

GISMA REFUNDS POLICY

1. Policy Statement

To receive a refund of any portion of fees paid, the student must provide a complete and signed refund application form submitted via GISMA Refunds Portal, including all documentation relevant to the request, and follow the refund procedure outlined below.

2. Scope

This policy is applicable to all the students who have signed an enrolment contract with GISMA.

This Policy applies in conjunction with GISMA Terms and Conditions and the Study Contract.

The calculation of the tuition amount to be refunded is made according to the clauses stipulated in the Study Contract.

3. Terms and Conditions

- 3.1 All refunds will be processed and paid out, within 45 working days after the submission date provided all the information is complete and correct.
- 3.2 The student is responsible for providing all supporting documentation with the refund application online form. For VISA refusal cases, the student must provide a copy of the official documentation received from the Embassy.
- 3.3 If a student is denied the visa from the visa authorities, the student has no more than 45 calendar days from the date of the refusal (as indicated on the refusal letter, which must be provided to GISMA with the refund application form) to apply for a refund.
- 3.4 To comply with Data Protection Legislation, GISMA will only accept, and process bank details provided via the Online Refunds Portal.
- 3.5 Any refund amount can only be made to the same credit/debit card or bank account used to make the initial payment. If this information has changed, the student is responsible for providing GISMA Refunds Team the official documentation that the card has expired or if the bank account details have changed.
- 3.6 Any bank fees incurred during the payment of tuition fees, including transaction fees, are to be carried by the student. GISMA will only refund the exact amount received, not the amount the student initially paid, and after deduction of any administration fees applicable as indicated in this Policy.
- 3.7 If the bank information received by GISMA is incorrect, the Refunds Team will contact the student and request the correct bank details (except Account Number/IBAN), which must be provided within three (3) working days. Failing to do so will result in the closure of the Refund Request Case.
- 3.8 If the refund payment made by GISMA bounces back due to incorrect bank details provided by the student: (a) the student will carry any charges incurred by GISMA, and (b) the refund case will be automatically closed.
- 3.9 The student must open a new refund application via GISMA Online Refunds Portal, and any charges incurred by GISMA will be deducted from any refund amount paid to the student. The timeline to process the new refund application will be automatically reset to the date the new application is submitted and successfully received by GISMA Refunds Team.

4. Refund Process Timelines

Once the refund application has been successfully submitted, students will receive an automated reply which will confirm the timelines listed below:

- 4.1 A member of GISMA Refunds Team would respond to the student within 2 working days to acknowledge that a refund request is being processed.
- 4.2 That response will be to (a) verify the student details and (b) to request any missing information from the student.
- 4.3 There is a review period of 10 working days to review the information provided by the student in the refund application form, including all supporting documentation.
- 4.4 After this period a decision will be made; if approved and provided all the information is complete and correct, your payment will be completed within 30 working days.

Disclaimer:

The student will carry any bank charges incurred by GISMA due to incorrect bank details provided in the Refund Application Form.

The refund case will be automatically closed if the amount refunded bounces back to GISMA due to incorrect bank details provided by the student. The student must open a new Refund Application and any charges incurred by GISMA will be deducted.

5. Administration Fees *

- 5.1 All deductions will be made in all eligible refund requests in accordance the Terms and Conditions listed in GISMA Study Contract and as per the GISMA Terms and Conditions published online.
- 5.2 Standard deduction of €250 administration fee in all eligible refund requests.
- 5.3 Any refund request not covered in the Terms and Conditions mentioned above will be escalated to the GISMA Leadership Team for review.

* Administration Fees might change at any time at the discretion of GISMA.

6. Appeal Process

Where applicants are dissatisfied with the outcome of their refund applications, they may have recourse to lodge for appeals should either of the following apply:

- 1. The applicant can show procedural or administrative errors where the process leading to the decision has not been carried out correctly. This would include arithmetical errors affecting the value of the refund or misinterpretation of information leading to the final decision.
- 2. Exceptional personal circumstances which were not known to the Refund Committee, and where the applicant can show good reason why such circumstances could not have been made known to the Refund Committee.

Applicants are advised to submit appeal information to support their claims within 14 days of the initial refund decision given to refunds@gisma.com.

The Appeal Committee comprising members of GISMA Management Teams, as well as any other relevant members of staff, will meet within 30 days to review appeal cases, provided the cases satisfy the two conditions above.

Each appeal case information will be presented in a clear and transparent format by the Refunds Manager at least 24 hours prior to each meeting.

In addition to the Refunds Manager acting as Chair, a voting quorum of at least 3 members will be present at each appeal meeting.

The Appeal Committee will make recommendations on each case under review to the Refund Committee, who will assign the final action which will either be:

1. To uphold the original decision.
2. To partially overturn the original decision – making a partial payment or goodwill gesture.
3. To fully overturn and the original decision and refund the full amount.

An appeal decision either to approve or refuse is communicated to the applicants via e-mail by the GISMA Refund Department upon receiving confirmation of the appeal meeting.

Any refund appeal outcomes are to be given to the applicants within 45 working days of their claims submitted.

If the applicant remains dissatisfied with the outcome, they may lodge a formal complaint with the institution regarding the handling of their refund application; in such instances the applicant should be aware that this will not result in a refund decision being overturned.

The complaint can be lodged at studentfeedback@gisma.com