

CANCELLATION POLICY

CANCELLATION POLICY I CAMPUS EXPERIENCE REAL MADRID FOUNDATION 2026

This cancellation policy applies to all registrations made for the **Campus Experience Real Madrid Foundation 2026**.

All cancellation requests must be submitted **in writing** to the Campus coordination team.

Refund and date-change conditions vary depending on when the cancellation is submitted and whether the participant has purchased the **CPP (Campus Protection Plan)**.

1. Cancellations made more than 60 days before the start of the Campus

- **Without CPP:** 75% refund of the amount paid, or the option to change dates.
- **With CPP:** 80% refund of the amount paid, or the option to change dates.

2. Cancellations made between 60 and 30 days before the start of the Campus

- **Without CPP:** No refund will be issued. A date change will be the only option available.
- **With CPP:** 75% refund of the amount paid, or the option to change dates.

3. Cancellations made less than 30 days before the start of the Campus

- **Without CPP:** No refunds or date changes will be accepted, regardless of the reason.
- **With CPP:** No refunds or date changes will be accepted, regardless of the reason.

4. Cancellations during the Campus (force majeure)

No refunds or date changes will be granted for cancellations submitted **after the Campus has begun**, regardless of the cause.

5. Voluntary withdrawal or expulsion

In cases of **voluntary withdrawal** by the participant or **disciplinary expulsion**, no refund or financial recovery will be provided for unused days.

6. Special cases

In **exceptional and duly justified circumstances**, the organization may evaluate the situation individually, **provided the corresponding supporting documentation** is submitted.

7. Refund processing

Refunds, where applicable, will be processed **within up to 2 months following the cancellation of the reservation**.