

## Pre-commencement Cancellations Refund Policy <sup>1</sup>

Payments	Pre-arrival Confirmation fees		Pre-arrival	Due before start of programme
	Non-refundable administration fee	Security deposit	Tuition fee deposit	
	<b>Key:</b> <b>✗ Not Refunded</b> <b>✓ Refunded</b>	£235	£1,000	£6,000
<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>failing</u> to meet entry requirements				
It has not been possible to offer an acceptable alternative study plan	✗	✓	✓	✓
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)	✗	✓	✓	✓
Visa Rejection due to...				
Student Error	✗	✗	✗	✓
Standard visa refusal (student did not meet visa entry requirements)	✗	✓	✓	✓
Fraud	✗	✗	✗	✗
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 after the 14-day cooling off period has expired (ie 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

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