Tuition Cancellation Regulations – Master in Interaction Design (MID) Centre Universitari de les Arts - ERAM

Chapter I. General Provisions

Article 1. Purpose and Scope of Application

These regulations govern the conditions for cancelling the place reservation and enrolment for the *Master in Interaction Design (MID)* offered by the Centre Universitari de les Arts - ERAM (hereinafter, "the Centre"). They establish the grounds for cancellation at the student's request, ex officio, and by decision of the Centre, as well as the rules governing the retention or refund of amounts paid.

Formalising the place reservation or enrolment implies express and full acceptance of these regulations.

Article 2. Financial Concepts

For the purposes of these regulations, the amounts paid by the student are classified into:

1. Place reservation fee: Initial amount intended to guarantee the student's place in the programme. It is deducted from the total tuition fee and is non-refundable under any circumstances, except in the cases expressly provided for in Article 8 of these regulations.

2. Tuition/teaching fee: The remainder of the Master's fee, paid as a single payment or in instalments according to the payment schedule established by the Centre.

3. Administrative and management fees: Amounts associated with file opening, international processing, or other administrative procedures. They are non-refundable, except in the cases of cancellation by the Centre provided for in Article 8.

Chapter II. Cancellation at the Student's Request

Article 3. Right of Withdrawal in Distance Contracting and Voluntary Withdrawal

1. **Right of withdrawal (15 calendar days):** Where the place reservation or enrolment has been formalised and paid remotely, the student shall have a period of 15 calendar days from the effective date of payment to exercise their right of withdrawal without needing to provide justification, provided that the teaching activity of the Master's programme has not yet commenced.

2. **Subsequent voluntary withdrawal:** Once the 15-calendar-day period indicated in the previous section has elapsed, voluntary cancellation of enrolment by the student shall not entitle them to a refund of any amount paid (neither the place reservation fee, nor administrative fees, nor the tuition/teaching fee).

3. **Instalment payments:** Formalising enrolment constitutes a full annual financial

commitment. If the student has opted to pay in instalments, voluntary cancellation once the academic year has started does not exempt the student from the obligation to pay all remaining instalments until the total cost of the Master's programme is settled.

Article 4. Deferral and Full Cancellation Due to Force Majeure or Exceptional Circumstances

1. **Grounds:** In the event of suffering a serious illness, a serious accident, or an unforeseen situation of force majeure or exceptional nature, duly substantiated by documentary evidence, which objectively prevents the student from starting or continuing academic activity, the student may request the deferral or full cancellation of enrolment outside ordinary deadlines, following the procedure established in Article 10.

2. **Ordinary procedure (Retention of fees and deferral to the next edition):** As a general rule in such cases, the student shall retain 100% of the tuition/teaching fee paid as a credit towards enrolment in the immediately following edition, while maintaining their place reservation. This right of deferral may be exercised only once and within a maximum period of one academic year. If the student does not formalise enrolment for the following edition within the established deadlines, they shall permanently forfeit all rights over the amounts paid. In the event of a fee increase for the new edition, the student must pay the difference.

3. **Extraordinary procedure (75% refund):** Only in exceptional cases where the student provides documentary proof that the cause of force majeure is permanent or irreversible, making it impossible for them to take the Master's programme in the following edition (such as permanent disability, disabling chronic illness, or death), the Centre's Management may authorise a financial refund. In this case, 75% of the tuition/teaching fee actually paid corresponding to teaching not yet commenced shall be refunded. The place reservation fee and administrative fees shall be excluded from any refund.

Article 5. Partial Cancellation Due to Force Majeure or Exceptional Circumstances

Under the same substantiated circumstances set out in Article 4, the student may request the partial cancellation of enrolled modules or subjects that have not yet commenced.

As a general rule, the amount corresponding to the credits of the cancelled modules shall be retained as a credit to take them in the following edition (up to a maximum limit of one academic year). Only in the event of duly substantiated permanent impossibility shall a 75% refund of the amount for unstarted credits apply, always excluding the place reservation fee and administrative fees.

Chapter III. Ex Officio Cancellation

Article 6. Denial of Study Visa and Inability to Join the Programme

The Centre may cancel enrolment ex officio in the following situations:

1. **Denial of study visa:** If an international student provides official documentary proof that

their study visa has been denied by the competent consular authority, they may choose between:

1.1. Transferring their place and 100% of the tuition/teaching fee paid to the following edition (one-academic-year deferral).

1.2. Requesting a refund of the tuition/teaching fee paid, excluding in all cases the place reservation fee and administrative fees.

Mandatory requirement: To qualify under this section, the student must prove that they booked an appointment or submitted the visa application at least 90 calendar days prior to the start date of the Master's programme. If the denial results from negligence, late submission, or the submission of false or incomplete documentation by the student, there shall be no right to any refund or deferral.

