**Policy on Refunds of Tuition Fee Deposits for International Students**

The University has absolute discretion in considering and applying the refund of the Tuition Fee deposit for international students.

1. **Tuition Fee Deposits are refundable by the University only in the following circumstances:**

* 1. If an applicant requests a refund within 14 days of payment being received at the University as per the Consumer Contracts Regulations 2013. Please note Section 2(1) below, where a refund would not be made.
  2. If an applicant fails to meet the conditions related to academic entry requirements set out in the offer letter and therefore cannot be admitted.
  3. If an applicant is unable to attend due to serious ill-health of themselves or a close family member (parent, grandparent, sibling, spouse, child dependents). Authenticated independent medical evidence/certificate will be required to be submitted for verification). Proof of relationship will also be required.
  4. If an applicant is unable to attend due to the recent death of a close family member (parent, grandparent, sibling, spouse, child dependents). Authenticated independent medical evidence/certificate will be required to be submitted for verification. Proof of relationship will also be required.
  5. If an applicant’s student Visa or ATAS clearance is refused or rejected. Please note Section 2(3) below, where a refund would **not** be made.
  6. If the University is unable to admit an applicant due to the programme of study or specific mode of attendance previously agreed as stated in the offer is no longer available.
  7. If the applicant requires a deferral to the subsequent academic session and the University is unable to agree that deferral.
  8. If the applicant has paid the deposit and subsequently receives full funding for the programme of study (appropriate evidence is required to be submitted for verification).
  9. If the applicant has paid the deposit and subsequently, receives a bank loan rejection (appropriate evidence is required to be submitted for verification).

1. **Tuition Fee Deposits are retained by the University in the following circumstances:**

* 1. The applicant requests a refund within 14 days of payment being received by the University but within this period has utilised the CAS for Visa submission purposes.
  2. The applicant is granted a student visa but subsequently does not register at the University and none of the criteria in section 1 above apply~~.~~
  3. The applicant registers and subsequently withdraws or is withdrawn from their studies at any time before completion of their programme and none of the criteria in section 1 above apply.
  4. The applicant receives a Visa refusal on the grounds of any fraudulent activity such as the submission of any fraudulent documentation or other form of deception.
  5. The applicant has provided fraudulent documentation or other form of deception through the University’s admissions process.
  6. The deposit refund application form is lodged with [depositrefund@strath.ac.uk](mailto:depositrefund@strath.ac.uk) more than six months after the original payment date. Applications out with the six-month deadline will be considered on a case-by-case basis.
  7. The applicant fails to submit a request to UKVI for an administrative review, appeal or similar, having been advised by the University to do so.

1. **Refund requests:**

* 1. Refunds can take up to six weeks to process.
  2. The University will only refund the deposit to the same original source payer and using the same method of payment as used to pay the tuition fee deposit.
  3. All refunds will be calculated in UK sterling.
  4. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges involved. 5) The University will not offer cash refunds.
  5. The return of funds back to the original source can take several weeks depending on the ultimate destination of the funds and whether any intermediary institutions are involved. Once the refund has been initiated by the University’s bank the subsequent timeframe to receive the refund, is out with the University’s control.
  6. The decision to refund tuition fee deposits is by approval from the Head of Admissions and Student Lifecycle Services, and the Deputy Director of Finance (Operations) or their nominees.