

Refund Policy

This policy specifies the conditions under which refunds are issued to students who wish to withdraw from their studies at LATAM Global School (LGS).

Refund for New or Returning Students

For students who are beginning their studies at LGS or who have re-enrolled and decide to cancel their enrollment, a refund may be requested under the following circumstances:

1. The withdrawal must be formally requested via the admissions email admissions@latamglobalschool.com within the first five calendar days from the date of platform activation.
2. No assessments from the active course must have been submitted, and no tutoring services must have been used according to their study plan.
3. No queries regarding the course assessments must have been made through email or chat with the teacher.

Note: If the refund request does not meet all the above requirements, the student will not be eligible for a refund. Students who meet the refund eligibility criteria may receive an 80% refund of the monthly plan amount paid, excluding the enrollment fee.

Refund for Regular or Returning Students

The refund for these students only applies when the representative has authorized automatic debit and has formally requested the withdrawal as described in the [Student Withdrawal Policy](#).

Note: If the representative has authorized automatic debit for a date well in advance of the monthly payment date, resulting in an early automatic charge, and then wishes to formally request a withdrawal, only 80% of the debited amount will be refunded.

Students who do not have automatic debit and wish to withdraw from the institution should not make the monthly payment. If they do make the payment and wish to request a refund, they must meet the following requirements:

1. The withdrawal must be formally requested via the admissions email admissions@latamglobalschool.com within the first five calendar days from the date of the monthly payment.
2. No assessments from the active course must have been submitted, and no tutoring services must have been used according to their study plan.
3. No queries regarding the course assessments must have been made through email or chat with the teacher.

Refund for Prepaid Monthly Fees

For New Students:

For new students who prepay several months in advance, they have five calendar days from the date of LMS activation to request a refund, which will be issued at 80% of the prepaid monthly fees, excluding the enrollment fee. The refund will follow the same criteria as for new students as described earlier in this policy.

For Returning or Regular Students:

For students who have been enrolled for more than a month and prepay several months in advance, no refunds will be issued.

Note: In certain cases, exceptions may be made. The school reserves the right to evaluate and validate these cases for a refund. In such circumstances, 80% of the unused monthly fees up to the date of the request will be refunded.

Refund Process

1. The admissions department, in support of the payments department, will review the refund request and decide whether it applies based on each of the cases mentioned.
2. If it is determined that the refund applies, the payments department will contact the representative to inform them and verify the account or card details for the refund. The refund will be made to the same card or account from which the payment was debited.
3. Then, the payments department will send the refund receipt to the representative via email at pagos@latamglobalschool.com.
4. If the refund does not apply, the payments department will contact the representative to explain the reasons for the decision.

Note: For any refund request, the student's representative must be up to date with their monthly payments.

Refund Period: Approved refunds under the terms described above will be processed within fifteen business days following the refund approval.