



# HARTPURY

## UNIVERSITY REFUNDS POLICY

*Applies to students who have officially enrolled at the University*

### GENERAL TERMS:

#### REFUND PAYMENTS

To ensure compliance with the 'Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017' the following precautions must be taken in respect of any refund requested: every effort **MUST** be made to issue a refund of any payment to the University using the same payment method and to the original payer.

Following a payment by credit/debit card or bank transfer, refunds must only be made using the same method to the same credit/debit card or bank account. In the event of an attempted refund payment being rejected or not possible, the reason will be checked prior to accepting alternative details (for students accounts this will be in the student's name only, we're unable to process refunds to a third party).

#### REFUNDS SPECIFIC TO COVID-19

In addition to the University's standard conditions below, your deposit will be refunded if, prior to your commencing studies at Hartpury, one of the following conditions, specific to Covid-19 are met:

- There is a significant change to the published start date of the course (more than 4 weeks)
- There is a significant change to the method of delivery of the course for example if online teaching replaces face to face teaching (for more than 4 weeks)
- Travel restrictions mean that you (the student) cannot travel to Hartpury
- You (the student) or your family are adversely affected by the pandemic, either medically or financially, so that your study at Hartpury is no longer viable (proof may be required)

Refunds are not available if you (the student) decide to defer your start date, or for any reasons not related to Covid-19 unless already covered under the University's standard conditions.

#### APPEALS

If you want to make an appeal against any aspect of our Refund Policy, you should do so in writing. Please address your appeal to the Head of Finance, and email it to [feequestions@hartpury.ac.uk](mailto:feequestions@hartpury.ac.uk). Appeals which relate to our refund policy must be made within six months of your official date of withdrawal from the University.

## TUTION FEE REFUNDS

### Requesting a Refund

If you have made an overpayment or your tuition fees have been reduced due to a late sponsor notification or you have suspended or withdrawn from your program you may request a refund from [finanace@hartpury.ac.uk](mailto:finanace@hartpury.ac.uk)

### International Student Deposit

The international student deposit of 50% of tuition fees is refundable only in the event of a student being refused a visa to study full time in the UK (documentary evidence must be produced) or a student failing to meet the University's entry requirements.

### Refund due to Withdrawal / Suspension

Students wishing to temporarily suspend or withdraw from their course of studies may do so as described within the Academic Regulations in Part B. Only when written notification has been received will the withdrawal be processed and the student's records amended. The official withdrawal date will be recorded as the date of receipt of the notification of withdrawal or the requested date of withdrawal, whichever is the later. For students who fully withdraw during a period of authorised temporary suspension, their withdrawal date will be the date at which the temporary suspension began.

To avoid disputes on withdrawal dates, it is required that a student submits written notification of withdrawal in person to a Student Advisor following a discussion with their tutor. If the notification is being sent by post it is essential that the student keeps proof of postage and a copy of the letter sent. The Student should address postal submissions to Academic Services. It is essential that a student retains written confirmation of their date of withdrawal following the submission of this notification.

Hartpury is required to inform the UK Visa and Immigration Agency of the withdrawal of students in the UK under a Tier 4 visa. A decision to withdraw will have an impact on the Hartpury's sponsorship of a student and students are therefore recommended to seek advice from an independent Finance and Immigration advisor in these circumstances.

Students may be required to withdraw from a module, a course and/or their studies at Hartpury as described in the Academic Regulations. In this case the date of the withdrawal will be the date formally agreed by the relevant decision-making body.

Cancellation of a course or module that affects continuation of study by Hartpury will trigger the Student Protection Plan.

Where a student withdraws or is required to withdraw from their course part way through the academic year for whatever reason, subject to a student observing the procedure for withdrawal, Hartpury will adjust the liability for tuition fees, or refund tuition fees already paid in accordance with the table below. Any reduction in tuition fees will be calculated from the official withdrawal date. If you withdraw from your program before the end of the academic year (or Suspend your studies) your tuition fee costs may be adjusted pro-rata based on your last date of attendance (see how your fees are adjusted section below). The adjusted fee amount will depend on your cohort, course status and domicile.

