



# Refund Policy

## **Administration fees**

Administration fees are non refundable.

## **Deposits**

### Resource deposit

The resources deposit will be refunded in full subject to the completion of a college leaver's form and the return of all college resources issued to you (undamaged) and the payment of all outstanding debts.

## **Courses fees**

### UK & EU students

Students are entitled to a full refund of their courses fees if:

1. The college cancels the course, or
2. The college changes the times or days of your classes and you can demonstrate that you are unable to attend, or
3. Prior to the start of the course you have had to withdraw due to serious medical reasons (a medical certificate will be required as evidence).

Students are entitled to a partial refund of their course fees (proportional to the weeks not attended) if they have to withdraw from the course due to serious medical reasons (a medical certificate will be required as evidence).

Where a student wishes to claim a refund on the grounds of quality they must follow the complaints procedure (in writing to the Principal). Please refer to the college website/principal's office for further details.

### Non UK or EU students

- Deposits will be refunded in full (only) if the applicant produces evidence that their UK Visa application has been refused. You will need to provide a copy of the refusal from the British Embassy, copies of all pages of your passport and the original documents of admission issued by the college
- However, if the Home Office reports that fraudulent documents have been used in the visa application, no refund will be applicable
- The college will not refund any fees for absence, late arrival, early departure or illness
- The college reserves the right to expel a student for serious misconduct without refund of fees
- The college will refund course fees in full including any deposit paid if the course has been cancelled or changed significantly by the college.

In all cases students who have not paid or are in arrears will not be entitled to attend the course.

**Examination fees**

Examination fees are non refundable unless the student has notified the college to withdraw from the exam in advance of the withdrawal date.

**Bus Pass**

The unexpired portion of the transport fee, less any deposit, will be refunded if you leave the college prior to the Autumn half term. No refunds are given after this date except in exceptional circumstances.

**Trips**

- Trip deposits are non-refundable
- Trip surpluses are non-refundable
- Students removed from a trip will not be entitled to a refund, unless a replacement is found and the trip is full.

**Payment of refunds**

- If a payment is made by credit/credit card then the refund will if possible be made to the same credit/debit card
- All other refunds will be made by crossed cheque
- Cash refunds will not be made under any circumstances.

**Advanced Learner Loans**Withdrawals

If a student withdraws or is asked to leave the college before the end of the course and before all payment has been received from the Student Loans Company, the student is liable for the total course fee for that year.

Payments already received from the Student Loan Company will be deducted from the amount owed.