2. **Lack of academic admission documentation:** Academic admission to the Master's programme is conditional upon final verification of the entry qualification. If the student fails to submit, within the established deadline and before the end of July prior to the start of the academic year, the duly legalised/apostilled original documentation proving compliance with the legal requirements for access to Master's studies, the enrolment shall be cancelled ex officio with no right to a refund of the place reservation fee or administrative fees. A refund of the remaining amounts paid shall only be granted if the student proves that the delay in issuing the official degree certificate by their home university is beyond their control.

Article 7. Non-Payment

Failure to pay any instalment by the established due date may result in a written notice to the student specifying the outstanding amount and granting a period of 30 calendar days to regularise the situation.

Once this period has elapsed without payment having been made, the Centre may temporarily suspend the student's academic rights and, if non-payment persists, proceed with the cancellation of enrolment, subject to prior notification to the interested party.

Cancellation of enrolment shall not entail a refund of amounts already paid, without prejudice to cases where legally applicable. Furthermore, cancellation shall not exempt the student from paying any outstanding amounts due in accordance with the contracting terms and applicable regulations.

Chapter IV. Cancellation or Deferral by the Centre

Article 8. Cancellation or Deferral of the Master's Programme

1. **Grounds:** The Centre reserves the right to cancel or postpone the start of the Master's programme in the following cases:

1.1. Failure to reach the minimum number of 8 enrolled students.

1.2. Failure to hold, by the scheduled date, the necessary administrative authorisations or verifications to deliver the programme.

1.3. Force majeure events preventing the delivery of the course.

2. **Notification:** The Centre shall notify each student in writing of the cancellation or deferral at least 30 calendar days prior to the scheduled start date, except in cases of force majeure. The deferral may not exceed one academic year.

3. **Student options in the event of deferral:** The student may choose between:

3.1. A full refund (100%) of all amounts paid, including the place reservation fee and administrative fees, within a maximum period of 30 calendar days.

3.2. Retaining their place for the new edition, with the tuition fee guaranteed and no price increase.

3.3. Transferring the amount paid to another training programme offered by the Centre, settling any price difference where applicable.

If the student does not communicate their choice within 15 calendar days of receiving the notification, they shall be deemed to have opted for a full refund.

4. **Permanent cancellation:** In the event of permanent cancellation of the Master's programme, the Centre shall refund 100% of all amounts paid to all affected students.

5. **Confirmation of start and personal expenses of the student:** The Centre shall officially confirm the start of the Master's programme before [date]. International and domestic students are expressly advised not to incur non-refundable expenses (flight tickets, accommodation rentals, insurance, or consular procedures) until receiving this official confirmation. The Centre shall under no circumstances assume the cost of such expenses.

Article 9. Programme Modifications

The Centre reserves the right to make non-substantial modifications to the academic calendar, timetables, or teaching staff to ensure the academic excellence of the programme, without this giving rise to any right to cancel enrolment or receive a refund.

Likewise, if due to force majeure or health or government recommendations it becomes necessary to temporarily deliver part of the teaching in online or hybrid mode, this change shall not entitle the student to any financial refund.

Chapter V. Procedure, Refunds, and Jurisdiction

Article 10. Submission of Applications

All requests for deferral or cancellation must be formally submitted by email addressed to the Academic Secretariat of the Centre ([official email address]), obligatorily attaching the official

application form available for download on the Centre's website (www.eram.cat).

The application must clearly state the reasons and be accompanied by all official supporting documentation (with a sworn translation into Catalan, Spanish, or English, where applicable).

The Centre's Management shall decide on and notify the student of the resolution within a maximum period of 30 calendar days from receipt of the complete application.

Article 11. Execution of Refunds and Bank Fees

Approved refunds shall be processed without undue delay and, in any event, within a maximum period of 30 calendar days from the date of the favourable resolution, using the same payment method used by the student or by bank transfer to an account held by the student.

Bank charges and fees arising from international transfers or currency exchange when the refund is initiated at the student's request (Articles 3, 4, 5, and 6)

When refunds are made by bank transfer, the SHA (Shared Costs) fee-sharing system shall generally apply, whereby the Centre shall bear the fees charged by its bank and the student shall bear, where applicable, any fees charged by their own bank for receiving the transfer.

For international transfers where legally permissible, bank charges shall be distributed in accordance with the selected transfer method and applicable regulations.

However, where consumer protection regulations require the refund to be made at no cost to the student, the Centre shall bear the necessary fees to ensure that the student receives the full amount due to them.

Final Provision. Entry into Force and Prevailing Language

These regulations shall enter into force in November 2026 and shall apply to all place reservations and enrolments for the *Master in Interaction Design (MID)* starting from the 2027-2028 edition.

This document is published in Catalan and English versions. In the event of any discrepancy in interpretation between the two versions, the text drafted in the Catalan language shall prevail, and the parties expressly submit to the jurisdiction of the courts and tribunals of Girona.