

Florence School of Regulation Cancellation Policy and Guidelines for Application

1. Introduction

The Florence School of Regulation (FSR) strives to provide high-quality training experiences for all participants. To ensure clarity and fairness, we have established a cancellation policy that applies to all our courses, whether residential, blended or online. This document outlines the cancellation policy in detail and provides guidelines for its application.

For the purpose of this policy, the following definitions apply:

- **Community courses:** Online courses with unrestricted admission, offering flexible learning paths and participant-led sessions.
The courses included in this category are available on the FSR website at: <https://fsr.eui.eu/training/community/>
- **Class courses:** Exclusive and personalised courses, tailored to a limited number of participants and offering numerous live and interactive sessions. These courses can be online, residential or blended.

The courses included in this category are available on the FSR website at:

<https://fsr.eui.eu/training/class/>

2. Scope of the policy

This policy applies to all FSR courses, regardless of format or duration. Exceptions to this policy are outlined under specific circumstances described in Section 4.

3. Cancellation policy

- **Non-Refundable Registration Fee:** The paid registration fee is non-refundable.
- **Registrant Substitution:** Registrants may transfer their registration to another individual up to 20 days before the start date of the course. Substitution requests must be made in writing to fsr.secretariat@eui.eu

4. Exceptions and guidelines

Exceptions to the cancellation policy are considered only in cases of severe, documented circumstances to ensure transparency and fairness.

4.1 General limitations to cancellation policy

The following limitations apply to all exceptions, including those related to health issues or force majeure events detailed in points 4.2 and 4.3:

- For courses run online (whether community or class), cancellation requests will only be considered if submitted within the first half of the course.

- For residential and blended courses, requests can only be submitted before the start of the course.

4.2 Health-related issues

- **Eligibility:** Health-related exceptions may be considered if the participant or a close family member has a serious medical condition that prevents participation.
- **Required Documentation:**
 - Official medical certificate or note from a licensed healthcare provider.
 - A brief statement explaining the impact on participation.

4.3 Force majeure events

- **Eligibility:** Circumstances such as natural disasters or other force majeure extraordinary events beyond the participant's control that prevents participation (work-related circumstances or logistic travel impediments are not considered).
- **Required Documentation:**
 - Evidence of the event (preferably an official document) and its impact on participation.

5. Process for requesting an exception

Participants seeking an exception must follow these steps:

1. Submit a written request to fsr.secretariat@eui.eu within 10 days of the event preventing participation, stating clearly the title of the course.
2. Attach all required documentation as specified in Section 4.
3. Await a decision from the FSR review committee. Decisions will be communicated within 14 working days.

6. Decision-making process

To ensure consistency and impartiality:

- All exception requests will be reviewed by a designated FSR review committee.
- The committee will evaluate each request based on the guidelines outlined in Section 4 and provide a final decision in writing.
- Decisions are final and not subject to further appeal.

In the event that the review committee grants the exception, one of the following outcomes will apply:

- If the cancellation is granted before the start of the course, the requester is eligible for the full fee reimbursement for online, blended and residential courses.

- If the cancellation is granted after the start of the course, the requester is eligible for the full fee reimbursement for courses run online only. This doesn't apply to residential or blended courses (as described in Section 4).

For online community courses exclusively, the following alternatives will also be available:

- Participants are authorised to re-enroll in the next edition of the same course at a discounted rate (returning fee), set at 50% of the general fee applicable at that time. However, this option is subject to course availability and must be confirmed by FSR in writing.
- Students who can provide an official certificate of current studies still valid for the period of the next edition of the course, are authorised to re-enroll in that edition at no cost.

7. Communication and transparency

The cancellation policy and these guidelines are made available to participants at the time of registration. Participants are encouraged to review these terms carefully before completing their registration.

8. Contact information

For questions or to submit requests, please contact:

- Email: fsr.secretariat@eui.eu

9. Updates to the policy

FSR reserves the right to update this policy and associated guidelines. Any changes will be posted on the official FSR website.

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