	CÓDIGO	DVM-DCI-PRO-001
	ÁREA / UNIDAD	DIRECCIÓN DE COOPERACIÓN INTERNACIONAL
	FECHA	20/01/2025
	VERSIÓN	01

## REFUND PROCEDURES FOR PROGRAM WITHDRAWAL OR SUSPENSION

This refund procedure for program withdrawal or suspension comes into effect as soon as the individual enrolled in any of the programs offered by the International Cooperation Directorate receives the official payment information from the Universidad Viña del Mar (UVM) at the email address they have provided.

Once payment has been made, individuals may withdraw from their program enrollment by requesting its cancellation and, if applicable, a refund of any fees paid. The withdrawal request must be submitted by email to the person coordinating the program to which they are applying.

This procedure may only be applied in the following cases:


- 1. Withdrawal Prior to Commencement:** When the student or institution decides not to participate before the program begins. In this case, UVM will retain 10% of the program fee to cover administrative and management costs.
- 2. Early Termination:** When the student or institution discontinues the program after it has already started. In this situation, refunds will be issued taking into consideration whether the program is semester-based, a four-week intensive format, or a customized program.

SEMESTRAL PROGRAMS		
	% Refundable*	% Non-refundable
Month 1	65%	35%
Month 2	45%	55%
Month 3	20%	80%
Month 4	0%	100%
Month 5	0%	100%

\*This considers the total amount paid by the student (including both tuition and accommodation, or tuition only).

INTENSIVE SPANISH PROGRAM (4 WEEKS)		
	% Refundable*	% Non-refundable
Week 1	65%	35%
Week 2	45%	55%
Week 3	20%	80%
Week 4	0%	100%

\*This considers the total amount paid by the student (including both tuition and accommodation, or tuition only).

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TAILOR MADE PROGRAMS		
	% Refundable*	% Non-refundable
Week 1	65%	35%
Week 2	35%	65%
Week 3/4	0%	100%
*This considers the total amount paid by the student (including both tuition and accommodation, or tuition only).		

**3. Cancellation of Programs Due to Exceptional Circumstances:** If UVM is unable to provide the contracted services due to circumstances beyond its control, the following cancellation conditions apply:

- a. **Cancellation prior to the start date:** Students and institutions will be informed in advance if a semester or program is canceled. The University will refund the full amount paid via international bank transfer, covering any related bank fees. Alternatively, by mutual agreement, the payment may be applied to the following semester if feasible.
- b. **Suspension after the program has commenced:** Should unforeseen circumstances arise that interfere or prevent the continuation of an already initiated program, UVM will evaluate the possibility of continuing it in a virtual format or permanently suspending it due to the impediment. If the program continues in virtual format, no refunds of any kind will be issued. If the program is suspended, students will receive a proportional refund in accordance with the tables provided in Section 2 of this document.

With respect to programs that include accommodation fees, if the program is suspended or shifted to a virtual format before the start date, students and institutions will be informed in advance, and the University will refund the full amount paid for accommodation via international bank transfer, assuming the associated bank fees. If the program is suspended or changed to a virtual format after it has already commenced, the accommodation refund will be limited to the unused months. The determining date will be the month in which the program is suspended, or its modality is changed.