

Cancellation, Deferral & Refund Policy

Version 0.9 | Pre-opening draft dated 20 September 2026

PRE-OPENING DRAFT - FINANCIAL AND LEGAL VALIDATION REQUIRED BEFORE PAID ENROLMENT OPENS

This Policy is intended to form part of the OPEN STAGE Terms & Conditions once paid enrolment opens. Statutory consumer rights always prevail over any less favourable contractual rule.

1. Statutory withdrawal period

If you are a consumer and conclude the contract online or otherwise at distance, you generally have 14 days from conclusion of the service contract to withdraw without giving a reason. EUC will refund amounts due under the applicable law within 14 days of being informed of a valid withdrawal, normally using the same payment method.

If you expressly requested that programme services start within those 14 days, EUC may retain the proportionate value of services already supplied where the law permits this. Mandatory rights cannot be reduced by this Policy.

2. Voluntary cancellation after the statutory period

When EUC receives the cancellation request	Digital pathway (EUR 490)	Porto pathway (EUR 980)
Before tutor assignment	80% of the amount paid	80% of the amount paid
After tutor assignment but no later than the end of project week 2	50% of the amount paid	50% of the amount paid
After project week 2	No contractual refund of the Digital component	Digital component: no contractual refund. Porto component: see section 3 below

For this Policy, “project week 1” starts on the individual project start date stated in the Admission Offer or activation email.

3. Porto component

Timing of request	Porto component (EUR 490)
30 or more calendar days before the confirmed Porto Week	50% refund of the Porto component, unless a more favourable statutory right applies
Fewer than 30 calendar days before the confirmed Porto Week	No contractual cash refund of the Porto component; free conversion to the Digital pathway remains available
No-show at the Porto Week	No contractual refund of the Porto component; the participant may continue the Digital pathway where academically/operationally feasible

Independent travel bookings are the Participant's responsibility. EUC does not reimburse third-party travel losses unless a separate written mobility contribution explicitly provides otherwise. Participants are encouraged to use flexible tickets and appropriate travel insurance.

4. Deferral

A Participant may request one deferral to the next suitable cohort or Porto Week without an administration fee if the request is received at least 30 calendar days before the confirmed Porto Week or, for Digital-only participants, before the start of the finalisation phase. Deferral is subject to tutor, track and capacity availability.

5. Porto to Digital conversion

A Porto participant may request conversion to the Digital pathway. Any refund of the Porto component is determined by section 3. Conversion does not create an additional Digital fee.

6. Digital to Porto upgrade

A Digital participant may request a Porto upgrade for EUR 490. The upgrade is subject to residential capacity and written confirmation. If EUC cannot confirm the requested Porto place, no Porto upgrade fee is charged or, if already charged in error, it is refunded in full.

7. Cancellation or material change by EUC

If EUC cancels the Programme, cancels a confirmed Porto Week, or moves a confirmed Porto Week by more than 7 calendar days and the Participant cannot reasonably attend the new date, the Participant may choose, as applicable:

- a full refund of the affected Programme or Porto component
- a deferral to the next suitable cycle
- conversion from Porto to Digital with refund of the affected difference

If EUC cancels a cycle because the operational threshold stated in the Admission Offer is not reached, affected Participants are entitled to a full refund of fees paid for that cancelled cycle or may choose a deferral. EUC does not reimburse independently booked travel unless required by law or expressly agreed in writing.

8. Force majeure

Where an event outside EUC's reasonable control prevents part of the service from being delivered, EUC will first seek a reasonable alternative or deferral. If substantial services cannot be delivered, EUC will provide any refund required by mandatory law and, where appropriate, a proportionate refund for the undelivered contractual element.

9. Exclusion for serious misconduct

A Participant excluded for serious breach of safety, anti-harassment, confidentiality, research-integrity or lawful-use requirements may lose contractual refund rights to the extent permitted by law. Mandatory consumer rights remain unaffected.

10. How to request a cancellation, deferral or refund

Email info@eucinovacaoportugal.com with: your full name, Admission Offer reference, pathway, reason (optional for statutory withdrawal), requested remedy, and the payment reference. EUC will acknowledge the request and communicate the applicable amount and timeline.

11. Relationship with the Terms

This Policy must be read with the OPEN STAGE Terms & Conditions. If there is a conflict with mandatory consumer law, mandatory law prevails. If there is a conflict between this Policy and a more favourable specific commitment in an Admission Offer, the more favourable written commitment to the Participant will apply unless unlawful.

Contact

EUC INOVAÇÃO PORTUGAL, UNIPessoal, LDA

VAT/NIF: PT 513474480

Registered office: Avenida da França, n.º 256, 8.º, 4050-276 Porto, Portugal

Telephone: +351 223 164 512

Email: info@eucinovacaoportugal.com

Website: www.eucinovacaoportugal.com

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