

Cancellation policy - Individuals :

Cancellation of the agreement and no-show:

Whole or partial cancellation of the agreement by the customer must be done in writing. The date on which the Institute is notified in writing of the cancellation by the customer shall be decisive for any compensation owed to the Institute due to the cancellation. The amount of compensation owed by the customer to the Institute as the result of cancellation is a percentage of the total amount of the cancelled service as specified in the quote confirmation. This amount is stipulated as follows:

Accommodation:

If a reservation for only hotel accommodation (with breakfast included) is made, for a one or more Individuals then the following applies to the Cancellation of this reservation.

- a. In case of Cancellation more than 1 month before the Commencement Date, the Customer is not obliged to pay any money to The leuven Institute for Ireland in Europe.
- b. In case of Cancellation more than 5 days before the Commencement Date, the Customer is obliged to pay 30% of the Reservation Value to the The leuven Institute for Ireland in Europe.
- c. In case of Cancellation more than 2 days before the Commencement Date, the Customer is obliged to pay 50% of the Reservation Value to the The leuven Institute for Ireland in Europe.
- d. In case of Cancellation 48 hours or less before the Commencement Date, the Customer is obliged to pay 100% of the Reservation Value to the The leuven Institute for Ireland in Europe.”

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