

Cancellation, Withdrawal and Promotional Bundle Policy

1. Contracting

The joint purchase of the official examination and the preparation course may qualify for a specific discount applied to the price of the course. This discount is exclusively commercial in nature and does not imply that both events constitute a single or indivisible service.

Each event is contracted independently, retains its own identity, terms and conditions, and execution, and may be carried out, modified, or cancelled independently.

2. Right of Withdrawal

Where applicable under consumer protection laws and regulations, the customer shall have the right of withdrawal under the terms and within the time limits established by the applicable legislation.

However, where the law provides for an exception to the right of withdrawal for services related to leisure activities, events, or activities with a specific date or period of performance, such exceptions shall apply to the extent permitted by law.

3. Cancellation of One of the Services by the Organization

If the organization cancels any of the contracted services, the customer shall be entitled to a full refund of the amounts paid corresponding exclusively to the cancelled service.

The cancellation of one of the services shall not affect the validity, duration, or performance of the other contracted service, which shall remain subject to its own terms and conditions.

Accordingly, the customer may request the cancellation, termination, or refund of the service that remains in effect and can still be provided as planned, in accordance with its applicable terms and conditions and cancellation policy.

4. Promotion Adjustment

If the purchase of both services resulted in the application of a promotional discount and one of them is subsequently cancelled by the organizer, the refund amount for the cancelled event will be calculated based on the price actually paid for that service under the purchased promotion.

5. Cancellation of a Service by the Student

Without prejudice to any withdrawal rights that may apply to the consumer under current legislation, students who notify the Language Centre of their inability to make use of the contracted service due to a justified reason before the end of the payment period shall be entitled to a refund of the amount paid. Up to 10% may be deducted to cover management and administrative processing costs actually incurred and duly justified.

Once the payment period has ended, no refund of the amounts paid will be made in the event of voluntary cancellation of the service by the student.

6. Course Delivery

The opening of each group will be subject to the existence of a minimum number of enrolled students. The Language Centre reserves the right not to open a group if this minimum number is not reached.

Likewise, admission to a specific level will be subject to the availability of places.

In the event that the course is cancelled due to an insufficient number of enrolled students or the unavailability of places at the level assigned to the student, the Language Centre will refund in full the amounts paid for that course.