



ESPAÑOL EN TOLEDO



CANCELLATION AND REFUND POLICY

Once the tuition fee has been paid, and provided that the student has not started the course, the Spanish in Toledo program, hereinafter ESTO, will not issue refunds, except in cases of force majeure, which are listed below:

1.- Visa denial: only for those who apply for a student visa that requires authorization to reside in Spain.

It will be necessary to present the official denial documentation issued by the Spanish consulate and provided that it shows that the Appeal for Review has been filed in a timely and proper manner, which the law allows to be submitted free of charge in the month following said denial. In other words, the second possible denial (that of the Appeal for Review) will be awaited before the refund is made effective.

In the event that, after the first visa refusal, the student does NOT provide reliable proof that they have officially submitted their Appeal for Review, it will be understood that they have no interest or desire to pursue their studies, and therefore €700 will be deducted from the expected tuition refund as compensation for the documentary and institutional services provided.

2.- Personal circumstances. Serious illness or death of the student or a family member up to the first degree of consanguinity or affinity.

3.- Changes in the requirements of the Spanish government or the country of origin with regard to travel. Substantial changes in the requirements for applying for a visa or passport imposed by the Spanish government or the government of the country of origin that prevent travel to the destination. The loss or expiration of documents necessary for travel or other personal circumstances related to a traveler's authorization to travel are not covered.

4.- Declared emergencies and epidemics. National or local emergencies, epidemics, pandemics, and public health emergencies officially declared by the government of the country of origin. This does not include diseases that are endemic or already associated with a particular area, such as malaria, dengue fever, etc.

Cancellations must be made in writing by sending an email to esto@uclm.es. Cancellations made by any other means will not be accepted. The email must include all registration details, including: course name, student's first and last names, registration date, and contact details.

The student is entitled to a 100% refund of the amount paid for the course in the cases listed above, provided that this is duly accredited.

APPLICATION DEADLINE.- The student will have 60 days to request a refund of their registration fee from the moment the circumstances described above arise, provided that the student has not started the course. If the refund is not requested within this period, ESTO will understand that the student waives their right to a refund.

Note: Any expenses that may arise (bank fees, credit institution fees, postage, etc.) in order to return the total or partial deposit to a user will always be borne by the student.

Transfer of enrollment:

If the student is unable to participate in the course, they may be offered the transfer of their enrollment to the next edition, if available. If the student chooses to transfer to another date, they must send their request to esto@uclm.es at least 30 days in advance.

Course cancellation policy for the ESPAÑOL EN TOLEDO program:

ESTO reserves the right to postpone or cancel a course if there are not enough students enrolled. In these cases, payments received from students will be fully refunded without the possibility of any other type of compensation.

In the event that the course is canceled or the change of date makes it impossible for students to attend, ESTO will proceed exclusively to refund the tuition payment, without having to pay any other expenses or additional amounts that, where applicable, may have been incurred by the students.