**Deposit refund policy 2022-2023**

Once a deposit payment has been made there will be a 14-day cooling-off period from the date the payment was made. Should a candidate’s circumstances change during these 14 days they can request a full deposit refund. After the 14-day cooling-off period, the University Deposit refund policy is applied.

If an applicant enrols within the 14-day cooling off period the cooling off period will cease at the point of enrolment, at which point the policy for withdrawal after enrolment will apply (see item H). The deposit becomes non-refundable upon enrolment, although applicants may request for the deposit to be rolled forward to the next intake if an application for Interruption of Studies is made and approved. If a student withdraws from the University more than two weeks after enrolment, they will (as per standard Finance policy) be charged a pro-rata tuition fee based on number of weeks enrolled, and the deposit payment will be accepted as payment against this pro-rata amount, assuming the amount is more than £1,000.

Refund requests must be made in accordance with the University’s Deposit Refund procedures and deadlines. Deposits will be held at least until the start date of the course applied for, or longer, at the discretion of the University. Refund approvals will be made in accordance with the University refund policy.

In line with UK money laundering laws any fee paid will only be refunded to the person or body who paid the fee. Payment will be returned via the same method payment was received.

1. [Change of course](https://www.cardiff.ac.uk/study/postgraduate/tuition-fees/deposits-for-postgraduate-taught-programmes/deposit-refund-policy#change_of_course)

If an applicant wishes to change their course to another University course after the deposit has been paid, the deposit can be transferred as long as the applicant holds an offer for the chosen programme.

1. Refusal of a student visa

If the candidate’s application for a UK student visa is refused before the applicant has registered with the University, the candidate’s deposit (and any tuition fees paid in excess of this) minus the administration charge, will be refunded as long as:

a) the applicant has not yet started their programme of study; and

b) the candidate’s visa application was submitted after the deposit was paid and applies to the same academic year as their unconditional offer; and

c) the candidate’s visa application was made using an offer letter or CAS issued by the University; and

d) the applicant provides the University with a full copy of the visa refusal letter; and

e) the applicant has taken all reasonable steps to overturn the refusal decision; and

f) the refusal was not the result of a foreseeable error on behalf of the applicant or the candidate’s agent; and

g) the refusal did not result from fraudulent or misleading information submitted by the applicant or the applicant’s agent.

Refer to Paragraph J regarding the administration charge.

1. Applicants fail to meet UKVI requirements for issuing a CAS or University Inability to issue a CAS

Refunds minus the administration charge, will be made to applicants who have been refused a CAS for one of the reasons stated within the CAS policy or the University is unable to issue a CAS, the deposit will be fully refunded unless this is because the applicant or the applicant’s agent has withheld or provided misleading/ fraudulent information to the University. To request a refund, candidates must complete and sign a refund form. Candidates’ refund requests will be processed within 14 days time frame, as per UK regulations.

Refer to Paragraph J regarding the administration charge.

1. Applicants fail to meet academic or English language conditions of the offer

If the applicant fails to meet the conditions that may be attached to the offer and is rejected from the course on academic grounds, then a refund minus the administration charge will be made. A refund will only be made if the University is satisfied that sufficient evidence has been shown proving that the student made a genuine effort to meet the conditions.

Refer to Paragraph J regarding the administration charge.

1. Applicants fails to be awarded external funding (where no waiver has been applied)

If the applicant has paid a deposit while awaiting the outcome of a funding application for a loan, scholarship or sponsorship and this funding has been subsequently denied then a refund minus the administration charge, can be made. The applicant will need to provide evidence that an application for funding has been denied.

Refer to Paragraph J regarding the administration charge.

1. University cancels programme

If the University cancels the programme for which the applicant has accepted an offer, then all fees paid will be refunded.

1. Deferral to later session

**F1** – If the applicant arrives and wishes to defer to a later session, the deposit can be transferred to the next intake once evidence is received that the applicant has left the UK and returned home. UKVI regulations require the University to report all applicants who arrive and do not enrol. Where the deposit rate and/or the fee for a later intake increases, the applicant will be required to pay the fees applicable for the intake in which they enrol. The deposit may be carried forward for one year, should the applicant choose to defer for a second year the deposit will be forfeited and treated as a withdrawal (see below).

This policy will only be varied if the applicant produces evidence of genuine grounds for deferral; this will include the late issue of the visa.

**F2** – If the applicant has not yet arrived and notifies the Admissions Office that they wish to defer to a later session, the deposit may be carried forward for one year. Should the student choose to defer for a second year the deposit will be forfeited and treated as a withdrawal (see below). The applicant will then need to apply again for the later programme and pay a new deposit at the new rate for the course and be liable for the full fees for that programme. The Home Office (UKVI) will be notified that they are not studying at the University.

1. Failure to attend at the start of the programme, or withdrawn after enrolment

No refund will be made if the applicant withdraws from the programme after 14 days of being enrolled, or doesn’t attend at the start of the programme or If the applicant is classified as an international student and got a visa to come to the UK and doesn’t attend at the start of the programme.

In the case of international students failing to enrol or attend the start of the programme, the Home Office (UKVI) will be informed that the applicant is not enrolled on the expected programme.

Applicants may request for the deposit to be rolled forward to the next intake if an application for Interruption of Studies is made and approved.

1. Exceptional circumstances

Notwithstanding the above, refunds may be made in exceptional circumstances. This covers matters that would prevent the applicant from continuing with their studies in the UK - for example a serious illness, a death in the immediate family, or breach of contract on the part of the University. Documentary proof of such circumstances must be provided.

Decisions on refunding the deposit where there are exceptional circumstances will be made by the University at their discretion.

A transfer to another educational institution in the UK after enrolment at Amity is not normally considered to be an exceptional circumstance and may only be considered where there are valid academic reasons for such a transfer. Refer to Paragraph J regarding the administration charge.

1. Please note that an administration charge of £350 to cover costs and expenses incurred by the University will be deducted from any refund issued by the University under paragraphs B, D, E, and I. In the case of paragraph C, the administration charge will be deducted only in the case the applicant is not able to fulfil all the UKVI requirements as set out in the CAS policy.

# **Review and monitoring**

The University takes its deposit refund policy and its obligations very seriously and is keen to know if any aspect falls below the standard expected. The policy is reviewed on annual basis or as often as it is required, to ensure full compliance with OFS and UK financial regulations .