



University of Hertfordshire

**Student Refund
and Compensation
Policy**

(Academic Year 2027/28)

1 - Introduction

The purpose of this document is to outline the details of the policy for all refunds relating to:

1. Fees for new and returning students;
2. Fees for Home, EU and International Students;
3. Fees for Full time and Part time Students;
4. Fees for Undergraduate and Postgraduate Programmes; and
5. Charges relating to the University's on-campus accommodation bookings

All dates and deadlines quoted in the policy are correct at the time of publication.

This document also outlines the University's policy regarding compensation and is reviewed annually.

For additional information on the University's tuition fees, including when they are payable and when they may change, please refer to the University's [Fees and Finance policy](#).

Contents

1 - INTRODUCTION	1
Contents	2
2 - Refund Form	4
3- Refunding to Source Country	4
3.1 – Incorrect Payments to UH or Hertfordshire International College	5
4 - Students in debt to the University	5
5 - Right to cancel	6
5.1 - Academic Programme	6
5.2 On-campus accommodation	6
6 - Tuition Fee Refunds	7
7 - Notification of withdrawal	7
8 - Fee Liability Dates and Refunds	8
9 - SFE Funded Students	10
10- Change of Circumstances Form	10
11 - Non Refundable Element	12
11.1- Failure to register	12
11.2- Fraudulent Documentation	12
11.3- Asylum	12
12 – Full Payment Discount	13
13 - Research Tuition Fee Refunds	13
13.1- Liability Dates and Refunds	14
13.2- Full Payment Discount	14
14 - Online Provision Tuition Fee Refunds	14
Liability Dates and refunds	14
15 - Short Courses	15
Credit Bearing Short Courses (CBSC)	15
16 - Sponsored Students	15
17 - On-campus accommodation Refunds	15
17.1- Accommodation Deposit Refunds	15
17.2 - Other Accommodation Refunds	16
17.3 - Amendment to Accommodation Contract	16

17.4 - Early Departure.....	16
17.5 - Withdrawal from Study.....	16
17.6 - Updating details	16
18 - Other Deposit Refunds	17
18.1 - Equipment Deposits.....	17
18.2 - Miscellaneous Refunds	17
19 – Compensation	18
20 - Contact Details	18
21 – Version Control.....	19

2 - Refund Form

To claim a fee refund, you must complete the Student Refund Request Form found online [here](#) and email it to refunds@herts.ac.uk.

You need to ensure you submit all documentation and evidence supporting your refund application. Evidence may include: visa refusal letters, medical certificates, etc. Failure to do so is likely to delay any refund payment.

3- Refunding to Source Country

All refunds will be made to the original source (i.e. the country and the account from which the money was sent). This ensures compliance with national guidelines and money laundering regulations. More information can be found [here](#).

Any refund application requesting payment to third party bank accounts will be declined.

If the source bank account has subsequently been closed, a copy of the final bank statement indicating 'account closed' or a letter from the bank confirming the closure of account will be required. Once all required paperwork is received by the University, it shall take up to a further 28 calendar days to verify and process relevant paperwork and may take longer during peak enrolment periods.

Please note that the length of time taken for the refund to clear the beneficiary bank account may vary. This will depend on the banking institution and/or payment destination country. You should allow reasonable time for the payment to clear your bank account before contacting the University.

3.1 – Incorrect Payments to UH or Hertfordshire International College

In accordance with Know Your Customer (KYC) (Anti-Money Laundering) regulations, any incorrect payments made to the University (UH) instead of Hertfordshire International College (HIC) will no longer be directly transferred back to HIC. Similarly, if you incorrectly make a payment to HIC, HIC will no longer transfer those funds to UH and the refund will be processed through the same payment method used for the initial transaction to the original payer. This measure is implemented to strengthen compliance and ensure the security of financial transactions.

4 - Students in debt to the University

If you make a refund application to the University, we will check whether you currently have any money owed to the University. If you have an outstanding debt on any of your accounts held by the University, the refund amount may be applied to any outstanding debt to the University.

