

REFUND POLICY

College	Aspire Business School	Policy number	AP0011
Department	Administration	Date issued	03.07.2017
Policy title	Refund Policy	Renewal date	03.07.2018

Aspire Business School (ABS) 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 ABS's position on refund matters.
1. ABS is a private school which currently doesn't received 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 ABS has received a confirmation of reception from its bankers. International student cannot pay fees in cash.
 3. Please notice that if you are on a two years course the cost of the second 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 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 text books for their course. The School may make arrangements in order to obtain special prices for the students' text books. In any case, the students need to pay these amounts separately from the course fees.

STUDENT CANCELLATION

5. ABS 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 Euro nonrefundable application fees) will be charged for refunds requested by this category of students.
6. Other than refunds directly related to course fees, students may be entitled to a refund in the following cases:
 - 1) **Visa rejection letter:** please, notice that in this case all original documents previously issued to the students by the school (including visa letters) must be returned to the ABS.
 - 2) **Student waiting for visa in their home country:** If confronted with mitigating circumstances (e.g. Illness) which prevents 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 ABS.
7. In addition to other refund cases already covered in this policy, there is no refund in the following cases:
 - 1) If visa is granted to the applicant.
 - 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.
 - 3) If student submitted fake documents to the Embassy or Consulate.
8. When the School has acknowledged that a refund applicant may access refund, the following will apply:
 - **Refund application within 10 working days**
 - o **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.
 - o **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 300euros and there will be a charge of 250 euros per administration fees.

- **Refund application within 28 working days:**
 - **Visa refusal:** When a refund request is made and received within 28 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.
 - **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 application after 28 working days**
 - No refund is available after 28 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.

9. 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:
- The student has changed his/her mind.
 - The students can't get used to the weather in Spain.
 - The students want to change his/her course and move to another school.
 - The student cannot cope with the demands of the course.
 - The student's parents want them (the student) to return home (their country of origin).
 - The student no longer believes their course is accredited or valid.
 - The course involves too much assignment/ work.
 - The student's interest in the course has dried out.
 - The student does not feel that he/she receive enough support for the course.
 - The student's source(s) of funding has ceased.
 - The student's 'circumstances' has changed.
10. All ABS students applicant 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.
11. This policy is effective from de date stated above.

ASPIRE BUSINESS SCHOOL REFUND POLICY ACKNOWLEDGEMENT FORM

THIS DOCUMENT MUST BE SIGNED ONLY AFTER THE STUDENT HAS READ AND AGREED WITH ASPIRE BUSINESS SCHOOL REFUND POLICY.

Having read & understood ABS's refund policy I confirm that I have no hesitations about complying with it in full.

Name of student	
Signature of Student	
Date	

On behalf of ABS:

Name of Staff	
Signature of Staff	
Date	