



# CANCELLATION POLICY

## SUMMER CAMP SPAIN

### DEPOSIT

Once you have selected your preferred stay, please proceed to book online. As soon as Nacel receives your registration request and the requisite booking fee, you will receive confirmation via email that your request has been received and processed. Once your place on the camp has been secured, you will receive an acceptance letter and an invoice. Please note that registration to a camp implies immediate payment of a program deposit of 300 USD.

### BOOKING CANCELLATION

Please note that any cancellation requests must be submitted in writing via registered post or email with an acknowledgment of receipt. Please note that any camp started is due in full, regardless of the reason for cancellation (voluntary, medical, or disciplinary departure). In the event of cancellation, the following policy will apply:

- The deposit of 300 USD is non-refundable if canceled by the participant.
- 2 months before the start full payment is required.
- If canceled between 2 and 3 months before the program starts, 300 USD deposit
- If canceled between 1 and 2 months before the start of the program the cost are 850 EUR + 300 USD deposit.
- If canceled less than 1 month before the start, 100% of the program fees would be charged.

All refunds incur a 9% administration fee.

This cancellation policy applies to all cases, including instances of illness, for which all costs incurred have already been paid, including those related to transportation, accommodation, staff, and administration. Nacel reserves the right to consider a cancellation any instance where the customer fails to pay the outstanding balance on time or fails to communicate the necessary documents.

### MODIFICATION OR CANCELLATION OF STAY BY NACEL

The organization of some programs may be directly linked to the number of registered participants. If the minimum number of participants is not reached 21 days prior to the beginning of the program, NACEL INTERNATIONAL may cancel the program and refund all the money paid by the customer to Nacel. This cancellation cannot be made earlier than 21 days prior to the program start date. Moreover, NACEL INTERNATIONAL reserves the right to cancel the application of a participant if the balance of the stay is not paid at least one month prior to the program start date, or if the application is incomplete, or information is incorrect, or if new information regarding the participant is not compatible with the program.

### LATE REGISTRATION

If registration occurs less than 3 months before the departure date of the stay, the deposit amount increases to 100% of the stay's price. Upon completion, the customer will receive all required camp documents.

### BALANCE PAYMENT

The remaining balance for the stay must be settled at least 3 months before the departure date; failure to do so may result in the cancellation of the stay, with the participant's parents bearing the costs.

### DAMAGE AND RESPECT

- Students are responsible for damages caused intentionally or through negligence.
- Violating accommodation rules may result in loss of security deposit or expulsion.
- Serious disciplinary offences or repeated bad behavior may result in expulsion without refund.