Tuition Fee Refund Policy

1. Introduction

1.1 The following Policy sets out the arrangements and calculations relating to tuition fee refunds in the event of a student formally withdrawing from their studies.

1.2 All information provided to students on the University website and any other literature available to students must reflect this Policy. See Appendix 1 for a list of key staff for dissemination of this Policy, and any future updates.

2. Refunds – general provisions

2.1 Students can claim a refund after paying some or all their tuition fees, if they withdraw from study at the University before completion of their course. A student can make a claim after the University has received a written notification of withdrawal to the school/department or faculty office. The date of withdrawal is the date written confirmation is received, or should this be received in advance of the withdrawal date, the date of withdrawal specified within the written confirmation.

2.2 Where students are required to withdraw for academic reasons, the date of withdrawal will be the date of the Exam Board where this decision is made. Where students are required to withdraw for other reasons e.g. disciplinary action, the withdrawal date will be the date that the decision is made, which will normally be the same date as the formal meeting or hearing considering the matter.

2.3 If a student has any University debt, it will be subtracted from any refund of fees payable.

2.4 All refunds will be calculated in £ Sterling but may be refunded in the currency of the original payment. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.

2.5 Refunds will only be made to the person who originally paid the tuition fees. If a parent or guardian, or a third party has paid on behalf of a student, but wishes the refund to be paid direct to the student, the University is unable to comply with such requests. This is an important provision to ensure adherence with the University’s Anti-Money Laundering Policy.

3. Refunds for undergraduate (UG) students

UG programme fees to be charged as follows:
• No fees charged if withdrawal date is within the first two (teaching) weeks of the start of
  the course.
• 25% of fees charged if withdrawal date is after the first two weeks and before the start of
  the second term.
• 50% of fees charged if withdrawal date is after the start of the second term and before the
  start of the third term.
• 100% of fees charged if withdrawal date is after the start of the third term.

4. Refunds for postgraduate (PG) students

• PG programme (not including modular or PGCE) fees are charged on a monthly basis,
  with a whole month’s fees charged where withdrawal date is part-way through the month.
• PG programme (modular route only) fees to be charged at 100% once the module has
  commenced.
• PGCE programme fees to be charged on a weekly basis and to be charged for a whole
  week’s fees where withdrawal date is part-way through the week.
• Pre-sessional language programme fees to be charged on a weekly basis and to be
  charged for a whole week’s fees where withdrawal date is part-way through the week.

5. Refund of deposits

The following relates to the refunding of deposits following a withdrawal from a programme after
enrolment:

• Deposits that have been paid for all programmes other than for pre-sessional English
  language courses will be included in refund calculations and refunded to the payer.
• Deposits that have been paid for pre-sessional English language courses will be excluded
  from refund calculations and kept by University of Bristol.

For deposits paid where enrolment has not been completed, the deposit will not be refundable
except in circumstances outlined in the International Deposits Refund Policy.