

HOTEL SCHOOL

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VIESNĪCU BIZNESA KOLEDŽA

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MONEY REFUND PROCEDURE IN THE HOTEL MANAGEMENT COLLEGE „HOTEL SCHOOL”

This procedure (hereinafter referred to as the Procedure) determines in which cases, terms and how the Hotel Management College “HOTEL SCHOOL” and its department of vocational further education and in- in-service training institution “School of Hotel Business Organisation” (hereinafter referred to as HOTEL SCHOOL) deals with the refund of study/tuition fee paid by students and learners.

1. HOTEL SCHOOL **fully** refunds the study/tuition fee by students/learners in the following cases:
 - 1.1. HOTEL SCHOOL cannot implement a study/educational program, because a minimum number of students/learners required for the formation of a group is not enrolled;
 - 1.2. HOTEL SCHOOL cannot ensure implementation of a study/educational program in the amount and time provided in a training plan and cannot offer students/learners the opportunity to continue their study/education in another study/educational program, implemented by HOTEL SCHOOL;
 - 1.1. HOTEL SCHOOL interrupts the implementation of a study/educational program, if it is not accredited in time and HOTEL SCHOOL is unable to ensure the students/learners the opportunity to continue their study/education in equivalent accredited study/educational program in another accredited educational institution;
 - 1.2. A student/learner who concluded an agreement for study/tuition in HOTEL SCHOOL via e-mail, without coming to the HOTEL SCHOOL's premises in person, decides to take advantage of right of cancellation provided by the Provisions of distance contract and submits to HOTEL SCHOOL a written statement on the exercise of right of cancellation within 14 days from the agreement date under the condition that the student/learner has not commenced the study/tuition.
2. HOTEL SCHOOL **partially** refunds the study/tuition fee by students/learners in the following cases:
 - 2.1. A student/learner withdraws his application for study/tuition not later than within 30 days before the study/tuition date indicated in the agreement. In this case, HOTEL SCHOOL deducts 50.00 EUR (fifty euro, 00 cents) of study/tuition fee paid by a local student/learner, who is a citizen of the European Union, a citizen of the

Republic of Latvia or a person with a non-citizen status, or 200.00 EUR (two hundred euro, 00 cents) of study/tuition fee paid by a foreign student/learner, who is not a citizen of the Republic of Latvia or a person with a non-citizen status in order to cover administrative expenses of HOTEL SCHOOL incurred during the processing of an application of the student/learner.

- 2.2. A student/learner who concluded an agreement for study/tuition in HOTEL SCHOOL via e-mail, without coming to the HOTEL SCHOOL's premises in person has started the study/tuition in HOTEL SCHOOL, but he decides to take advantage of right of cancellation provided by the Provisions of distance contract and submits to HOTEL SCHOOL a written statement on the exercise of right of cancellation within 14 days from the agreement date. In this case, HOTEL SCHOOL deducts 50.00 EUR (fifty euro, 00 cents) of study/tuition fee paid by a local student/learner, who is a citizen of the Republic of Latvia or a person with a non-citizen status, or 200.00 EUR (two hundred euro, 00 cents) of study/tuition fee paid by a foreign student/learner, who is not a citizen of the Republic of Latvia or a person with a non-citizen status in order to cover administrative expenses of HOTEL SCHOOL incurred during the processing of an application of the student/learner. In addition, HOTEL SCHOOL deducts the amount which in relation to the full implementation of the agreement is proportional to the executed part of the agreement at the time when the student/learner informs HOTEL SCHOOL on the use of right of cancellation. This amount shall be calculated on the basis of the final contractual price of the study/tuition program.
- 2.3. A foreign student/learner who is not a citizen of the Republic of Latvia or a person with a non-citizen status refused of the issue of a temporary residence for the study/tuition at the territory of the Republic of Latvia by performing all the required provisions defined in the Immigration Law, Residence permit, the Provisions of the countries whose citizens are subjected to additional verifications when issuing a visa or residence permit, as well as actions provided by other laws and regulations. In this case, HOTEL SCHOOL deducts 200.00 EUR (two hundred euro, 00 cents) of study/tuition fee paid by a foreign student/learner in order to cover administrative expenses of HOTEL SCHOOL incurred during the processing of an application of the student/learner
3. Exceptionally HOTEL SCHOOL can fully or partially refund the study/tuition fee paid by students/learners, making a corresponding decision in other cases not mentioned in the paragraph 1 and 2 of this Procedure. In this case, HOTEL SCHOOL evaluates the student/ learner's written explanation of the situation.
4. HOTEL SCHOOL does not refund the study/tuition fee paid by students/learners, if students/learners interrupt the study/tuition before the contractually agreed deadline.
5. HOTEL SCHOOL does not refund the study/tuition fee paid by students/learners, if the student/learner misses the beginning of study/tuition or skips any study/tuition period due to a justified or unjustified reason.
6. HOTEL SCHOOL does not refund the study/tuition fee paid by a foreign student/learner, if a foreign student/learner who is not a citizen of the Republic of Latvia or a person with a non-citizen status does not fulfil all the required actions

defined in the Immigration Law, Residence permit, the Provisions of the countries whose citizens are subjected to additional verifications when issuing a visa or residence permit, as well as actions provided by other laws and regulations to receive the temporary residence permit for studying at the territory of the Republic of Latvia.

7. HOTEL SCHOOL does not refund the study/tuition fee paid by students/learners, if a student/learner is sent down from the list of students/learners of HOTEL SCHOOL due to failure to comply with Internal and safety regulations.
8. HOTEL SCHOOL refunds the study/tuition fee paid by students/learners after a written **application** of a student/learner is received and **edict** of the director of HOTEL SCHOOL or his/her authorized person on the money refund is issued.
9. HOTEL refunds the study/tuition fee paid by students/learners within 30 (thirty) days since the date the edict came into force.
10. HOTEL SCHOOL refunds the study/tuition fee paid by students/learners **by transferring** it to the bank's account specified in an application by the student/learner. The student/learner is obliged to provide full and accurate information about the account holder and service credit institution, otherwise HOTEL SCHOOL cannot guarantee the fulfilment of paragraph 9 of this Procedure.
11. The fee for international payment shall be paid from the study/tuition fee paid by student/learner when refunding the study/tuition fee paid by students/learners by transferring it to the bank's account specified in an application by the student/learner, which is registered in such a credit institution located outside the territory of the Republic of Latvia.

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*Deputy Director of the
Hotel Management College "HOTEL SCHOOL"*

M. Troshkova