

## REFUNDS AND WITHDRAWALS POLICY

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1. Situations may arise where a student chooses to withdraw from the University. These policies and procedures provide the financial regulations governing this.
2. New students who require a visa to study in the UK are not normally eligible for a refund of deposits or fees. However if a visa denial letter from the UKVI is issued and forwarded to the Finance Department within four weeks, deposits and fees will be refunded.
3. For existing students to be eligible for a tuition refund, the student must have completed fully and within the necessary time frame the University's requirements for payment and withdrawal. To withdraw, a student must complete the University's withdrawal form (see University Withdrawal Policy). Any student in receipt of U.S Federal Loans must complete the U.S government's Exit Counselling. Information on this can be provided at the University's Office of Financial Aid.
4. Where refunds are possible, they will be made only when the student has followed and correctly completed all of the University's rules and procedures prior to the request of a refund. This includes the payment of the application fee. No refunds of deposits or fees will be made if a student is dismissed from the University on the grounds of academic misconduct, breach of the Student Code of Conduct, or failure to make academic progress.
5. Where a student believes that they are due a refund in relation to this policy, they must formally request to do so. The refund request form can be obtained from [refunds@richmond.ac.uk](mailto:refunds@richmond.ac.uk)

### Confirmation Deposits (USD students only)

6. US confirmation deposits are not refundable or transferable when a student does not enrol at the University. If a US student enrolls, the confirmation deposit may be offset against their tuition fees.

### Housing Refunds

7. Once housing is applied for and granted, the fee payer is liable for the full amount of the housing, even if the student withdraws or takes an approved LoA or is dismissed from housing for disciplinary reasons. Housing deposits and fees will be refunded if a student is denied a visa to enter the United Kingdom. Housing deposit refunds can be sought through the normal refund process.

### Tuition Refunds: Existing Students and New Students Without a Visa

8. Tuition is refundable for all students who complete the University's process of withdrawal or LoA appropriately and in the time frames specified. The amount of refund depends on when the withdrawal process is completed:

| Fall and Spring Semesters                          |             |
|--|-------------|
| Prior to 5pm on the Friday before Orientation Week | 100% refund |
| By 5pm on the Friday of Orientation Week           | 75% refund  |
| By 5pm on the Friday of the First Week of Classes  | 50% refund  |
| Thereafter   | 0% refund   |

| Summer Sessions   |             |
|---|-------------|
| Prior to 5pm on the Friday before the first week of classes | 100% refund |
| By 5pm on the last day of add/drop period                   | 50% refund  |
| Thereafter  | 0% refund   |

9. Students on a payment plan should note that the percentage refund is the percentage of the full tuition price. Students changing from full time to part time status are liable to the refund levels and timetable as detailed above.
10. Where a student has paid for a full year of tuition the above percentages are applied to each semester individually. For example, if an undergraduate student were to officially withdraw the week after the First Week of Classes in Fall, they would receive 0% for their Fall semester but a 100% semester refund for their Spring semester. This applies to new students with a visa too, but doesn't apply to RIASA students that commit to an entire academic year (see RIASA Fees Policy).

### Special Fee Conditions for Postgraduates

11. The following terms and conditions are specific to postgraduate students, otherwise all terms and conditions between postgraduates and undergraduates are identical.
12. Fees are payable in UK Pounds Sterling.
13. Payments are due in three equal instalments: 01 August (Fall semester), 01 December (Spring semester), 01 May (Summer semester).
14. A 100% refund will be made for tuition fees less any confirmation deposit if an official withdrawal is made before 5pm on the Friday before the first week of classes in the Fall or Spring semesters. Thereafter, no refunds are made.
15. However, if the University has issued a Confirmation of Acceptance for Studies (CAS) and a student visa has been issued there will be no refunds of tuition.

## VERSION MANAGEMENT

| <b>Responsible Department: Finance</b><br><b>Approving body: University Board</b> |             |                  |                |
|---|-------------|------------------|----------------|
| Version no.   | Key Changes | Date of approval | Date of effect |
| 001   |             | 29 August 2018   | 28 August 2018 |

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|-----|---|--|-----------------|
| 002 | Minor typo fixes.   | August 2020  | August 2020     |
| 003 | Amend US deposit and PG housing, no longer relevant.<br>Clarification on semester refunds where full year paid.<br>Addition for Spring PG starters. Clarify process for a refund. | 01 June 2022   | 01 Sept 2022    |
| 004 | Adjusted formatting   | 20 October 2022  | 20 October 2022 |
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|     |   | <b>Restricted access?</b><br><i>Tick as appropriate</i> <input type="checkbox"/> <b>Yes</b><br><input checked="" type="checkbox"/> <b>No</b> |                 |