Any refund due to the student more than the outstanding debt will be refunded to you in the usual way.

Please refer to Section 2.6 of the University's [Fees and Finance Policy](#) for sanctions for non-payment of tuition fees and UPR SA13 Appendix 1 (University Schedule of Sanctions and Penalties for academic and non-academic [disciplinary](#) offences) for all other fees.

5 - Right to cancel

5.1 - Academic Programme

If for any reason you change your mind about joining the University after you have accepted the University's offer (which is the point at which the contract between you and the University is formed), you have a legal right to cancel that contract for a period of **14 calendar days**, starting on the day after you accepted the University's offer.

You should refer to the full details of your right to cancel set out in paragraph 23 of the [Key Facts](#) document. In summary, to exercise this right to cancel, you must inform the University of your decision to cancel by way of any clear statement to that effect (for example by e-mail). An online cancellation form is also available [here](#).

You can cancel as long as you let the University know before the cancellation deadline. If you have cancelled your contract in accordance with the above procedure, the University will reimburse you for all payments received from you in respect of the cancelled contract.

The University will make the reimbursement to the original payment source as you used for the initial transaction, unless you have expressly agreed with the University an alternative means.

5.2 On-campus accommodation

The cooling-off period for the accommodation license (during which you may cancel your accommodation arrangements) is **10 working days** (which means Mondays through Fridays but not Saturdays, Sundays or public bank holidays in England). This period begins on the day the accommodation booking is confirmed by you. During this period, you are entitled to cancel your agreement without incurring any charges. Please refer to the [Licence-Agreement](#) for further information.

To cancel, you need to let the University know by email at accommodation@herts.ac.uk, clearly stating your decision to cancel.

If during the 10-working day period you collect your room keys, you become bound by the Accommodation Terms and Conditions and in so doing waive any cooling off period.

6 - Tuition Fee Refunds

You may be eligible for a refund if you have overpaid your tuition fees or if your tuition fees have been reduced.

Revised fees may be applicable in the following circumstances:

- Where you withdraw from a programme;
- Where you suspend your studies (“resting”);
- Where you change your mode of study (full/part time);
- Where you are eligible for a tuition fee discount and/or scholarship and/or tuition fee waiver; and/or
- Where you have changed from self-funded to being funded by Student Finance England (or an equivalent funding body) (SFE) or a sponsor (e.g. an employer).

Please note that this is not an exhaustive list.

7 - Notification of withdrawal

As per the [Fees and Finance Policy](#), if you intend to withdraw from a programme or module of study, you must formally notify the University by using the standard UH [withdrawal form](#). Withdrawal can be from the entire programme, or from one or more specific modules.

You may claim a fee refund if you have paid a fee greater than the revised fee applicable on the withdrawal date.

Please refer to Section 2.10 of the University’s [Fees and Finance Policy](#) for the implications for students who withdraw.

If you pay your own fees and withdraw from one or more modules, you cannot receive a fee refund if, after withdrawing from that module(s), you are still defined as “full-time” under [UPRAS14](#) (over 75 credit points for a 2-semester year or 120 credit points for a 3 Semester year).

Type of student	Number of standard 15 credit modules taken in year	Status for fee purposes
Undergraduate	Up to & including 75 credits	Part-time module fee payable (home or international rate as applicable)
Undergraduate	Above 75 credits	Full-time fee payable (home or international rate as applicable)
Postgraduate	Up to & including 120 credits	Part-time module fee payable at home or international rate, as applicable
Postgraduate	Above 135 credits	Full-time fee home or international rate, as applicable

8 - Fee Liability Dates and Refunds for Withdrawals

The fee liability will be determined by the date you formally withdraw or rest from the programme or modules or change your mode of study (full/part time). This is also referred to as the 'exit date.'

If you are self-funding and overpay fees (after any outstanding liability has been deducted), you may apply for a refund of any overpayment.

Monies paid to the University by Student Finance England (SFE) cannot be refunded to you, (please refer to **'9-SFE Funded Students'** section below for further information).

