

UK – EU In-flight and Post-Commencement Refund Policy

In-flight Refund Policy (applicable to students intending to study in the UK only)

- Students will be considered to be in-flight either:
 - when they have been issued a student visa and are about to travel to the UK; or
 - have travelled to the UK, but not yet commenced their Programme or arrived in Centre and attended any induction, registration, or teaching activities.
- Students who have travelled to their country of study by means of a student visa sponsored by Study Group but do not arrive in Centre or commence their Programme will be considered to be Absent Without Leave (AWOL).
- Any student who has been issued a visa or a CAS that has been used as part of a visa application will not be provided any applicable refund until sufficient evidence has been provided. This may include, but is not limited to: -
 - Proof of leaving the UK and returning in their home country (such as copies of boarding pass or passport pages showing the appropriate entry/exit stamps); or
 - Proof of **not** having left their home country to travel to their chosen country of study, such as copies of **all** pages in their passport

Payments	Pre-arrival Confirmation fees		Pre-arrival	Due before start of Programme
	Non-refundable administration fee	Security deposit	Tuition fee deposit	
Key: ✗ Not Refunded ✓ Refunded	£260	£1,000	£6,000 or £8,000 as applies to your payment plan	Balance of 1st and 2nd terms fees (or 1 st semester)
For students who have been issued a CAS or student visa				
Student cancellation with no exceptional circumstances	✗	✗	✗	✓
Exceptional circumstances e.g. illness, bereavement (documentation will need to be sent to Admissions for final decision)	✗	✗	✓	✓
Discovery by Study Group of fraud or submission of falsified documents by student or agent	✗	✗	✗	✗

IMPORTANT

Students who arrive in the UK on a student visa and claim asylum or apply to switch their immigration / visa status will NOT be issued a refund of any amounts paid unless there are exceptional circumstances, assessed on case by case basis by Study Group.

Post-Commencement Refund Policy (Applicable to all UK/EU students)

- Students are considered to have commenced their Programme once they have arrived in Centre and attended any induction, registration or teaching activities.

Withdrawal Reason Key: ✗ Not Refunded ✓ Refunded	Security Deposit (£1,000/€1,000)	Fees for Current Term or Semester (includes Tuition Fee Deposit if 1 st term)	Fees for Next Term or Semester	Fees for Future Terms or Semesters
Student withdrawal from studies				
Student withdrawal with no exceptional circumstances	✓ (less any unpaid incidental charges)	✗	✗	✓
Student withdrawal due to exceptional circumstances e.g. illness, bereavement (documentation will need to be provided)	✓ (less any unpaid incidental charges)	Payable up to the last date of study, balance of fees refunded	✓	✓
Study Group termination of studies due to:				
Academic performance	✓ (less any unpaid incidental charges)	Payable up to the last date of study, balance of fees refunded	✓	✓
Other reason (e.g. withdrawal of programme of study)	✓ (less any unpaid incidental charges)	Payable up to the last date of study, balance of fees refunded	✓	✓
Serious misconduct or attendance issues or non-payment of tuition fees	✓ (less any unpaid incidental charges)	✗	✗	✓
Student is AWOL or there is evidence of Fraud (e.g. submission of falsified or exam results, deliberate misuse of CAS or related visa for non-study purposes)	✗	✗	✗	✗

- In the event that Study Group is unable to complete the teaching of a paid for programme of study, Study Group will pay any reasonable and demonstrable incremental costs incurred by the student completing the same or a comparable programme of study within Study Group or its affiliates.
- In the event that Study Group is unable to complete the teaching of a paid for programme of study and no alternative arrangements are available to complete the same or a comparable programme of study within Study Group or its affiliates, Study Group will refund all tuition/accommodation/living fees/expenses paid for incomplete programmes of study.

IMPORTANT

Students who arrive in the UK on a student visa and claim asylum or apply to switch their immigration / visa status will NOT be issued a refund of any amounts paid unless there are exceptional circumstances, assessed on case by case basis by Study Group.

Notes:

- (1) £260/€260 Administration Fee is never refunded
- (2) For accommodation, refer to your tenancy agreement or accommodation refund policy
- (3) StudyCare Insurance Plus will be charged by week up to the date of withdrawal, the unused balance will be refunded in all cases
- (4) 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 discount applied to such fees

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Version	Date Approved	Updated By	Details
1	7 October 2022	Paul Simpson	New document created
2	15 March 2023	Paul Simpson	Updated to amend levels of pre-arrival tuition fee deposits and references to fraud and submission of falsified documents