



## Refund and Cancellation Policy for International Students

This policy is valid for programmes during Academic Year 2021-2022. It applies to both tuition and accommodation fees, unless otherwise stated.

Refunds are only considered under exceptional circumstances and are at the discretion of the International School Manager.

Full fees are payable from the start of term as published by the College. Pro-rata reduced fees for late arrival for terms will not be accepted.

### **Covid-19 pandemic exceptional circumstances cancellation policy.**

Should the College or student cancel a programme for academic year 2021-2022 due to the COVID-19 pandemic, no cancellation fees will apply. Any deposits paid will be refunded in full.

### **Covid-19 pandemic exceptional circumstances refund policy.**

During the covid-19 pandemic the College will ensure that students are refunded for any programmes of study that are cancelled before their end date due to the pandemic. A proportion of the fees appropriate to the duration cancelled will be refunded minus administration fee.

### **In circumstances other than Covid-19, we WILL NOT make a refund for the following:**

- **No refund** will be made of the College's **non-refundable** administration fee for all programmes.
- **No refund** will be made of the deposit of £500 paid to confirm a place to study at the College. Deposits are **non-refundable** as stated in the offer letter.
- **No refund** will be considered once an acceptance is processed should a student change their mind about joining the College course they have applied for.
- **No refund** will be granted 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 considered 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 who is 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 considered for a student leaving the UK before the stipulated dates of the College terms, as published at the start of every academic year.
- **No refund** will be considered if a student chooses to complete Work Experience away from their homestay accommodation.

**We WILL make a refund if the following reasons apply:**

- The College is unable to offer an advertised programme of study due to circumstances beyond the College's control such as (but not limited to) lack of demand, change in Government policy or change of Law. In this case we would endeavour to offer a place on an alternative programme & should this not be acceptable we will give a full refund minus the administration fee.
- We will give a full refund minus the administration fee where a student can prove a visa refusal was due to any mistake by 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.
- The amount of fees refunded in exceptional circumstances will be determined by the timing of the withdrawal. Please refer to the table below:

Week 1 – end of week 9*	75% of total fees refunded less Administration Fee
Week 10 – end of Week 23*	50% of total fees refunded less Administration Fee
Week 23 – end of Academic Year*	No fees refunded

\*Please refer to your [academic calendar](#)

- If a student cancels their course, the payer is liable for fees paid in instalments and will be charged for any outstanding amount after withdrawal.

## Procedures

The procedure for requesting a refund is as follows:

- The parents and agents considering submitting a refund application should initially contact the International School manager on [mhodgson@itchen.ac.uk](mailto:mhodgson@itchen.ac.uk)
- Any refund request must be made in writing and must be signed by the parents/agent.
- A refund request should include any supporting documentation and/or statements.
- All refund request 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.
- Refunds will only be made to the original payee by bank transfer. In very exceptional circumstances where a refund has to be made to someone other than the original payer (e.g. a parent), authorisation must be obtained from the original payer prior to the refund being processed.
- Refunds will usually be made within 2 weeks of receipt of the request.
- We will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.

## 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.

**This policy may be amended by the College from time to time, as necessary, and a formal review will take place no less than once a year.**

**Date: 26/03/2021**