

## RIGHT OF WITHDRAWAL

Students wishing to exercise their right of withdrawal shall have a period of 14 calendar days from the date on which the enrolment fee was paid.

In accordance with Articles 68 to 79 of Royal Legislative Decree 1/2007 of 16 November, approving the consolidated text of the General Law for the Defence of Consumers and Users, students, in their capacity as consumers, may exercise their right of withdrawal.

To exercise this right, students may:

1. Complete the withdrawal form and send it, together with a scanned copy of their ID document, to the following email address: [escueladeidiomas@ucam.edu](mailto:escueladeidiomas@ucam.edu). In addition, the teaching materials must be returned to ESI unopened and with the original seal intact.

Once ESI has received the documentation and verified that the teaching materials have been returned unopened and with the original seal intact, the corresponding amount will be refunded using the same payment method used for the original transaction. In any event, and at no additional cost, students may request that the refund be made by bank transfer.

## REFUNDS

Once the withdrawal period has expired, enrolment fees shall only be refunded for reasons attributable to ESI. Refund requests based on reasons attributable to the student shall not be accepted.

1. The student must complete the refund request form, duly stating the reasons for the request and providing the relevant supporting documentation, together with the original copy of the 'Student's Copy' of the enrolment form.
2. The refund request must be submitted by the student before 15 December of the year in which enrolment takes place.
3. The administrative support centre must provide the student with confirmation of receipt of the claim submitted.
4. Where a refund is applicable, the student shall receive the amount requested in the refund application either on the student's credit/debit card or by bank transfer to the bank account number provided by the student. In any case, the teaching materials must first be returned unopened and with the original seal intact.

## **CANCELLATION**

Students enrolled on a course may apply to the Management of the centre at which they are enrolled for the cancellation of the examination sittings corresponding to the course in question, provided that the application is submitted before the first assessment sitting for that course.

Acceptance of this application shall not entail the refund of the cost of the materials corresponding to the course. However, it shall allow the student to enrol in the following academic year, and only in that academic year, without having to pay for the teaching materials again.

## **AGENDA Ñ ACTIVITIES**

The refund of the enrolment fee for an activity shall only be granted for reasons attributable to ESI.

Refund requests based on reasons attributable to the student shall be accepted up to 3 days before the activity takes place, coinciding with the payment deadline for each activity.

1. The student must complete the refund request form, duly stating the reasons for the request and providing the relevant supporting documentation, together with the original copy of the 'Student's Copy' of the enrolment form.
2. The administrative support centre must provide the student with confirmation of the action carried out.
3. Where a refund is applicable, the student shall receive the amount requested in the refund application either on the student's credit/debit card or by bank transfer to the bank account number provided by the student.

## **APPLICABLE REGULATIONS AND LEGAL NOTICE**

For any matters not provided for in this document, the University's internal regulations in force shall apply, the Economic Management Regulations, available at the following link: <https://www.ucam.edu/sites/default/files/public/la-universidad/normativa/normativa-de-gestion-economica-es.pdf>

Furthermore, the student declares that they have been informed of, and accept, the terms set out in the University's Legal Notice, available at: <https://www.ucam.edu/aviso-legal>.