

**University of
Hertfordshire UH**

University of Hertfordshire

Student Refund Policy

(Academic Year 2018/19)

INTRODUCTION

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

1. New and returning students
2. Home, EU and International Students
3. Full time and Part Time Students
4. Undergraduate and Postgraduate Programmes
5. University's Residential Allocations and Vacation Period 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 and Bursary Committee for the academic Year.

This document will be reviewed annually.

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Refund Form

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

Where necessary the student needs to ensure that they have submitted all documentation and evidence supporting their refund application. Evidence may include; visa refusal letters, medical certificates, etc. Failure to do so will delay the refund payment.

Completed refund form can be submitted using the following methods;

- By email to refunds@herts.ac.uk
- Handed into the Place2Pay Office in person.
- By post to Place2Pay or

Place2Pay

University of Hertfordshire
Hutton Hub, Student Centre
Hatfield, Hertfordshire
AL10 9AB
UK

Refunding to Source Country

Refunds to students will be made to the original source i.e. the country and the account from which the money was sent, where possible. This is to ensure due diligence with national guidelines and compliance with the money laundering regulations. For more information please visit the following link;

<http://www.legislation.gov.uk/ukxi/2007/2157/contents/made>

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

Please refer to Section 2.10.3 of the University's tuition fee policy,

https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

Debt

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

If a student has an outstanding debt on any of their accounts held by the University, they will be contacted, requesting if the refund amount can be put towards any outstanding debt to the University.

Any refund due to the student in excess of the outstanding debt will be refunded to the student in the usual way.

Please refer to Section 2.6 of the University's tuition fee policy for sanctions for non-payment of tuition fees,

https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

Refunds will be processed within 10 working days, providing that all the information disclosed by the student is correct, accurate and meets all the conditions of the policy. Please allow up to 28 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. Students should allow reasonable time for the payment to clear their bank account before contacting the University.

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

Right to cancel

Academic Programme

If for any reason the student changes their mind about joining the University after they have accepted our offer (which is the point when they contract to study with us is formed), the student has a legal right to cancel their contract for a period of **14 days** starting on the day after they accepted our offer for academic programmes only.

To exercise this right to cancel, the student must inform us of their decision to cancel by way of any clear statement (e.g. a letter sent by post or e-mail). An online version of this form at: <http://www.herts.ac.uk/about-us/legal/cancellation-right>

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

If the student has cancelled their contract in accordance with the above, the University will reimburse to the student all payments received from them in respect of the cancelled contract.

We will make the reimbursement using the same means of payment as the student used for the initial transaction, unless they have expressly agreed with us otherwise.

Accommodation

The cooling off period for the accommodation license is **7 working days**, which begins on the day the accommodation booking is confirmed by the student. During this period the student is entitled to cancel their agreement without incurring any charges. Please refer to the ['Accommodation Terms and Conditions'](#) (Clause 5.1)

To exercise this right to cancel, the student must inform us of their decision to cancel by way of any clear statement (e.g. a letter sent by post or e-mail).

Tuition Fee Refunds

A student maybe eligible for a refund if they have overpaid their tuition fees or their tuition fees have been reduced.

Revised fees may be applicable in the following circumstances;

- Withdrawing from a programme
- Suspending studies (resting)
- Change in mode of study
- Visa refusal (International Students)
- Eligible for a tuition fee discount and/or scholarship and/or tuition fee waiver
- Student has changed from self-funded to being funded by Student Finance England or a sponsor (e.g. employer)

Please note that this is not an exhaustive list.

Notification of withdrawal

As per the '**Fees and Finance Fee Policy**' if a student intends to withdraw from a programme or module of study they must formally notify the University by using the standard UH withdrawal form (for programme withdrawals only).

Withdrawal can be from the entire programme, or one or more modules.

The student may claim a fee refund, if they have paid a fee greater than the revised fee applicable on the withdrawal date.

