



Refund and Cancellation Policy for International Students

This policy is valid for all programmes. It applies to both tuition and accommodation fees, unless otherwise stated.

Refunds are only considered under exceptional circumstances at the discretion of Senior Management.

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.

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 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 course they have applied for.
- **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.

Rules Specific to Immigration Status Change:

The College's obligation to provide a course of study is conditional upon the student obtaining & maintaining the necessary legal right to reside and study in the United Kingdom (UK) for the entire duration of their course.

Should a student's immigration status change, or should their legal right to reside and study in the UK be revoked, lapse, or be made conditional (including, but not limited to, reasons related to their visa, right to reside, or any subsequent application for asylum or similar immigration status made after the arrival in the UK), resulting in the student being unable to enrol or complete the course, the following will apply:

- **No refund** of the acceptance deposit is due.
- **No refund** will be given if a student fails to attend and formally enrol on the agreed start date due to a student's immigration status change. The College will deem this a unilateral withdrawal by the student. In this event, both the acceptance deposit and any tuition fees paid are forfeited and non-refundable, as this constitutes a breach of the acceptance contract and results in losses incurred by the College.
- **No Refund** upon non-completion or termination of studies due to a student's immigration status change.
- **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

In the event of any immigration status change, all tuition fees and associated charges paid to the Sixth Form College are non-refundable. The student accepts and acknowledges that termination of studies by the student or the College due to the loss of this right to study does not constitute a breach of contract by the College, and no refund will be issued.

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 Operations 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 our [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 Operations Manager on international@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.
- The International team will check each written refund request formal application and supporting documentation against the Refund Policy for International Students and consult the Vice Principal: Director of Finance & Resource, 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.

Fresh evidence or grounds for application can be brought up at this stage, but the College Management Group's decision is final. The outcome of the appeal does not need to 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.