

HOTEL SCHOOL

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HOTEL MANAGEMENT COLLEGE

„HOTEL SCHOOL” Hotel Management College, Ltd
Reg. No: 40103277684, Address: Smilsu Str. 3, Riga, LV-1050, Latvia
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Riga

5.01.2024

No 1-3/1

TUITION FEE REFUND PROCEDURE

Refund procedure (Regulations) at „HOTEL SCHOOL” Hotel Management College Ltd (the HOTEL SCHOOL) prescribes the terms, conditions and procedure by which the tuition fees paid by the applicants and students (the Claimants) or any third party (such as sponsors, family members, agents etc.) shall be refunded by HOTEL SCHOOL and its structural units.

General provisions.

1. The Board of the HOTEL SCHOOL makes a decision on refund of the tuition fees **only after receipt all the documents necessary for decision-making**: in particular, personally signed Refund application form and study contract. Uncertified copies of any documents are not accepted. Terms and conditions prescribed in Refund application form apply. Other documents and information necessary for decision-making may be requested.
2. Refund application and all the necessary documents **must be sent by post** to the legal address of the **HOTEL SCHOOL at 3 Smilsu str., Riga, LV-1050, Latvia**.
3. Dedicated e-mail address for communication with the HOTEL SCHOOL concerning refunds of tuition fee is refunds@hotelschool.lv. **Refund applications or concerning documents send to this e-mail address are not accepted**. Refund applications must be sent to the HOTEL SCHOOL by post as prescribed in clause 2.
4. Board of the HOTEL SCHOOL makes a decision concerning refund of tuition fees **within 30 days after receipt of all the necessary documents and information**.
5. If decision of the Board is positive the HOTEL SCHOOL **refunds the tuition fees within 30 (thirty) days following the date of entry into force of the decision**.
6. The HOTEL SCHOOL refunds the tuition fees through bank transfer direct to the bank account specified in the Refund application form submitted by the Claimant. Refund claimants are responsible for providing complete and precise information about the account holder and the corresponding credit institution, in other respects HOTEL SCHOOL cannot guarantee the compliance with clause 5 of Regulations. HOTEL SCHOOL is not responsible for and shall not cover any deductions applied by the bank (bank commissions, money return commissions etc.) to refund transfers.

Special provisions.

7. The HOTEL SCHOOL refunds the tuition fees paid by the Claimant or any third party **if the HOTEL SCHOOL cancels the implementation of the education programme**. In this case, the Claimant is entitled to have the in advanced paid tuition fees reimbursed in their entirety.
8. The HOTEL SCHOOL refunds the tuition fees, **if the implementation of the education programme is temporarily suspended or withdrawn completely** without offering an alternative of continuing education at another HOTEL SCHOOL programme or at another accredited educational institution that has an agreement with HOTEL SCHOOL. In this case, the student is entitled to receive the refund of the tuition fees that have been paid for the non-delivered classes. The amount of the reimbursement is calculated by the HOTEL SCHOOL.
9. The HOTEL SCHOOL refunds the tuition fees, **if the student withdraws from the study programme no later than before the date of commencement of the studies**. In this case HOTEL SCHOOL deduct 250,00 EUR (two hundred and fifty euros, 00 cents) from the tuition fees paid in advance by or behalf of a student who is a citizen of Republic of Latvia or an individual holding a non-citizen status, or 500,00 EUR (five hundred euros, 00 cents) from the tuition fees paid by a foreign student.
10. The HOTEL SCHOOL refunds the tuition fees paid by the student **partially**, if the **student withdraws registration/enrolment from/in the study programme later than the commencement date of the studies**. In this case, the HOTEL SCHOOL will charge tuition fee for the first semester in full and registration fee paid by the Claimant or any third party, or the full amount paid by the student if it is less than a tuition fee for the first semester to cover the losses of the HOTEL SCHOOL due to the organization of the study process.
11. In case the foreign student **has submitted an application** for a long term visa or a temporary residence permit of Republic of Latvia **in a timely manner** (in accordance with the deadlines set out in study contract) and by adding all the necessary supporting documents outlined in the Immigration Law, Visa Regulations, Residence Permit Regulations as well as by providing all documents requested by other Normative Acts (including the proof of the necessary subsistence to study in the Republic of Latvia), but the issue of a temporary residence permit or long-term visa is refused, the HOTEL SCHOOL reimburses the tuition fees paid by the student. In this case HOTEL SCHOOL shall deduct 500,00 EUR (five hundred euros, 00 cents) from the tuition fees paid in advance by a foreign student.
12. In case the foreign **student has failed to submit the application** for long term visa or temporary residence permit of Republic of Latvia **in a timely manner** (in accordance with the deadlines set out in study contract) **or failed to submit all the necessary supporting documents** outlined in the immigration laws, Visa Regulations, Residence Permit Regulations or other documents requested by other Normative Acts (including the proof of the necessary subsistence to study in the Republic of Latvia) and the issue of a temporary residence permit or long-term visa is refused, the HOTEL SCHOOL reimburses the tuition fees paid by the student. In this case, the HOTEL SCHOOL will charge a tuition fee for the first semester in full and registration fee or the enrolment fee of the UK Edexcel Online system, if applicable, to cover the losses of the HOTEL SCHOOL due to the organization of the study process.
13. In case the foreign **student arrives to Latvia** in order to commence the studies at HOTEL SCHOOL and applies for the temporary residence permit of Republic of Latvia but the temporary residence

