Refund of Accommodation and Pick-up Services
- 14-30 Days = 50% Refund of All Services
- Less than 14 Days = 0% Refund of Services

In all cases, credit card payment fees, bank transfer fees due to international charges, or differences due to currency exchange rate charges are all non-refundable. When applicable, accommodation reservation fees are also non-refundable in the case of cancellation or termination.

MODIFICATION OF SERVICES

If a student modifies a service included in their program for another service after payment for the program has been made, and the new service costs less than the original service, the difference between services will be refunded if the modification is made more than 30 days before the start date of the program.

If a student modifies a service included in their program for another service after payment for the program has been made, and the new service costs less than the original service, 50% of the difference between services will be refunded if the modification is made between 14 to 29 days before the start date of the program.

If a student modifies a service included in their program for another service, and the new service costs less than the original service, less than 14 days before the program start date or once their program has already begun, the price difference between services will not be refunded.

Likewise, if a student modifies a service included in their program for another service, and the new service costs more than the original service, the student must pay the price difference when the new service has been confirmed.

TERMINATION

‘Termination’ refers to terminating all or part of the academic program or programs booked, including extensions, AFTER the program has started.

In all cases, no refunds will be made after the arrival date. Students who terminate their program may not be eligible to receive a certificate of completion.

Special cases will be taken into consideration based on length of program and services included in the program.



*****CANCELLATIONS RELATED TO COVID-19 PROTOCOLS:**

Due to the current Covid-19 global health crisis, EUROACE aims to provide maximum flexibility possible for our students and customers. We understand the uncertainties of travel and confirming fixed dates under the current circumstances, and so we treat each case with maximum adaptability. We enable students to postpone their programs due to Covid-19 related reasons, and confirm new dates with 100% flexibility. No extra fees will be charged for postponing your program to a later date.

If the student or customer cannot postpone their program, 100% of accommodation services and pick up service in Spain will be refunded. Academic services will not be refunded but simply transferred online (Spanish courses and Internship programs).