

## Refund Policy 2018-2019

For the avoidance of doubt, nothing in this refund policy shall require the University to refund the Fees (or part thereof) unless such Fees (or part thereof) have previously been paid.

In the case of students who have left their programme of study refunds will only be made when the University's Policy and Procedures for withdrawing from or suspending academic studies has been correctly followed and the student is recorded as withdrawn in the University student records system. The date of withdrawal will be taken as the date that the Withdrawal or Suspension of Studies Form is received by the Registry and Admissions Office.

Students who temporarily withdraw/interrupt their studies remain liable to pay any outstanding fees due to the University and in the case of a student being expelled no refund will be issued.

Wherever possible repayment will be made to the person or organisation that made the original fee payment and by the same method of payment as the original payment. If payment of a student's fees were split between more than one payee, any refund due will be made in proportion to the original split of the payments received.

### Tuition Fees

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations you have the right to cancel your contract with the University within 14 days without giving any reason. If you wish to cancel during the 14 days after having completed registration onto your course you must send a completed Withdrawal or Suspension of Studies Form or otherwise communicate your cancellation request to the Registry and Admissions Office by email. You must make it clear you are cancelling your contract. If you cancel the contract in the 14 day period, and have paid fees under the contract, the University will refund those fees.

For students who have taken a tuition fee loan from the Student Loans Company, the University will notify the Student Loan Company that their liability for tuition fees has reduced and therefore the amount of their loan will be reduced by the Student Loan Company. No refunds will be made direct to the student if they are in receipt of a tuition fee loan.

For all other students the calculation of any refund which may be due will be based on personal contributions that have been paid for tuition fees less the fee liability.

Students who attend classes without having completed registration will still be liable for the fees. The amount of the refund will depend on the date that the Withdrawal or Suspension of Studies Form is received by the Registry and Admissions Office.

The University will apply the following rules calculating the fee liability:

Withdrawal Dates – October Course Start	Liability*	Refund
During 14 day cooling off period	0%	100%
After 14 day cooling off period	25%	75%
From 14 <sup>th</sup> January 2019	50%	50%
From 29 <sup>th</sup> April 2019	100%	0%

Withdrawal Dates – February Course Start	Liability*	Refund
During 14 day cooling off period	0%	100%
After 14 day cooling off period	25%	75%
From 29 <sup>th</sup> April 2019	50%	50%
From 30 <sup>th</sup> September 2019	100%	0%

\*Student liability in percentage terms of the full fee.

For students who have been allowed, at the end of their course, to take an Ordinary Degree rather than an Honours Degree there is no refund for the dissertation element of the Tuition Fee.

There is no refund for students opting to not participate in a study tour where the cost is included in the Tuition Fee.

The entitlement to any fee waiver or cash bursary will be calculated on the same basis as the fee liability, as per the above table. Where there has been an overpayment of a cash bursary this will be adjusted against any refund due.

### **International Orientation**

Once International Orientation Fees have been paid they are refundable only under exceptional mitigating circumstances (documentary evidence will be required) and will be assessed on an individual basis. Any request should initially be made to Student Finance.

### **Study Tour Fees**

Once study tour fees have been paid there will be no refund as the associated costs may already have been paid by the University, depending on the date of the study tour. Requests for a refund of a study tour will be assessed on an individual basis and may be considered under exceptional mitigating circumstances, any request should initially be made to the course tutor.

### **Overseas Students**

The tuition fee deposit (£2,000) will only be refunded in the event of a visa refusal, against documentary proof of refusal, less an administration fee to cover our costs, calculated as follows:-

- International students (prior to initiating Tier 4 visa application process) £25 + any bank transfer charges
- International students (after Tier 4 visa application process has started) £25 + £300 + any bank transfer charges

No refund will be given if the reason for visa refusal is based on the grounds of deception or non-genuine documents, misrepresentation of circumstances or if the reason for refusal is within the student's own control, except in exceptional mitigating circumstances.

