



## 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 in full if they withdraw their acceptance of their offer in writing or by email within 14 calendar days of paying the deposit.

### **Administration charge**

There is a £198 retention for administration charges on any Tuition Fee deposit refunded and refunds are paid to the bank account or credit card from which the original payment was made. This charge is not made if the 14-calendar day statutory period applies.

### **Guidelines**

Requests made outside the 14-calendar day statutory period, 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 or within one month of a positive TB test if the applicant's case for a refund is the positive TB test. Requests should be made using the 'Request for tuition fee deposit refund form' which can be found on our website. Applicants can make one Request for a tuition fee deposit refund, the single Request should include all reasons for the Request, multiple Requests by the same applicant will not be considered.

***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 that have arisen since the applicant applied for the course. The supporting paperwork from the medical professional should clearly state that the condition prevents the applicant from studying and for international students, are not able to travel to the UK.
- Decline of Security clearance or Academic Technology Approval Scheme (ATAS) clearance where required to attend the course or delay in the decision that prevents arrival by the latest arrival date.
- Decline of visa where the applicant has failed the UK Visas and Immigration (UKVI) interview with the Entry Clearance Officer or a delay in the decision that prevents arrival by the latest arrival date.
- Those applicants who fail to satisfy the conditions of their offer because 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 the UKVI or a pre-existing bar on entry to the Country, the deposit will not be refundable as the applicant would have been aware of this at the time of making the application.
- If the applicant does not provide information or documents required for the CAS in a timely way when requested and we are then unable to issue a CAS.
- If we cannot confirm that an applicant has sufficient finance in place to satisfy the student visa requirement and we are unable to issue a CAS.
- Failure to receive a visa where UKVI cannot confirm that the applicant has sufficient finance in place to satisfy the student visa financial requirement.
- Any application to study where fraud has been detected or we believe misleading information has been provided.
- A request from an applicant who has deferred their place on a course, in this circumstance the deposit paid will be transferred to the new course offer.
- A request from an applicant due to a medical condition that was in existence at the time the application for the course was made.
- A request from an applicant due to a medical condition that has arisen through the applicant's choice (e.g. an elective operation).

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