COMITATO LINGUISTICO
ITALIANO PER STRANIERI

CANCELLATION AND REFUND POLICY

1. General Principles

- **Written Notification:** The School must be informed immediately, in writing (via email), of any changes, postponements, or cancellations [1]. The date of receipt of the written notice will be considered the official date of cancellation.
- **Non-Refundable Fees:** The registration fee is strictly non-refundable under any circumstances.
- **Non-Transferability:** Down payments, registration fees, and any tuition or accommodation payments are strictly personal and cannot be transferred from person to person.
- **Course Changes:** It is possible to convert the course you are enrolled in to a more intensive course (subject to availability and payment of the price difference), but the reverse (converting to a less intensive course) is not permitted [1]. The School reserves the right to apply an administrative fee to cover processing costs for any requested changes to courses or accommodation.
- **School Rejection:** In the event that Comitato Linguistico refuses an enrollment application, the applicant is entitled to a full refund of all amounts paid within 30 days.

2. Cancellations Before Arrival & Study Visas

- **Standard Cancellation:**
    - If the cancellation is communicated in writing **at least 15 days before** the scheduled course start date, the balance paid will be refunded, excluding the non-refundable registration fee and any bank/transfer charges. Alternatively, a credit voucher for future courses may be issued at the School's discretion.
    - If the cancellation is made **less than 15 days** before the course start date, the School is entitled to retain the deposit or the full amount paid as a cancellation penalty.
- **Study Visa Refusal:** If a student has applied for an Italian Study Visa and it is refused by the Embassy or Consulate, the student will be entitled to a full refund of the tuition fees paid in advance, **less a non-refundable administrative charge of €150** and any bank fees. To claim this refund, the student must provide the official, original written refusal letter issued by the Italian Embassy/Consulate **at least 15 days before** the course start date. If a visa has been already issued, no refunds or date changes are permitted.

3. Course Cancellations, Absences & Public Holidays After Arrival

- **No Refund Policy:** Once the course has commenced, **no refunds, credits, or reductions** will be granted under any circumstances, including late arrival, early departure, unexcused withdrawal, or irregular attendance.

Comitato Linguistico SRLS
Largo Cacciatori delle Alpi, 5 – 06121 PERUGIA
Tel: 0039 075 5721 471
e-mail: info@comitatolinguistico.com
www.comitatolinguistico.com
P.Iva: IT 03756700542

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- **Missed Lessons & Public Holidays:** Lessons missed by the student due to illness, personal reasons, or national/local public holidays are non-refundable and cannot be made up or rescheduled. **The School will be closed on official Italian national and local public holidays**, and no lessons will take place on those days. No compensation or refunds are provided for lessons falling on these calendar holidays.
- **Dismissal:** The School reserves the right to temporarily or permanently dismiss any student whose behavior disrupts the lessons or violates the school's code of conduct. In the event of dismissal, no refund will be issued.

4. Accommodation Policy

- **Cancellations Before Arrival:** Accommodation cancellations follow the same timeline as course cancellations (minimum 15 days' notice required to avoid penalties, subject to specific landlord or agency conditions).
- **No Refund After Arrival:** No refunds or reductions are made for late arrival, early departure, or voluntary abandonment of the accommodation after arrival.
- **Accommodation Changes:** A student requesting a change of accommodation after arrival must present serious, documented, and justified reasons. The accommodation manager will evaluate the request. If the request is deemed justified due to a verified structural malfunction of the installations or other causes of force majeure, the School will arrange alternative suitable accommodation of an equivalent category as soon as possible.