permit is refused, the HOTEL SCHOOL reimburses the tuition fees paid by the student. In this case, the HOTEL SCHOOL will charge a tuition fee for the first semester in full and the enrolment fee in amount of 500, 00 EUR (five hundred euro and 00 c.) of the UK Edexcel Online system, if applicable, to cover the losses of the HOTEL SCHOOL due to the organization of the study process.

14. The HOTEL SCHOOL does not reimburse the tuition fees paid by the student due to the **interruption of the studies prior to the term outlined in the study contract**, unless the student has paid the tuition fee for the entire study programme (not less than 2 (two) years) in advance. In this case, the HOTEL SCHOOL shall reimburse the tuition fees paid for the second study year in full, with a condition that the student informs the HOTEL SCHOOL about the decision to terminate the study programme no later than 30 (thirty) days before the beginning of the second school year.
15. HOTEL SCHOOL does not refund tuition fee if issue or registration of a residence permit or any type of visa is refused because applicant or student has not provided all the necessary documents, including those that proves sufficient means of subsistence or provided false information to responsible authorities, including embassies or HOTEL SCHOOL or the submitted documents have been obtained unlawfully or have been forged, or have been tampered with or responsible authorities establish that there is a reason to believe that applicant or student presents the risk of illegal immigration or there are grounds to believe that the real reason for applying for a residence permit or any type of visa does not conform to what has been indicated in the submitted documents.
16. HOTEL SCHOOL does not refund the tuition fees paid by the student due to the **failure to commence the studies on time** or to attend studies with or without a sufficient cause or justification for such circumstances.
17. HOTEL SCHOOL does not refund the tuition fees paid by the student, if the **student does not comply with the Internal Rules** and Safety Regulations and therefore is expelled from HOTEL SCHOOL.
18. HOTEL SCHOOL can refund a full or a partial amount of the tuition fees paid by the student, by adopting a decision regarding **other cases** that are not stipulated in these Regulations. In such case the HOTEL SCHOOL Board assesses a written explanation submitted by the Claimant.
19. Declare invalid Refund procedure at Ltd „HOTEL SCHOOL” Hotel Management College No 1-15/15 from June 12, 2019, Refund procedure at Ltd „HOTEL SCHOOL” Hotel Management College No 1-15/2 from April 29, 2019, Refund procedure at Ltd „HOTEL SCHOOL” Hotel Management College No 1-15/1 from March 15, 2019 and Refund procedure at Ltd „HOTEL SCHOOL” Hotel Management College No 4-6/44 from May 15, 2018. **Regulations comes into force on January 5, 2024 and are not retroactive.**

„HOTEL SCHOOL” Hotel Management College Ltd.

CEO

J. Pasnaka