



Refund policy for International students

This policy applies to both tuition and accommodation fees, unless otherwise stated.

Refunds are at the discretion of the International School Manager and are only considered under exceptional circumstances. Fees are payable from the start of term as published by the College and we do not make reductions for late arrivals.

We WILL make a refund if the following reasons apply:

- We will give a full refund minus the administration fee of £110 if the College is unable to offer an advertised course on the advertised start date or within two months thereafter, due to insufficient student applications or for any other reason.
- We will give a full refund minus the administration fee of £110 where a student can prove a visa refusal was due to any mistake of the College. In cases where a visa is refused a signed visa refusal letter from the British Embassy or consulate must be provided and original copies of admission letters returned to the college.
- Any other circumstances deemed as exceptional by the International School Manager.

We WILL NOT make a refund for the following:

- **No refund** will be made of the College's **non-refundable** administration fee of £110 for short programmes.
- **No refund** will be made of the deposit of £2000 paid to confirm a place to study at the College. Deposits are **non-refundable** as stated in the offer letter (see disclaimer). Once an acceptance is processed, we will not refund the deposit if a student changes their mind about joining the College.
- **No refund** will be made if a student is deported from the UK because of their failure to comply with terms & conditions of their visa outlined in Policy Guidance on the Home Office website GOV.UK.
- **No refund** will be made if a student decides to withdraw from college courses mid-year or for a student on a short programme who leaves before the end of their course.

- **No refund** will be made to a student asked to leave the College before completing their course due to unacceptable behaviour as defined by the College.
- **No refund** of accommodation fees will be made if students leaves the UK before the stipulated dates of the College terms, as published at the start of every academic year.

Procedures

The procedure for requesting a refund is as follows:

- The student considering submitting a refund application should initially speak to the International School manager.
- The student should submit the refund request in writing giving full details of the reasons why they believe a refund is due. They should enclose any supporting documentation.
- All refund requests applications should be addressed to the International School Manager for consideration.
- The International School Manager will check each written refund request formal application and supporting documentation against the Refund Policy for International Students and consult the Director of Finance prior to consideration by the Principal. A reply will be given within 5 working days.
- Every refund request formal application is considered fairly and either a decision or an interim judgment will be made. An interim judgment is not a decision but a statement of the merits of the case, usually involving a request for further information.

Appeals

There is a right of appeal against a decision, which will be reviewed by the College management Group. This should be addressed in writing, to the Principal, Mr Alex Scott.

Fresh evidence or grounds for application can be brought up at this stage, but the College Management Group's decision is final. The appeal's outcome need not reiterate the reasons if they are the same but will address any fresh evidence or new grounds.

Date: 14/11/2018