

## REFUNDS AND WITHDRAWALS POLICY

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1. Situations may arise where a student chooses to withdraw from a course or from the University. These policies and procedures provide the financial regulations governing this.
2. New students who require a visa to study in the UK are not normally eligible for a refund of deposits or fees. However if a visa denial letter from the UKVI is issued and forwarded to the Finance Department within four weeks, deposits and fees will be refunded.
3. For existing students to be eligible for a tuition refund, the student must have completed fully and within the necessary time frame the University's requirements for payment and withdrawal. To withdraw, a student must complete the University's withdrawal form (see [Undergraduate/Postgraduate Progression Policy](#)). Any student in receipt of U.S Federal Loans must complete the U.S government's Exit Counselling. Information on this can be provided at the University's Office of Financial Aid.
4. Where refunds are possible, they will be made only when the student has followed and correctly completed all of the University's rules and procedures prior to the request of a refund. This includes the payment of the application fee. No refunds of deposits or fees will be made if a student is dismissed from the University on the grounds of academic misconduct, breach of the Student Code of Conduct, or failure to make academic progress.

### Confirmation Deposits (US students only)

5. The only time a US confirmation deposit is refundable or transferable is when a student is refused a student visa to enter the UK<sup>1</sup>. The confirmation deposit refund policy for visa denials is:
  - Deposited students not appealing the decision – the confirmation deposit will be refunded only if the University receives a copy of the visa refusal letter within four weeks of the date of issue.
  - Deposited students appealing the decision – the student must send the University a copy of the visa denial letter and written notice of the intention to appeal within four weeks of the visa denial.

### Housing Refunds

6. Once housing is applied for and granted, the fee payer is liable for the full amount of the housing, even if the student withdraws or takes an approved LOA or is dismissed from housing for disciplinary reasons. Housing deposits and fees will be refunded if a student is denied a visa to enter the United Kingdom.

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<sup>1</sup> with the exception of Fall 20/Spring 21 & Fall 21/Spring 22 the deposit may be refundable due to Covid-19 conditions

### Tuition Refunds: Existing Students

7. Tuition is refundable for all students who complete the University's process of withdrawal or LOA appropriately and in the time frames specified. The amount of refund depends on when the withdrawal process is completed:

<b>Fall and Spring Semesters</b>	
Prior to 5pm on the Friday before Orientation Week	100% refund
By 5pm on the Friday of Orientation Week	75% refund
By 5pm on the Friday of the First Week of Classes	50% refund
Thereafter	0% refund

<b>Summer Sessions</b>	
Prior to 5pm on the Friday before the first week of classes	100% refund
By 5pm on the last day of add/drop period	50% refund
Thereafter	0% refund

8. Students on a payment plan should note that the percentage refund is the percentage of the full tuition price. Students changing from full time to part time status are liable to the refund levels and timetable as detailed above.

### SPECIAL FEE CONDITIONS FOR POSTGRADUATES

9. The following terms and conditions are specific to Postgraduate students, otherwise all terms and conditions between postgraduates and undergraduates are identical.
10. Fees are payable in UK Pounds Sterling.
11. Payments are due in three equal instalments:
- 1st August (Fall semester),
  - 1st December (Spring semester),
  - 1st May (Summer semester).
12. A 100% refund will be made for tuition fees less any confirmation deposit if an official withdrawal is made before 5pm on the Friday before the first week of classes in the Fall semester. Thereafter, no refunds are made.
13. However, if the University has issued a Confirmation of Acceptance for Studies (CAS) and a student visa has been issued there will be no refunds of tuition or housing fees.
14. Postgraduates enter into a two semester accommodation contract (Fall and Spring). Accommodation for the Summer semester can be arranged and paid for by the week in accommodation of the University's choosing. No refunds are available for accommodation.

## VERSION MANAGEMENT

<b>Responsible Department:</b>			
<b>Approving body: Academic Board</b>			
Version no.	Key Changes	Date of approval	Date of effect
001		24 July 2018	28 August 2018
002	Typos corrected Footnote added	06 July 2020	1 September 2020
003	Refund dates corrected		23 February 2021
		<b>Restricted access?</b> <i>Tick as appropriate</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	