

University of Hertfordshire

**Student Refund and
Compensation Policy**

(Academic Year 2026/27)

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.

The ***Fees and Finance policy*** provides additional information on the Tuition Fee's agreed by the University's Fees Strategy Committee

This document also outlines the University's policy regarding compensation.

This document is reviewed annually.

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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. For more information, please visit the following link: <https://www.legislation.gov.uk/ukxi/2017/692/made>

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 paperwork is received by the University, it shall take up to a further 28 calendar days to verify and process relevant paperwork.

Refunds will be processed within 10 working days (which means Mondays through Fridays but shall not include Saturdays, Sundays or public bank holidays as prescribed in England), provided that all the information disclosed by the student is complete, correct, accurate and meets all of the conditions of this Policy. Once the University has made the refund transaction, please allow up to 28 calendar days for the monies to reach your account.

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.

Under normal business conditions, the University makes payment of refunds once a week.

3.1 – Incorrect Payments to UH or Hertfordshire International College

In accordance with Know Your Customer (KYC) legislation, any incorrect payments made to the University (UH) by Hertfordshire International College (HIC) will no longer be directly transferred back to HIC. In addition, if you incorrectly make a payment to HIC, HIC will no longer transfer those funds to UH. This measure is implemented to strengthen compliance and ensure the security of financial transactions.

1. **Incorrect Payments from HIC Students to UH:** If a HIC student mistakenly transfers funds to UH, UH will refund the amount directly to the original payer. The refund will be processed through the same payment method used for the initial transaction.
2. **Incorrect Payments from UH Students to HIC:** If a UH student mistakenly transfers funds to HIC, HIC will refund the amount directly to the original payer. The refund will be processed through the same payment method used for the initial transaction.

4 - Students in debt to the University

All students who make a refund application to the University will be debt checked.

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 in excess of 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.

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 at: <http://www.herts.ac.uk/about-us/legal/cancellation-right>

To meet the cancellation deadline, it is sufficient for you to send communication concerning your exercise of the right to cancel to the University before the cancellation period has expired.

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 mean.

5.2 On-campus accommodation

The cooling-off period for the accommodation licence (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 exercise this right to cancel, you must inform the University of your decision to cancel by way of a clear statement to that effect via e-mail to accommodation@herts.ac.uk.

If during the 10-working day period you collect your room keys and take up occupation, 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:

- For International Students, where your student visa is refused prior to your registration with the University provided that you have supplied the University with appropriate documentary evidence of the refusal by the Home Office (and other than the circumstances set out in section 7 within this document and 2.12.3 of the Fees & Finance policy);
- 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 which can be found at <https://ask.herts.ac.uk/withdrawing-from-university>

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 2.11 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 the UPR AS14 (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 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

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).

All fee liabilities (as described above) are subject to your statutory right to change your mind about studying at the University within a period of 14 calendar days starting on the day after you accepted the University’s offer, as set out in Section 5 above and in the **Key Facts document** which can be found at <https://www.herts.ac.uk/study/your-offer-package>.

The following fee liability, scholarship entitlement and refund entitlement dates apply to full and part time home, EU, International undergraduate and postgraduate students for the academic year 2026/27. The dates are dependent on the Semester you begin your studies and whether you have been assessed as a home or international fee payer. The liability dates are outlined below:

Student starting in Semester A	Home Student Amount due	International Student Amount due
Prior to registering as a student at UH	No fee liability ¹	50% fees due by your registration date or 12 th October (whichever comes first)
12 th October 2026	25% of tuition fees ²	As above
4 th January 2027	50% of tuition fees	75% of tuition fees
12 th April 2027	100% of tuition fees	100% of tuition fees
Student starting in Semester B	Home Student Amount due	International Student Amount due
Prior to registering as a student at UH	No fee liability ¹	50% fees due by your registration date or 8 th February (whichever comes first)
8 th February 2026	25% of tuition fees ²	As above
3 rd May 2027	50% of tuition fees	75% of tuition fees
3 rd August 2027	100% of tuition fees	100% of tuition fees
Student starting in Semester C	Home Student Amount due	International Student Amount due
Prior to registering as a student at UH	No fee liability ¹	50% fees due by your registration date or 24 th May (whichever comes first)
24 th May 2027	25% of tuition fees ²	As above
20 th September 2027	50% of tuition fees	75% of tuition fees
3 rd January 2028	100% of tuition fees	100% of tuition fees

