



## Refund Procedure

### All Students:

- Once their application has been accepted students on **English Language courses** or **International Study Year courses** 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 for at least one term must be paid in full at least two weeks before the course starts.
- Once their application has been accepted students requiring a **Student Route Visa** to enter the UK must pay a deposit of their first year's course fees prior to the CAS being assigned, of which £1,000.00 will be a non-refundable deposit. A £60.00 non-refundable Accommodation Arrangement Fee (AAF) is also required for all students that require accommodation. An additional non-refundable CAS Administration Fee of £21.00 will need to be paid.
- 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.

## 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 be made within the same academic year of the course. Please write/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@escg.ac.uk](mailto:Finance.International@escg.ac.uk)

- Any tuition fee refund will require the approval of the International College Director and Finance Director.