



## Guidance on refunding tuition fee deposits

### **Background**

Many University award bearing courses require a non-refundable deposit. There are however some circumstances where the University would be willing to make refunds as certain circumstances can be outside of a student's control. This guidance is aimed at giving a common set of guidelines across the University to enable all students to be treated consistently.

### **Guidelines**

The Cranfield Student Protection Plan published on the internet states the following in relation to Tuition Fee deposits:

*“Some courses at Cranfield University require a deposit to be paid by applicants when accepting an offer of admission. Deposits are intended as non-refundable guarantees of a student's intention to take up the offer of a place at the University. However, the University will, upon the presentation of exceptional circumstance, consider the refund of deposits to applicants who, for unforeseen reasons, are unable to join the University, on a case-by-case basis.”*

There is a statutory right for the student to receive a refund of their deposit if they withdraw their acceptance of their offer in writing or by email within 14 calendar days of paying the deposit.

All requests for a refund must be supported by documentary evidence and made within one calendar month of the start date of the course that the applicant was due to enrol on. There is a £180 retention for administration charges on any Tuition Fee deposit that is refunded and refunds are paid to the bank account or credit card from which the original payment was made. Examples of exceptional circumstances which are likely to justify a refund include:

- Medical reasons for the applicant or their immediate family, which prevents the applicant attending.
- Decline of Security clearance or ATAS clearance where required to attend the course.
- Decline of visa where the applicant has failed the UK Visas and Immigration (UKVI) interview with an Entry Clearance Officer.
- Those applicants who fail to satisfy the conditions of their offer on the basis of failing to achieve the required academic grades (for example undergraduate degree results), or failing to meet the English language requirements of the offer (having proactively attempted to meet these requirements after the point they paid the deposit).

Examples of exceptional circumstances which are unlikely to justify a refund include:

- Failure to receive a visa where the applicant has submitted a visa application that does not comply with visa guidance (eg allowable financial sponsor).
- If the applicant's visa was refused as the result of a fraudulent application (as defined by UKVI or a pre-existing bar on entry to the UK, the deposit will not be refundable as the applicant would have been aware of this at the time of making the application.

Cranfield University

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