Please refer to Section 2.9 of the University’s tuition fee policy for implications for students who withdraw,

https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

A student who has paid their own fees and withdraws from one or more modules cannot receive a fee refund if, after withdrawing from that module(s), the student is 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
Postgraduate	Up to & including 120 credits	Part-time module fee payable UK/EU or international rate, as applicable
Postgraduate	Above 135 credits	Full-time fee

Fee Liability Dates and Refunds

The fee liability will be determined by the date the student formally withdraws or rests from his/her programme or modules and if they change their mode of study. This is also referred to as the ‘exit date’.

Any student who is self-funding and has overpaid fees after liability has been deducted, may apply for a refund of any overpayment.

Monies paid to the University by Student Finance England (or equivalent funding body) cannot be refunded to students (please refer to ‘[SFE Funded Students](#)’ section for further information).

All fee liabilities as described are subject to a student’s statutory right to change their mind about studying at the University within a period of 14 days starting on the day after they accepted the University’s offer, as set out in the [Key Facts](#) document.

The following fee liability, scholarship entitlement and refund entitlement dates applies to both full and part time home, EU, International undergraduate and postgraduate students for the academic year 2018/19.

Academic Year 2018/19

These refund and liability dates do not apply to UH Online or Research Students.

Semester A

Category of Student	Withdrawal Dates	Fee Liability	Refund
Full and part-time Home, EU, International Undergraduate and Postgraduate	Between 17 th September 2018 to 30 th September 2018	0% of Tuition Fees	Full Refund
	Between 1 st October 2018 and 6 th January 2019	25% of Tuition Fees	25% of full tuition fees paid
	Between 7 th January 2019 and 27 th April 2019	50% of Tuition Fees	50% of full tuition fees paid
	On or after the 28 th April 2019	100% of Tuition Fees	No Refund

Semester B

Category of Student	Withdrawal Dates	Fee Liability	Refund
Full and part-time Home, EU, International Undergraduate and Postgraduate	Between 14 th January 2019 to 24 th February 2019	0% of Tuition Fees	Full Refund
	Between 25 th February 2019 and 11 th April 2019	25% of Tuition Fees	25% of full tuition fees paid
	Between 12 th April 2019 and 16 th May 2019	50% of Tuition Fees	50% of full tuition fees paid*
	On or after 17 th May 2019	100% of Tuition Fees	No Refund

Semester C

Category of Student	Withdrawal Dates	Fee Liability	Refund
Full and part-time Home, EU, *International Undergraduate and Postgraduate	Between 20th May 2019 to 30 th May 2019	0% of Tuition Fees	Full Refund
	Between 31 st May 2019 and 3rd October 2019	25% of Tuition Fees	25% of full tuition fees paid
	Between 4 th October 2019 and 2nd January 2020	50% of Tuition Fees	50% of full tuition fees paid
	On or after the 3rd January 2020	100% of Tuition Fees	No Refund

Please note exceptions include; UH Online and Research Programmes, which will have different liability dates to those mentioned above. Please refer to section '[UH Online Tuition Fee Refunds](#)' and '[Research Tuition Refunds](#)' for more information.

Please refer to Section 2.4 of the University's tuition fee policy for fee liability dates, https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

SFE Funded Students

If an Undergraduate Home or EU student is in receipt of a Tuition Fee Loan from Student Finance England, they will **not** be entitled for a refund on any overpayment of tuition fees. Any overpayments will be paid directly by the University to Student Finance England.

A Postgraduate student in receipt of a Postgraduate Tuition Fee Loan from Student Finance England, may apply for a tuition fee refund for any overpayments. This is because the loan is paid directly to the student by Student Finance England.

Change of Circumstances Form

The Change of Circumstances form is required by Student Finance England (SFE), when the student's circumstances change. It ensures that the University's and the student's SFE financial records are identical.

SFE require notification of a change of circumstance when a student is changing their programme of study in any of the following ways:

- Withdrawing from a programme
- Suspending studies (resting)
- Resuming studies after having suspended studies within the same academic year.
- Repeating a period of study
- Changing mode of study
- Transferring to a new course or HEI
- Updating information regarding course, year, and tuition fee amount or tuition fee liability.