#### *Note:*

- No application for a refund of fees will be considered unless a withdrawal or suspension has been received in writing and has been fully approved by your Head of Department/Academic Services and processed by the Student Record Office
- Where an international student enrolls but withdraws or suspends during the first 2 weeks of term, the University will retain £1000 of the fee paid

- If you have been awarded a University bursary to cover part/full fees the bursary will be adjusted pro-rata using the same calculation methods as set out in the section below
- Any overpayment of tuition fees arising from a Suspension of studies will be automatically carried forward into the next Academic Session. The credit will be used to offset any fee liability upon resumption of studies. Students can, however, make a formal application for a refund at the point of suspension via [finance@hartpurv.ac.uk](mailto:finance@hartpurv.ac.uk)
- If after a period of suspension, you resume studies at the start of the next Academic year you will become liable for the full course costs for that year
- If an International student is suspended or withdrawn for 'non-attendance' the date submitted to the UKBA will be used for fee recalculation purposes

### How Your Fees are Adjusted

The following fee liability applies to all students undertaking study that is:

- Full-time or part-time lasting for one or more academic years where fees are charged by academic year
- Part-time where the fees are charged per module and the module length is between one teaching block (normally 15 weeks or less) and 1 year (or more).

Students withdrawing or suspending studies during	Fee Liability
First term (from the first day of first term but before the start of second term)	25% of full fees
Second term (from the first day of second term but before the start of third term)	50% of full fees
Third term (from the first day of third term)	Full Fees

Students have a statutory right to a cooling off period to cancel their application within 14 calendar days from the formation of the contract.

Where students have paid a deposit, for example for certain courses or as a new international student, once the student has satisfactorily completed enrolment the fee liability following withdrawal from the course will be as set out in sections.

The calculation of fee liability in the case of a withdrawal is based on the full tuition fee, including any deposit.

A refund in excess of the levels set out in the table above will be considered only if a withdrawal is due to serious and unforeseen exceptional circumstances. Students in such circumstances should seek advice from the Finance office.

## **HARTPURY STUDENT ACCOMMODATION REFUNDS**

Students who withdraw from residence before the end of the academic year with agreement from Hartpury will be required to pay an accommodation charge for a period (as set out below) following the date on which Hartpury agrees that the student may leave residence and the student vacates their room and the room key is returned and if Hartpury is unable to immediately re-let the room to another student (transfers from other Hartpury accommodation excluded).

Withdrawals made on or before 1<sup>st</sup> November 2021 will be charged an accommodation charge for a 4 week period, withdrawals made after 1<sup>st</sup> November 2021 will be charged an accommodation charge for a 6 week period and for withdrawals made after 3<sup>rd</sup> January 2022 there will be no refund and payment is due for the full academic year. In exceptional circumstances these charges may be waived by the Chief Operating Officer.

A decision by the Chief Operating Officer (or nominee) given under this section may be the subject of appeal to the Vice-Chancellor, Principal & CEO (or nominee). Such an appeal must be lodged in writing to the Residential Services Manager within seven days of being notified of that decision.

Any student who is asked or required by Hartpury to vacate his/her accommodation following a disciplinary hearing will be liable for the remainder of that academic year's accommodation charge.

## **LIVERY FEE REFUNDS**

Students who withdraw their horse from Hartpury Livery before the end of the academic year will remain liable to pay the livery charge in full for the remainder of the academic year. If the University is able to enter into a new livery agreement in respect of the livery place with another student on the University's waiting list, in which case the Student will be refunded livery fees paid for any period after the date on which the new livery agreement takes effect. If the Student terminates this agreement in writing prior to the start of the summer term, then an allowance of £20 per week will be given for unutilised bedding and hay for that term.

## **GYM FEE, SPORTS ACADEMY FEE and CAR PARK FEE REFUNDS**

The Gym Membership Fee, the Sports Academy Fee and Car Parking charge are all one-off fees and are non-refundable.

## **EQUALITY, DIVERSITY AND INCLUSION**

As with all Hartpury policies and procedures, due care has been taken to ensure that this policy is appropriate to all members of staff and students regardless of their age, disability, ethnicity, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and transgender status.

The policy will be applied fairly and consistently whilst upholding Hartpury's commitment to providing equality to all.

Hartpury is committed towards promoting positive mental health and aims to create a culture of support where staff and students can talk about mental health problems without the fear of stigma or discrimination.

### Approval and Review Cycle

<b>Date Last Approved</b>	N/A
<b>Policy Owner</b>	Chief Operating Officer
<b>Approving Committee</b>	Strategy, Finance & Resources Committee
<b>Status</b>	Approved
<b>Effective from</b>	September 2021
<b>Next Review Date</b>	December 2021