International Deposits
Refund Policy

The deposit is non-transferable and non-refundable except under the circumstances outlined below. Refund requests must be made in accordance with the Deposit Refund Team’s procedures and deadlines (http://www.bristol.ac.uk/international-office/refunds/). Deposits will be held at least until the start date of the course applied for, or longer, at the discretion of the Deposit Refunds Team.

In line with UK money laundering laws any fee paid will only be refunded to the person or body who paid the fee.

A. Refusal of a student visa

Refunds will be made to students who have been refused a student visa, provided the reason for refusal is not due to a fraudulent application. To request a refund, candidates must submit a copy of the visa refusal document to the University.

B. Student fails to meet academic conditions of the offer

If the student fails to meet the conditions that may be attached to the offer and is rejected from the course on academic grounds then a refund will be made. A refund will only be made if the Deposit Refunds Team is satisfied that sufficient evidence has been shown proving that the student made a genuine effort to meet the conditions. English language certificates submitted as evidence must be dated after the date of the deposit payment and also be recent enough to give an accurate representation of the student’s language ability.

C. University cancels programme

If the University cancels the programme for which the applicant has accepted an offer, then all fees paid will be refunded.

D. Deferral to later session

D1 - If the student arrives and wishes to defer to a later session, this is treated as a failure to attend the course they have been accepted for. The deposit will be forfeited.
and treated as a withdrawal (see below). The student will then need to apply again for the later programme and pay a new deposit at the new rate for the course and be liable for the full fees for that programme. The UK Border Agency will be notified that they are not studying at the University.

This policy will only be varied if the applicant produces evidence of genuine grounds for deferral; this will include the late issue of the visa.

D2 – If the student has not yet arrived and notifies the Faculty Office that they wish to defer to a later session, the deposit may be carried forward for one year. Should the student choose to defer for a second year the deposit will be forfeited and treated as a withdrawal (see below). The student will then need to apply again for the later programme and pay a new deposit at the new rate for the course and be liable for the full fees for that programme. The UK Home Office will be notified that they are not studying at the University.

E. Failure to attend at the start of the programme, or withdrawal after enrolment

No refund will be made. The UK Border Agency will be informed that the student is not enrolled on the expected programme.

F. Exceptional Circumstances

Notwithstanding the above, refunds may be made in exceptional circumstances. This covers matters that would prevent the applicant from continuing with their studies in the UK - for example a serious illness, a death in the immediate family, or breach of contract on the part of the University. Documentary proof of such circumstances must be provided.

Decisions on refunding the deposit where there are exceptional circumstances will be made by the Deposits Refund Team at their discretion.

Please note that a transfer to another educational institution in the UK is not normally considered to be an exceptional circumstance and may only be considered where there are valid academic reasons for such a transfer.