A **Change of Circumstances form** must be completed by students on the following programmes;

- Undergraduate and Postgraduate
- Full-time and Part time
- Distance learning
- Sandwich

If a student believes they need to submit a change of circumstance please contact the Student Funding and Financial Support Team on funding@herts.ac.uk

For undergraduate students once a change of circumstance has been processed, SFE will clawback any overpaid fees from the University. The clawback will be calculated based on the above fee liability dates (please refer to '[Fee Liability Dates and Refunds](#)' section). This will reduce the tuition fee loan owed by the student to Student Finance England. Please refer to Section 2.4 of the University's tuition fee policy for Fee liability dates, https://www.herts.ac.uk/data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

If a student is self-funding and is later reassessed as eligible for funding by SFE, the student may apply for a refund of their payments. A refund will only be made once the first instalment from the Student Loans Company has been received.

Non-Refundable Element

As stated in the University's Tuition Fee Policy, an International student is required to pay a £5000 tuition fee deposit on application.

Please refer to Section 2.10 of the University's tuition fee policy for additional information for international students,

https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf

This consists of a non-refundable element of £2,500, if the student fails to register at the University.

A minimum of £2500 is non-refundable in all circumstances unless,

- (i) they register at the University and subsequently withdraw before the first liability point;
 - Semester A Students – 1st October 2018
 - Semester B Students – 25th January 2019

In which case they will be charged according to the date of withdrawal. Please see section '**Fee Liability Dates and Refunds**' section for more information.

- (ii) their student visa to study within the United Kingdom is refused prior to a student's enrolment*; or
- (iii) they fail to satisfy the academic conditions set by the University;
- (iii) they have cancelled their contract within 14 days of accepting the offer.

in which event the full fee paid will be refunded.

If the student's visa is refused*, a refund will **only** be made if they have supplied us with appropriate documentary evidence of the refusal from the Home Office.

*A full £5000 deposit will be retained in all circumstances, if fraudulent documentation has been submitted or false representations made as part of their visa application or application to the University. Any student rejected for false documents or false representations, including but not limited to any rejection under paragraph 320 (7a) or 320 (7b) of the UK Immigration Rules, will **not** be eligible for a deposit refund. In this instance the University has the right to retain the full £5000 tuition fee deposit.

Full Payment Discount

International students may be eligible for a full payment discount of **£500** if they pay their tuition fees **in full** on or before the following dates depending on the semester they commence their studies.

Full Payment Deadlines:
Starting in Semester A – Friday 28 th September 2018
Starting in Semester B – Friday 1 st February 2019

Please note: A student will not be eligible for the full payment discount if the University has not received a cleared payment by the given deadlines.

If students are eligible for the full payment discount, any overpayment will be returned to the source bank account due to money laundering regulations. Alternatively, the student can choose to keep the credit on the account for the following years 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
- Online courses

Research Tuition Fee Refunds

All tuition fee refunds relating to Research programmes are authorised by the Doctoral College. Please note that the Research Programmes are subject to different refund terms and conditions to those stated above.

Liability Dates and Refunds

A research student who changes mode of study or withdraws from study at any time in the year will pay a pro rata fee based on the full-time and part-time fee and date of change.

If the students believe they are eligible for a refund of overpaid fees they need to complete a refund form and return it to doctoralcollegefinance@herts.ac.uk

Full Payment Discount

International research students who pay their own fees, in full, within 30 days of the date of their invoice are entitled to a £500 'payment in full' discount. If the student has paid the full fee, they may apply for a refund for the £500 discount.

If a student has paid their tuition fees in full on this date and is eligible for the £500 discount, may apply for a refund of the overpaid fees. A refund form will need to be completed and returned to the Doctoral College on the above email address.

Research Tuition Fee deposit

A deposit of £5,000 is required from international students applying for a Research Programme that require a student visa.

A £2500 non-refundable element will be retained if visa refused due to false representation.

UH Online Tuition Fee Refunds

Liability Dates and refunds

If a student withdraws or goes dormant from a course a refund may be given in line with the UH Online liability dates, if an overpayment has been made.

