



Refund Procedure

All Students:

- Once their application has been accepted students not requiring a visa to enter the UK must pay a non-refundable deposit of £1,000.00 or their full course fee. This is in addition to a £60.00 non-refundable Accommodation Arrangement Fee (AAF) if students require accommodation. The remainder of the course fees must be paid in full before the course starts, for academic and vocational courses, or at least a term in advance for English language programmes.
- Once their application has been accepted students requiring a visa to enter the UK must pay a deposit of £2000.00 or their full course fees, of which £1,000.00 will be a non-refundable deposit. Where the student requires a TIER 4 visa an additional non-refundable CAS Administration Fee of £21.00 will need to be paid in addition to a £60.00 non-refundable Accommodation Arrangement Fee (AAF) which is payable by all students that require accommodation. The remainder of the course fees must be paid in full before the course starts, for academic and vocational courses, or at least a term in advance for English language programmes.
- Refunds made by the college in respect of course fees are subject to an Administration Fee of £250.00 to cover administration/handling. However, should the College cancel the chosen course and a suitable alternative course is not available, the College will offer a full refund.
- Should the College be unable to accept a student on to the course of their choice because they have not met the course entry requirements the college will offer a refund less the non-refundable deposit paid.
- Once a course has started, course fees will only be refunded under exceptional circumstances at the discretion of the College. The College will try to offer an alternative course if available.
- The College normally requires notice of cancellation 14 days prior to the start of the course before refundable payments are returned. In exceptional circumstances and at the discretion of the College, a full refund will be made minus £250 admin fee.
- Where a student chooses to shorten a booked and paid for English Language study programme, the college requires 4 weeks' notice of the revised leaving date. All booked weeks up to the revised leaving date will be charged at the appropriate rate for the shortened study programme, plus an Administration Fee of up to £250.00. This Administration Fee will not exceed the cost of booked weeks that have been paid for after the revised leaving date. The college will not make a refund where the payments made to the college do not exceed £1000.00 which is the amount of the non-refundable deposit.
- Late arrival onto courses can sometimes be arranged on request. However, pro-rata fees are not available for booked missed tuition weeks or on-campus residence accommodation.
- If a student is asked to leave the College before completing their course due to unacceptable behaviour as defined by the College, no refund will be given.

- If a student has been introduced to the College via an agent:
 1. The College must inform the agent if the student withdraws from the course and requests a refund.
 2. Any request for a refund must be made through the agency which may incur a fee from the agent.
- If the student is from Hong Kong and able to claim the OEA (Overseas Education Allowance) and a refund is agreed after an OEA Receipt has been provided a revised OEA Receipt will be provided, a copy of which will be sent to the Education Allowances Unit, The Government of HKSAR.

Visa Nationals:

- If a student is a Visa National and their visa application is refused before the start of the course, the student must inform the college 10 days before the agreed start of the course. The College will, subject to the reservations below, agree to refund any payments made less the Administration Fee and the Accommodation Arrangement Fee. Where we receive the required evidence, the refund will be returned to the original bank account within four weeks. Where we receive notification of a visa refusal in less than 10 days before the start of the course, the refund will also have course materials fees deducted. If notification of the visa refusal from UKVI is received by the student less than 10 days before the start of the course, course materials fees will not be deducted.
- The application for a refund must be in writing, returning the original Offer Letter and a copy of the UKVI Refusal Letter from the Home Office within 4 weeks of receiving the Refusal Letter.
- The College reserves the right to keep the full deposit in cases where the application has used fraudulent documents.

Refund Requests:

- All requests for refunds must in the first instance be made in writing/email to :

- Post:

Finance Administrator
 East Sussex College – International College
 Firle House FH439
 Mountfield Road
 Lewes
 East Sussex
 BN7 2XH
 United Kingdom

E-Mail:

Finance-International@Sussexdowns.ac.uk

- Any refund will require the approval of the International College Manager.