

CANCELLATION POLICY – MICAMPUS MADRID

Every now and then, we understand it may become necessary for potential residents to consider cancelling their application and withdrawing from Residence. Before this happens, students are strongly encouraged to consult with the Residence staff so we can best inform them of their options, resources, and referrals to assist in their decision-making process.

- **For Reservations made before 31/07/2022.** The amount paid will be refunded in case of noticing the cancellation before the 31st of July 2022, only if:
 - They do not get admission in the IE Business School, and they have to move to another city without any Micampus residence.
 - They are accepted for an ERASMUS program (proof of the admission is required).
- **Reservations made after 31/07/2022 or in case of cancellation notice after the 31st July 2022:** penalties will apply. The amount paid for the enrolment and the deposit will be charged.
- **Once the resident is staying in Micampus Madrid,** in case of needing to check out before the contract dates, notice must be given at least 3 months in advance of the real check out date. Otherwise, the penalties will be charged, in this case established by contract for the amount of 2 monthly payments + deposit.

Please note that:

- All cancellations must be provided in writing, in which an email to the Residence is acceptable.
- Refunds, if applicable, will be made after 15th September. Refund processing is prioritized, however sometimes the processing of refunds can take up to 3-4 weeks to complete.
- If the booking is not finished with the payment of the deposit and the signature of the contract, it will be cancelled, and the student will not be eligible for a refund of the amount paid as a penalty.

If you have any further question, please contact us on madrid@micampusliving.com