

## UK Pre-visa Refund Policy<sup>1</sup>

For students who have not yet been issued a CAS or who *have* been issued a CAS but not yet received a student visa

Payments	Pre-arrival Confirmation fees		Pre-arrival	Due before start of programme
	Non-refundable administration fee	Security deposit	Tuition fee deposit	
	£260	£1,000	£6,000 or £8,000 as applies to your payment plan	
<b>Key:</b> × Not Refunded ✓ Refunded				
<b>In all cases within 14 (fourteen) days of accepting an offer</b>				
Student cancellation within 14 day cooling off period, no reason required	✓	✓	✓	✓
<b>For students who have not been issued a CAS or do not require CAS</b>				
Cancellation due to student <u>falling</u> to meet entry requirements or pass compliance checks (including pre-CAS interview)				
It has not been possible to offer an acceptable alternative study plan	×	✓	✓	✓
<b>Rejection by Study Group</b>				
Fraud or submission of falsified paperwork	×	×	×	×
Cancellation where student <u>meets</u> entry requirements, but chooses not to study				
More than 8 weeks prior to start date	×	✓	✓	✓
Within 8 weeks of programme start date (for exceptional circumstances see below)	×	×	×	✓
<b>For students who have been issued a CAS or confirmation of acceptance / enrolment</b>				
Student cancellation with no exceptional circumstances	×	×	×	✓
Exceptional circumstances e.g. illness, bereavement (documentation will need to be sent to Admissions for final decision)	×	✓	✓	✓
Fraud or submission of falsified paperwork at any stage of the application process	×	×	×	×
<b>Visa Rejection due to...</b>				
Student Error	×	×	×	✓
Standard visa refusal (student did not meet visa entry requirements)	×	✓	✓	✓
Fraud or submission of falsified paperwork	×	×	×	×
Agent error	×	✓	✓	✓
Visa / immigration service error (administrative appeal documentation must be sent to Admissions for final decision)	×	✓	✓	✓
Study Group error	✓	✓	✓	✓

<sup>1</sup> This policy does not apply to students who commence their academic studies online

Notes:

- If you defer your initial offer of a place to a later programme start date after the 14-day cooling off period has expired (i.e. more than 14 days after accepting the offer) you will NOT be able to cancel your deferred place at a later date to take advantage of a full refund
- The unused portion of any Study Care Insurance Plus payments will be fully refunded upon student cancellation
- Students in receipt of a scholarship (by way of a 20%/40% discount to tuition fees) shall be refunded any eligible amounts less the relevant pro-rated discount applied to such fees

Document Version Control			
<b>Document owner</b>		Paul Simpson, In House Counsel	
<b>Authorised to Approve</b>		Alison Alfery, Chief Legal and Compliance Officer	
<b>Contributors</b>		Daljinder Thind, Peter Skillen, Lennon Craig, Martin Butler Thompson, Sule Celikoz	
Version	Date Approved	Updated By	Details
1	7 October 2022	Paul Simpson	New document created
2	2 February 2023	Paul Simpson	Updated to deal include circumstances pre-CAS where application rejected owing to fraud or submission of falsified documents
3	15 March 2023	Paul Simpson	Updated to add further clarification on failure to meet entry/admission requirements circumstances relating to fraud/falsified documents