

Pre-arrival Cancellations Refund Policy

Payments	Pre-arrival Confirmation fees		Pre-arrival	Due before start of course
	Non-refundable administration fee	Security deposit	Tuition fee deposit	
Key: × Not Refunded ✓ Refunded	£200	£1,000	£6,000	Balance of 1st and 2nd terms fees (or 1 st 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 <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 course 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 (including fraud)	×	×	×	✓
Student did not meet immigration entry requirements	×	✓	✓	✓
Agent error (including fraud)	×	✓	✓	✓
Visa / immigration service error (administrative appeal documentation must be sent to Admissions for final decision)	×	✓	✓	✓
Study Group error	✓	✓	✓	✓

Notes:

- (1) The unused portion of any Study Care insurance payments will be fully refunded
- (2) 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