

## **Student Fees Regulations 2018/2019**

### **1 Payment of fees: due date**

Tuition fees become due on the first day of your programme of study.

Accommodation fees become due when you arrive to take up your place in University accommodation.

### **2 Payment by instalments: Tuition Fees**

If you are paying your tuition fees direct to the University, you may pay the full amount in a single payment or you may make two instalment payments. The amounts and due dates of instalment payments are published in advance on the [University's website](#).

The preferred method of payment is via the University's online payments system by direct debit or credit/debit card although cheques, bank drafts and bank transfers will also be accepted.

Students who are undertaking a modular based postgraduate programme are required to pay in advance for each module. Instalment options are not available for these programmes.

### **3 Payment by instalments: Accommodation Fees**

You may choose to pay accommodation fees in full or on a termly basis. Payment may be made online (the preferred method), by direct debit or credit/debit card, or by cheque, bank draft or bank transfer. The amounts and due dates of instalment payments can be found on your Acceptance of Student Accommodation Form.

### **4 Payment by a third party**

If your fees are to be paid by the Student Loans Company or by a sponsor such as an Embassy, please ensure that all information is available to enable the appropriate invoices to be raised and for your sponsor to make payment on your behalf. It is your personal responsibility to ensure that your fees are paid.

### **5 Late payment of tuition or accommodation fees**

If you become aware that your payment will be late, you must contact the Income Office to explain the position. If you are in genuine difficulty with payment, an authorised member of the Income Office will try to agree a plan of payment with you that you can afford.

If you fail to submit a payment plan or if your payment plan method fails, you will be contacted within two weeks of the expected payment date and asked to make immediate payment by another method. If this payment method also fails, you will normally be charged an administration fee.

If you fail to provide the University with a satisfactory response in the circumstances described above you will be sent a formal letter requesting that you contact the University Credit Control and Payables Manager ('the Credit Control Manager'). Your Faculty Office and academic school(s) will also be notified.

If you fail to respond, or if after contacting the Credit Control Manager you are unable to provide an acceptable payment plan, the University reserves the right to terminate your studies in the case of unpaid tuition fees or to require you to leave your accommodation in the case of unpaid accommodation fees. The University will then put any debt outstanding in the hands of a debt collector. Any additional costs incurred will be added to your account.

Students who continue to be in debt to the University for tuition fees at the end of the academic year will not be permitted to register for the following year of their programme until either the debt has been cleared or specific arrangements have been agreed with the Credit Control Manager for the settlement of the debt.

Members of the Student Funding Office can provide advice on additional funding that may be available to assist you.

## **6 Difficulty with payment**

If you are experiencing difficulties in paying tuition or accommodation fees you should seek help at the earliest possible opportunity. Initially you should approach staff in the Student Funding Office. They will be able to provide general advice as well as information about any additional funding that may be available. You may also wish to speak to a personal tutor, hall warden or the Students' Union for support and advice. It is important to keep the Income Office informed of developments (see above). The University will be sympathetic and assist where it can. However, in order to maintain the quality of teaching for everyone else, the University must act to recover debts.

## **7 Payment of interest or administrative charges**

You will become liable to pay interest at 2.5% above UK clearing bank base rate per annum on the amount outstanding where payments are outstanding against your payment plan. Interest will run from the due date to the date when the fees are paid.

The Finance Office will review the student related debt ledger throughout the year and apply interest on a consistent basis annually.

An administration charge will normally be raised where your chosen method of payment is declined more than once. This will apply to each payment date.

## **8 Reinstatement on payment of full tuition fees**

If you have been required to leave the University for non-payment of tuition fees, registration on your programme of study may be reinstated on payment in full of outstanding tuition fees before the end of the academic year in question. However, if you are consequently behind with your studies, you may have to repeat parts of the programme, thereby incurring further fees.

## 9 Early withdrawal or suspension of study

If you leave your programme of study early or suspend your studies for a significant period, claims for refunds of tuition fees may be made. Students are entitled to a full refund if a claim is made within the first four weeks of the start of the programme. Thereafter, any claims for a refund will be prorated on a weekly basis for undergraduate students and a monthly basis for postgraduate students. This includes all categories of students and sponsors including all undergraduates in receipt of a tuition fee loan. There is further information on tuition fees at [www.bristol.ac.uk/fees-funding/tuition-fees](http://www.bristol.ac.uk/fees-funding/tuition-fees).

If you leave your University accommodation early, the sum for which you are liable is set out in the Student Residence Conditions.

## 10 Other important information

- a. Students with debts relating to tuition or accommodation fees, to library, car parking or disciplinary fines, or any other outstanding debts to the University, will be required to attend an interview with the Credit Control Manager to discuss these debts and make specific arrangements for their settlement.
- b. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University summer term will not be permitted to graduate in the summer ceremony.
- c. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University autumn term will not be permitted to graduate in the winter ceremony.
- d. A degree certificate will not be provided to any student who has tuition fees outstanding.

For the purposes of these Regulations, "tuition fees" includes tuition fees, bench fees and writing up fees.

## 11 Appeal process

If you are unhappy about any matter relating to fee levels or payments you should in the first instance contact the Income Office Manager, who is based in Senate House. If the matter remains unresolved, you may bring a complaint under the University's Student Complaints Procedure.

(see <http://www.bristol.ac.uk/study/undergraduate/after-you-apply/policies/>)

## Contacts

Student Funding Office	<a href="mailto:student-funding@bristol.ac.uk">student-funding@bristol.ac.uk</a>	0117 331 7972
Income Office	<a href="mailto:student-fees@bristol.ac.uk">student-fees@bristol.ac.uk</a>	0117 331 7721
Credit Control Manager		0117 928 7908
Student Complaints Officer	<a href="mailto:student-complaints@bristol.ac.uk">student-complaints@bristol.ac.uk</a>	0117 394 1820

*Principles approved by Council 10 May 2000. Last updated August 2014.*