For details of the applicable fee liability dates, please refer to section [2.4 of the Fees and Finance Policy](#).

Please note that exceptions to the above include Online Provision and Research Programmes, which will have different liability dates to those mentioned above. Please refer to **"13-Research Tuition Refunds"** and **"14-Online Provision Tuition Fee Refunds"** below for more information.

9 – Student Finance England (SFE) Funded Students

If you are an undergraduate student and in receipt of a Tuition Fee Loan from SFE, you will **not** be entitled to a refund on any overpayment of tuition fees. Any overpayments will be paid directly by the University to SFE.

If you are a student in receipt of a Postgraduate Tuition Fee Loan or Doctoral Loan from SFE, you may apply for a tuition fee refund for any overpayments. This is because the loan is paid directly to you.

10- Change of Circumstances Form

The Change of Circumstances form is required by SFE, when your circumstances change. It ensures that the University's and your financial records are identical.

SFE requires notification of a change of circumstance when you change your programme of study in any of the following ways:

- Where you are withdrawing from a programme (or are withdrawn by the University).
- Where you are suspending your studies (“resting”);
- Where you are resuming studies after having suspended studies within the same academic year;
- Where you are repeating a period of study;
- Where you are changing your mode of study (full/part time);
- Where you are transferring to a new course or HEI; or
- Where information regarding the course, year, and tuition fee amount or tuition fee liability has been updated.

A **Change of Circumstances Form** must be completed by you, if you are on the following programmes:

- Undergraduate, Postgraduate and Doctoral;
- Full-time and Part time;
- Distance learning; and
- Sandwich year

If you believe you need to submit a Change of Circumstance form, you should contact the Student Funding and Financial Support Team via funding@herts.ac.uk

For undergraduate students, once a change of circumstance has been processed, SFE will request the return of any overpaid fees from the University. The amount to be returned will be calculated based on the above fee liability dates (please refer to **the fee liability dates in the Fees and Finance Policy**). This will reduce the tuition fee loan (and associated interest) owed by you to SFE. If you are self-funded and are later reassessed as eligible for funding by SFE, you may apply for a refund of your payments.

11 - Non-Refundable Element

As stated in the University's **Fees and Finance Policy**, a compulsory minimum deposit is required from you if you require student visa sponsorship to study in the UK. This deposit is offset against the tuition fee payable. The amount of deposit which you are required to pay will be set out in your offer letter. In most cases you will need to pay a deposit of £5,000 (or £10,000 if you are applying to study an MBBS or MRES programme). However, the amount of your deposit may be higher if you are an applicant from what the University determines to be a high-risk market. This is part of the University's approach to ensure that applicants are genuine and to assist it to comply with its student sponsorship obligations to the Home Office (UKVI).

Some, or all of the deposit you pay to the University is non-refundable in certain circumstances. These circumstances are set out in section 2.12 of the Fees and Finance Policy. It is important that you familiarise yourself with these so that you are aware when you may be unable to recover all, or some of, your deposit.

12 – Full Payment Discount – Refund of any overpayment

If you are an international student, you may be eligible for a full payment discount of **£1000** if you pay your tuition fees **in full** on or before the following dates (by reference to the semester you commence your studies):

- 11th October 2027 for Semester A entry
- 7th February 2028 for Semester B entry
- 22nd May 2028 for Semester C entry

Funds must have been received by the University, cleared, and include any outstanding fees for Pre-Sessional/Preparatory courses. If you pay by the three instalments option, you **will not** be eligible for the Full Payment Discount.

If you are eligible for the full payment discount, and once a refund application has been received, any overpayment will be returned to the source bank account (pursuant to money laundering regulations). Alternatively, you may choose to keep the credit on the account for the following year's tuition fees (if applicable).

