**UK Pre-visa Refund Policy[[1]](#footnote-1)**

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

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| **Payments****Key:*** **Not Refunded**
* **Refunded**
 | **Pre-arrival Confirmation fees** | **Pre-arrival Tuition fee deposit**  | **Due before start of programme** |
| **Non-refundable administration fee** | **Security deposit** |
| £260  | £1,000  | £6,000 or £8,000 as applies to your payment plan | Balance of 1st and 2nd terms fees (or 1st semester) |
| **In all cases within 14 (fourteen) days of accepting an offer** |
| Student cancellation within 14 day cooling off period, no reason required | **✓** | **✓** | **✓** | **✓** |
| **For students who have not been issued a CAS or do not require CAS** |
| Cancellation due to student failing to meet entry requirements |
| It has not been possible to offer an acceptable alternative study plan | 🞫 | **✓** | **✓** | **✓** |
| **Rejection by Study Group**  |
| Fraud or submission of falsified paperwork | 🞫 | 🞫 | 🞫 | 🞫 |
| Cancellation where student meets 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) | 🞫 | 🞫 | 🞫 | **✓** |
| **For students who have been issued a CAS or confirmation of acceptance / enrolment** |
| Student cancellation with no exceptional circumstances | 🞫 | 🞫 | 🞫 | **✓** |
| Exceptional circumstances e.g. illness, bereavement (documentation will need to be sent to Admissions for final decision) | 🞫 | **✓** | **✓** | **✓** |
| Visa Rejection due to… |
| 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 | **✓** | **✓** | **✓** | **✓** |

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

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| **Document Version Control** |
| **Document owner**  | Paul Simpson, In House Counsel  |
| **Authorised to Approve** | Alison Alfers, Chief Legal and Compliance Officer  |
| **Contributors**  | Daljinder Thind, Peter Skillen, Lennon Craig, Martin Butler Thompson, Sule Celikoz  |
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| 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  |

1. This policy does not apply to students who commence their academic studies online [↑](#footnote-ref-1)