## Pre-arrival Cancellations Refund Policy

### Payments

<table>
<thead>
<tr>
<th>Key:</th>
<th>Not Refunded</th>
<th>Refunded</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✗</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pre-arrival Confirmation fees</th>
<th>Security deposit</th>
<th>Pre-arrival Tuition fee deposit</th>
<th>Due before start of course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-refundable administration fee</td>
<td>£1,000</td>
<td>£6,000</td>
<td>Balance of 1st and 2nd terms fees (or 1st semester)</td>
</tr>
<tr>
<td>£235</td>
<td></td>
<td></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: ✗ ✓ ✓ ✓
- Cancellation where student meets entry requirements, but chooses not to study:
  - More than 8 weeks prior to start date: ✗ ✓ ✓ ✓
  - Within 8 weeks of course 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 (including fraud): ✗ ✗ ✗ ✓
- Student did not meet immigration entry requirements: ✗ ✓ ✓ ✓
- Agent error (including fraud): ✗ ✓ ✓ ✓
- Visa / immigration service error (administrative appeal documentation must be sent to Admissions for final decision): ✗ ✓ ✓ ✓
- Study Group error: ✓ ✓ ✓ ✓

### Notes:

1. If you defer your initial offer of a place after the 14-day cooling off period has expired you will NOT be able to cancel your deferred place at a later date to take advantage of a full refund.
2. The unused portion of any Study Care Insurance Plus payments will be fully refunded.
3. 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.