This discount applies to students studying on full-time courses only. Please note that the following courses are **not** eligible;

- Pre-Sessional courses;
- Half year preparatory courses; and
- Online Provision courses.
- Students whose tuition fees are fully or partially sponsored by a third party

13 - Research Student Tuition Fee Refunds

All tuition fee refunds relating to research programmes are authorised by the Doctoral College. Please note that research programmes are subject to different refund terms and conditions to those stated above. The refund terms and conditions which apply to research programmes are set out in sections 13.1 and 13.2 below.

13.1- Research Student Liability Dates and Refunds

If you are a research student who changes mode of study (full/part time) or withdraws from study at any time in the year, you will pay a pro-rata fee based on the full-time and part-time fee and date of change.

If you believe you are eligible for a refund of overpaid fees, you should complete a [refund form](#) and return it to research@herts.ac.uk

13.2- Research Student Full Payment Discount – Refund of any Overpayment

If you are an International research student who pays your own fees, in full, within 30 calendar days of the date of enrolment (or the anniversary of the relevant date of enrolment for returning students) you will be entitled to a £1000 ‘payment in full’ discount.

In these circumstances, you may apply for a refund of the overpaid fees. A refund form should be completed and returned to the Doctoral College via research@herts.ac.uk.

14 - Online Provision Tuition Fee Refunds

Liability Dates and refunds

If a student withdraws or suspends their studies (goes dormant) and an overpayment has been made, a refund may be given in line with the Online Provision¹ liability dates, see [Fees and Finance Policy Documents | Study | Uni of Herts](#) for further detail.

11 - Short Courses

Credit Bearing Short Courses (CBSC)

All refunds relating to CBSC are bound by the University’s [‘Online Store Terms and Conditions of Supply’](#), as highlighted upon purchase from the [UH Online Store](#).

If you believe you are eligible for a refund, you should complete a [Student Refund Form](#) and submit it to refunds@herts.ac.uk. Any refund will require the approval of the relevant School of Study.

¹ [1] Online Provision refers to the University courses which at the time of initial application by the student are advertised as being an online course, which means that they are designed to be delivered, taught and assessed via web-based learning. Online Provision does not refer to any programme which was intended to be campus based and due to circumstances has been amended to be delivered wholly or partly online

12 - Sponsored Students

Where a sponsor (not SFE) pays the fee, or part of it, on your behalf, the University charges the sponsor the tuition fee for the year based on the programme liability dates.

If the sponsor has paid a fee greater than the fee applicable for the academic year, they will be entitled to a refund. In this instance, you will not receive the refund unless you were partially self-funding your tuition fees.

This applies to all students including Home, EU, International, full and part-time students, and postgraduate and undergraduate students on programmes including Online Provision and research programmes. Requests for research fee refunds will be reviewed by the Doctoral College before a refund is processed. [A refund form](#) will need to be completed in each circumstance.

13 - On-campus accommodation Refunds

13.1 - Accommodation Deposit Refunds

You are required to pay a deposit at the time of accepting your offer of on- campus accommodation.

This accommodation deposit will be refundable (subject to any applicable charges) within 28 calendar days of the end of the accommodation contract.

Charges incurred may include (but are not limited to) the following;

- Charges for damage to the room or any University equipment within University accommodation;
- Charges for loss of keys or non-returned keys;
- Fines for smoking/illegal substances used in University's Residential Allocations;
- Charges for bedding packs; or
- Administrative charges (i.e. room changes, etc.).

Any remaining deposit will be refunded or offset against any outstanding accommodation debt (where applicable). For further information please refer to **4- Students in Debt to the University**

11.1 - Other Accommodation Refunds

You may be eligible for a refund if you have overpaid your accommodation fees or your liability ceases.

End of accommodation liability may be applicable in the following circumstances:

- Where there is an early departure due to rooms being required for conferences; or
- Where you withdraw from study.

11.2 - Amendment to Accommodation Contract

If you are moved to a room which carries lower fees, you will be entitled to a refund of any overpaid accommodation fees. Alternatively, if you move to a room which carries higher fees, you will be charged accordingly. Any fee liability will be amended on your account.

