

## NEWS INSTRUCTIONS FOR REFUND OF DEPOSIT

### INSTRUCTIONS FOR STUDENTS

Refunds of deposits will be made to the same credit card with which you paid when you filled out the application form. If the payment was made by bank transfer, the student is responsible for emailing his or her complete bank details to the Accommodation service ([aloj@csidiomas.ua.es](mailto:aloj@csidiomas.ua.es)):

*Complete name of the payee; Payee's Address*  
*Payee's country of residence, Bank Account Number, IBAN, SWIFT, Name of Bank, Bank Address;*  
*Bank country*

The students must request the return of their deposit by email ([aloj@csidiomas.ua.es](mailto:aloj@csidiomas.ua.es)) notifying the exact departure date from the accommodation.

Furthermore, the students have to fill out the Survey of accommodation quality in the following link:  
<https://forms.gle/278DAFQWzMuHcrmH7>

Once the accommodation service receives the owner's approval, it will proceed to refund within 10 working days. Entitlement to a refund of the deposit expires 3 months after vacating the accommodation.

### INSTRUCTIONS FOR OWNERS

The owners must send an email to accommodation service ([aloj@csidiomas.ua.es](mailto:aloj@csidiomas.ua.es)) with the approval for deposits refunds of students.

In case of not authorizing the total refund of the deposit, an explanation for this must be given

Deductions will be agreed upon in advance with the student and inform about the situation to Accommodation Service

**Important:** if there are expenses paid by the owner, the original official receipt must be included.

### **INCIDENTS**

- The owner and the student agree to settle any claim prior to refund of the deposit.
- Where such agreement is not reached, or outstanding debts exist, the owner must be able to provide proof of these debts or the grounds for any claims.
- Once all the documentation and opinions of owners and students have been received, the CSI accommodation service will study all the options and send an email with the resolution of the problem.