Semester	Fee liability
Semester A	Fee liability is 25% from 1 st October 2018 Fee liability is 50% from 22 nd October 2018 Fee liability is 100% from 26 th November 2018
Semester B	Fee liability is 25% from 21 st January 2019 Fee liability is 50% from 4 th February 2019 Fee liability is 100% from 18 th March 2019
Semester C	Fee liability is 25% from 27 th May 2019 Fee liability is 50% from 10 th June 2019 Fee liability is 100% from 22 nd July 2019

For example:

If a student withdraws/ suspends their studies on 5 October, they will be liable for 25% of their Semester A modules.

If a student withdraws/ suspends their studies on 23rd January, they will be liable for 100% of their Semester A modules and 25% of their Semester B modules.

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 on the UH Online Store.

If a student believes they are eligible for a refund they will need to complete a Student Refund Form and submit to refunds@herts.ac.uk , which will need approval from the school.

Sponsored Students

Where a sponsor (not Student Finance England) pays the fee, or part of it, on behalf of a student, the University charges the sponsor a 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 the student will not receive the refund unless, the student was partially self-funding for their tuition fees.

This applies to all students including; Home, EU, International, full and part-time students, Postgraduate and Undergraduate on Programmes including; UH Online and Research Programmes. Research refunds will need reviewing by the Doctoral College before a refund is processed. A refund form will need to be completed.

Accommodation Refunds

Accommodation Deposit Refunds

Students are required to pay a £150 accommodation deposit at the time of accepting their offer of accommodation.

This accommodation deposit will be refundable subject to any charges within 28 days following the end of the accommodation contract provided there are no disputed charges against your account.

Charges incurred may include, but are not exclusive to the following;

- Damage to the room or any UH equipment
- Fines for loss of keys or non-returned keys
- Smoking/Illegal substances used in University's Residential Allocations.
- Bedding Pack's
- Administration (i.e. room changes, etc.)

Any remaining deposit will be refunded or offset against any outstanding accommodation debt if applicable. For further information please refer to the Accommodation Terms and Conditions Clause 6.

Other Accommodation Refunds

A student maybe eligible for a refund if they have overpaid their accommodation fees or their liability ceases.

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

- Amendment to accommodation contract
- Early departure due to rooms required for Conferences
- Withdrawal from or Suspends from Study

Amendment to Accommodation Contract

If a student has moved to a room which carries lower fees, they may be entitled to a refund of any overpaid accommodation fees. Alternatively, if a student has moved to a room which carries higher fees, they will be charged accordingly. Any fee liability will be amended on the students account.

Early Departure

Please note a student will still be liable for their **full** accommodation fees agreed at the time of accepting their offer, even if they decide to leave early i.e. personal reasons.

If a student has applied for a conference room, they may be asked to vacate their room for a specific period of time. This time period will be stipulated by the University and the student will receive a credit on their account.

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

Withdrawal or Suspension from Study

If a student withdraws from or suspends from their University Programme they will be liable for four calendar weeks from the 'exit date' on the student's record, for their accommodation fees.

How the refund will be made

If a student is paying via an instalment plan any refund due will be processed on the current active card details held on the University records. If this card is no longer valid please complete a Student Refund Application form.

For all other methods of payment, the student 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 of Accommodation](#).

Other Deposit Refunds

Equipment Deposits

Schools within the University may administer deposits for equipment which they may loan to students.

Equipment loaned to students may include but is not exclusive to;

- EVS handsets
- Bio kits
- Religious protective headwear
- Lab Coats

Students will **only** be refunded their equipment deposits if the school administering the equipment can confirm that the student has:

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

In the event that the equipment has been damaged or lost either fully or partially, the University has the right to charge the student for the loss or damage, which will be deducted off of the balance owed.

Schools will provide the student with the necessary paperwork, this must be clearly signed by the School representative or the refund will be refused.

Please note that **not** all equipment deposits are refundable, the student will need to confirm with their School before applying for a refund.

Miscellaneous Refunds

Refund 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.

Contact Details

Query	Team	
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	student-finance@herts.ac.uk
Research Fees and Refunds	Doctoral College	doctoralcollegefinance@herts.ac.uk

To view in full the University's tuition fee policy for the academic year 2018.19 please visit, https://www.herts.ac.uk/_data/assets/pdf_file/0011/182495/fees-and-finance-policy-2018-19.pdf