You may not be entitled to any refund of any part of the accommodation fees if the University imposes any regulations and restrictions on the manner in which the allocated room and/or communal areas of the accommodation may be utilised, where those regulations and restrictions are imposed to safeguard the health, safety and wellbeing of the University's students and staff or other authorised persons.

11.3 - Early Departure

Please note that you will still be liable for your **full** accommodation fees, agreed at the time of accepting your offer of accommodation, even if you decide to leave university accommodation early, i.e. for health or personal reasons. If you depart university accommodation early due to withdrawal from your programme, please see section 11.4 below. If you have left the accommodation early due to public health concerns, then any refund shall be at the absolute discretion of the University.

If you have applied for a conference room, you may be asked to vacate your room for a specific period of time. This time period will be stipulated by the University, and you will receive a credit on your account for the relevant period.

If there is no debt on your account, the money will be refunded. If there is debt on the account, the credit will be offset against this.

11.4 - Withdrawal from Study

If you withdraw from your University Programme, you will be liable for your accommodation fees for four calendar weeks from the 'exit date' on your student record.

11.5 - Updating details

If you are paying via an instalment plan, any refund due will be processed using the current active card details held in the University's records.

For all other methods of payment, you will be required to complete a Student Refund Application form and submit it for processing.

For further information on Accommodation refunds, please refer to the [University's Terms and Conditions](#)

12 - Other Deposit Refunds

12.1 - Equipment Deposits

Schools of Study within the University may administer deposits for equipment which they loan to you. Equipment loaned to students may include (but is not limited to):

- EVS handsets;
- Bio kits;
- Religious protective headwear; and
- Lab Coats.

You will **only** be refunded your equipment deposits if the School administering the equipment confirms that you have:

- a) handed back all the relevant equipment loaned to you, and
- b) The equipment is in good condition and has not been damaged in any way; and
- c) The equipment deposit was refundable.

If the equipment has been damaged or lost, either fully or partially, the University may charge you for any loss or damage, which will be deducted from the balance owed. Schools will provide you with the necessary paperwork for equipment loans and refunds. This must be clearly signed by the authorised School representative, or the refund will be refused.

Please note that **not** all equipment deposits are refundable. You will need to confirm the position with your School before applying for a refund.

12.2 - Miscellaneous Refunds

Refunds of any other deposits or payments made by students, including external registration charges, deposits/charges for field trips, etc, are usually non-refundable unless otherwise stated by the School administering the deposit.

A **refund form** will need to be completed and authorised by the School and submitted to refunds@herts.ac.uk for processing, where a refund may be claimed.

13 – Compensation

Where you bring a **complaint** and request compensation as part of the resolution of your complaint, the University will consider whether compensation is payable pursuant to the Consumer Rights Act 2015, the OIA Good Practice Framework, and in line with requirements of the Office for Students. It will act responsibly and in accordance with best practice guidelines published by the Office of the Independent Adjudicator.

The University will consider the payment of compensation (to address any material failure to provide the services provided) as part of the formal complaints process set out in the **complaints policy**. Any claim for compensation will be considered on a case-by-case basis depending on the context and circumstances but will follow the principles of fairness and transparency. Compensation may be paid in the following circumstances: -

- the payment of additional travel costs (which may include flights, travel visas) where you are affected by a change in the location of your course.
- commitments to honour student bursaries.
- compensation for maintenance (living) costs and lost time where it is not possible to preserve continuation of study.
- compensation for tuition and maintenance (living) costs where you have to transfer courses or provider.

This is not an exhaustive list.

14 - Contact Details

Query	Team	Contact Details
Accommodation Fees and Refunds	Student Account Management	finance-accomm@herts.ac.uk
Tuition Fee Refunds	Income Control	refunds@herts.ac.uk
Tuition Fees (excluding Research Students)	Student Account Management	finance-tuition@herts.ac.uk
Tuition Fees (Research Students)	Doctoral College	doctoralcollegefinance@herts.ac.uk

15– Version Control

Version 1 of this document is the original version of this document and any subsequent changes are outlined below.

Section	Amendment