No variation to this policy is possible. Once a CAS (Certificate of Authorisation to Study) is issued, no fees can be refunded except in the case of a visa refusal, notwithstanding the visa refusal reasons mentioned above.

If the student decides to withdraw from the University during the year for any reason, the tuition fees are only refundable under exceptional mitigating circumstances (documentary evidence will be required) and the UKVI(UK Visas & Immigration)will be informed.

Authorised refunds will not be paid until the University has evidence that the overseas student has returned to their home country (documentary evidence will be required). Any refunds made will not include a refund of any Agency fee paid.

Please note that any agreed refund will only be repaid to the person who paid the fees.

## **Accommodation Fees**

The accommodation prepayment will be refunded for applicants only if the student does not meet the offer conditions and cannot take up their place or if there is no offer of accommodation made due to excessive demand. There is no refund for those with unconditional offers or those who meet the offer requirement but turn down the place. Mitigating circumstances will be considered on an individual basis and any request should be made to Accommodation.

Whether a resident chooses to terminate the contract prior to the contracted date of the agreement (to withdraw from studies, attend a sandwich placement or another reason) or the student is removed from their accommodation they shall remain liable for all charges associated with the accommodation (regardless of whether they reside in it). A refund of the remainder of the accommodation fee will only be made once a suitable replacement occupier is found, who is a registered student of the University and is not already in University Accommodation. Please be aware that the liability under your contract for Accommodation will not cease until such point as a replacement occupier is found for the room (this scenario may not be guaranteed) and a refund will only then be raised for any surplus fees paid.

For further information please refer to the Terms and Conditions of Residence at the RAU.

## **Graduation**

Refunds are issued when a request in writing is received by Graduation at least one week before the Ceremony. Refunds are processed when all the ceremonies are over.

If you are ineligible to attend your graduation ceremony because you have not met the criteria for conferment of an award we will automatically refund any ticket fees paid. In such circumstances, we are not responsible for any costs incurred by you or your guests.

## **Fines and Damage Charges**

Refunds will only be issued if the relevant department has agreed to cancel the charge or part of the charge. For communal damage charges or fines, if the individual responsible is identified, then an individual's share of the communal charge may be cancelled. These are considered on an individual basis.

## **Unicard**

Refunds of unspent funds held in a RAU Unicard account will be provided only when the student graduates or formally leaves the University. The cardholder must request the refund within eight weeks of ceasing their involvement with the University by completing an RAU Unicard Refund form.

Any refund will be limited to funds uploaded via the RAU Unicard WebCentre, or added in person at a till, and will not include any unused discounts or non-cash benefits which may have been given or applied to the RAU Unicard account by the University.

An administration fee of £10 will be applied to any request for a RAU Unicard refund and will be deducted from any remaining balance on the RAU Unicard account.

Please refer to the Unicard Terms and Conditions for full details of the refund policy.

<https://www.rau.ac.uk/university-life/student-services/rau-unicard/unicard-terms-and-conditions>

## **Print Credits**

Unused print credits will be carried through to subsequent years of study and no refunds are issued until the student graduates or formally leaves the University. The student must request the refund within eight weeks of ceasing their involvement with the University by emailing the IT helpdesk.

Any refund will be limited to credits purchased as a top up via Papercut and will not include any unused annual credit which may have been given by the University.

An administration fee of £10 will be applied to any request for a print credit refund and will be deducted from any remaining balance.

If there are any problems with the print, such as smudges, then the credit will be added back to your print credit account.

### **Overpayments**

In the event that an overpayment is made, against the total annual Tuition Fee amount or the total Accommodation Fee, then the credit balance arising will be used to offset any debt on the Student's account (whether arising from tuition, accommodation, or any other legitimate charge) in due date order.

If there is no other debt then the credit balance will be refunded in accordance with the University's normal procedures.

### **Contact us**

For any queries concerning refunds, please contact RAU Student Finance

01285 889894 or email [studentfees@rau.ac.uk](mailto:studentfees@rau.ac.uk)