Pre-commencement Cancellations Refund Policy

<table>
<thead>
<tr>
<th>Payments</th>
<th>Pre-arrival Confirmation fees</th>
<th>Pre-arrival Tuition fee deposit</th>
<th>Due before start of programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key:</td>
<td>Non-refundable administration fee</td>
<td>Security deposit</td>
<td></td>
</tr>
<tr>
<td>X Not Refunded</td>
<td>£235</td>
<td>£1,000</td>
<td>£6,000</td>
</tr>
<tr>
<td>✓ Refunded</td>
<td></td>
<td></td>
<td>Balance of 1st and 2nd terms fees (or 1st semester)</td>
</tr>
</tbody>
</table>

In all cases within 14 (fourteen) days of accepting an offer

- Student cancellation within 14 day cooling off period, no reason required
  - ✓ Not Refunded
  - ✓ Refunded

For students who have not been issued a CAS or do not require CAS

- Cancellation due to student failing to meet entry requirements
  - X Not Refunded
  - ✓ Refunded

- Cancellation where student meets entry requirements, but chooses not to study
  - X Not Refunded
  - X Not Refunded
  - ✓ Refunded

For students who have been issued a CAS or confirmation of acceptance / enrolment

- Student cancellation with no exceptional circumstances
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

- Exceptional circumstances e.g. illness, bereavement (documentation will need to be sent to Admissions for final decision)
  - X Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

Visa Rejection due to...

- Student Error
  - X Not Refunded
  - X Not Refunded
  - X Not Refunded
  - ✓ Refunded

- Standard visa refusal (student did not meet visa entry requirements)
  - X Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

- Fraud
  - X Not Refunded
  - X Not Refunded
  - X Not Refunded
  - X Not Refunded

- Agent error
  - X Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

- Visa / immigration service error (administrative appeal documentation must be sent to Admissions for final decision)
  - X Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

- Study Group error
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Not Refunded
  - ✓ Refunded

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

1 This policy does not apply to students who commence their academic studies online