# UK Pre-visa Refund Policy

For students who have not yet been issued a CAS or who have been issued a CAS but not yet received a student visa

<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>£6,000</td>
</tr>
<tr>
<td>×</td>
<td>£260</td>
<td>£1,000</td>
<td></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
  - ✓
  - ✓
  - ✓
  - ✓

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

#### Cancellation due to student failing to meet entry requirements

- It has not been possible to offer an acceptable alternative study plan
  - ×
  - ✓
  - ✓
  - ✓

#### Cancellation where student meets 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)
  - ×
  - ×
  - ×
  - ✓

### 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

- ×
  - ×
  - ×
  - ✓

#### 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 (i.e. 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

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

<table>
<thead>
<tr>
<th>Document Version Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document owner</td>
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<tr>
<td>Authorised to Approve</td>
</tr>
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<td>Contributors</td>
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<td>Version</td>
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