1. With the exception of home undergraduate students who are unable to secure a Tuition Fee Loan from the Student Loans Company in which case, 25% of tuition fees must be paid prior to registration in accordance with the provisions of paragraph 2.5 of the Fees & Finance Policy
2. With the exception of home undergraduate students who are unable to secure a Tuition Fee Loan from the Student Loans Company who will have no further fee liability on this date.

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 '[17-Online Provision Tuition Fee Refunds](#)' and '[13-Research Tuition Refunds](#)' below for more information.

8.1 Two-year Masters students

A further exception to the liability dates set out above applies to students on a 2 year Masters programme who switch to a 1 year Masters programme part-way through their programme. The liability date for the full 2 year tuition fee in this instance is 1 August 2027 and applies whether you commenced your programme in Semester A or Semester B.

2 year Masters programme Semester A or B starter – Date of notification to switch to 1 year Masters programme	Amount due
Prior to 1 August 2027	100% of tuition fees for 1 year programme
1 August 2027 or later	100% of tuition fees for 2 year programme

9 - 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 the 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 require 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 '8-[Fee Liability Dates and Refunds](#)'). This will reduce the tuition fee loan (and associated interest) owed by you to SFE. If you are self-funding 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 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 below. 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

11.1- Failure to register

The sum of £2,500 will be retained and is non-refundable, should you fail to register with the University. The exceptions to this are as follows:

- (i) Your visa to study within the United Kingdom is refused prior to your registration with the University, provided that you have supplied the University with appropriate documentary evidence of the refusal by the Home Office (and other than the circumstances set out in section 11.2 and 11.3 below); or
- (ii) You fail to satisfy the academic or financial conditions set by the University; or
- (iii) You cancel your contract within 14 calendar days of accepting your Offer.

In these specific circumstances, the full fee paid will be refunded after the University has made the relevant checks.

11.2- Fraudulent Documentation

The sum of £5,000 will be retained and is non-refundable if the University has reasonable belief that fraudulent documentation has been submitted or false representations made as part of your visa application or application to the University. The University will retain the sum of £5,000 if you are rejected under these grounds (including, but not limited to, any rejection under paragraph 9.7.1-9.7.4 of the UK Immigration Rules).

11.3- Asylum

The full deposit will be retained and is non-refundable in the event you enter the UK to study and subsequently seek asylum or switch to an alternative visa once in the UK.

12 – Full Payment Discount

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):

- 12th October 2026 for Semester A entry
- 8th February 2027 for Semester B entry
- 24th May 2027 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.

13 - Research 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- 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- Full Payment Discount

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.

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.

15 - 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.

16 - 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 and can be found on our website <https://www.herts.ac.uk/study/fees-and-funding/refunds>.

17 - On-campus accommodation Refunds

17.1 - 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 the '[Debt](#)' section above.

17.2 - 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.

17.3 - 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.

17.4 - 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 17.5 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.

17.5 - 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.

17.6 - 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](#)

18 - Other Deposit Refunds

18.1 - 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 of 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.

In the event that 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.

18.2 - 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.

19 – Compensation

Where you bring a complaint (pursuant to the applicable [UPR SA16 Student and Applicant Complaints](#)) 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 Higher Education and Research Act 2017, 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 and the Quality Assurance Agency.

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

[UPR SA16 https://www.herts.ac.uk/about-us/legal/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.

20 - Contact Details

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

21 – Version Control

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

Section	Amendment