



FEE PAYMENT REFUND POLICY

Last reviewed on:	12 th February 2018
Next review in:	February 2019
Responsibility:	Managing Director/Senior Administrator
Approved by:	Managing Director

Please contact the College Management if you have any difficulty understanding the context of this policy.





East Midlands School of Business & Management

PROCEDURES FOR THE HANDLING OF DEPOSIT, FEE PAYMENTS AND REFUNDS

- Students are required to pay tuition fees upon admission either in full or in installments if agreed with the admissions department of the College.
- A non-refundable administration fee and 40% of the tuition fee is payable before a confirmation of offer is issued. Fee's can be paid by Bank Draft, Cheque, Bank transfer or cash in pounds sterling only. All Bank Draft and Cheque payments should be made payable to East Midlands School of Business & Management.
- Upon the student's arrival, the full tuition fees for the course are to be paid, either in full or in a number of installments, if agreed.
- Methods of payment are as prescribed on the College Application form, also a payment information slip is sent with any Offer Letter issued by the College.
- In certain circumstances, arrangements can be made for payments to be settled in installments; however the initial deposit, equating to the administration fee and 40% of the tuition fees must be paid before a payment plan can be agreed.
- Students in financial difficulties are encouraged to contact the College in the first instance. The Administrator and/or Managing Director can be approached for confidential discussions.
- The College will withdraw students who continuously fail to comply with payment plans that they have agreed. Two warnings (One verbal and One written) will be issued, after which, any student will be withdrawn from their course of study and subsequently from the College. In this case, no monies will be refunded to the student.
- Students who paid by cheque will be charged £50 for any cheque that is returned unpaid. Additionally, the College will no longer accept further payments by personal cheques submitted by any student who has had a returned cheque. Any bank charges incurred by returned cheques will be borne by the student. Any bank charges will be added onto the student's total outstanding course fees.
- The College reserves the right to make the following charges, at the rates detailed in the College regulations which are updated from time to time:
 - Instalment Payment Administrative Charges
 - Late Payment Penalty Charges
 - Administrative charges for missed payments, i.e. dishonoured cheques
 - Administrative charges for refunds i.e. transfers to other Colleges
 - Transfer charges for students who defer their studies to a later date or session
 - Accommodation charges including non-refundable deposit of two weeks rent on accommodation arranged by the college in advance of the students' request.
 - Late submission penalties
 - Assessment re-takes and any other such charges

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- Students are contractually entitled under the terms of this agreement to a full refund of all tuition fees paid, minus the non-refundable administration charge, in the following circumstances.
 - If the College is unable to offer an advertised course (or equivalent) on the advertised start date or within a reasonable period of time
 - If a student applying from overseas is refused a Visa and is thus unable to come to the United Kingdom in order to take up his/her course of study.
- Deposits and fees may only be returned if the student fails to obtain a valid UK visa and where it is through no fault of their own and where the student is in their home country. If a visa is refused due to an error on the part of the UKVI then the student MUST appeal the decision in order to obtain the refund which would then be paid after the outcome of the appeal. In all circumstances a student's registration fee will not be refunded.

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