

## **Sparsholt College International Tuition Fees Deposit Refund Policy**

### **1. If the student's visa application was rejected because of errors made by the student by submitting incorrect documents, incorrectly completing the application form, or similar errors:**

A refund may be made upon the request of the student, subject to an administration charge of £50. Evidence of the visa refusal is necessary.

The College offers a full visa checking service. This is available to all students and is provided by the International Office. This includes help with checking all forms and documents prior to submission as well as being available for any questions or queries. Please contact the International Office for this assistance. As this is available to all students, any mistakes made by a student who has not sought the help of the College will be deemed the responsibility of the student and an administration charge may be levied on any tuition fee refund.

### **2. If the student's visa application was rejected because of an error made by the College or the UKVI:**

A full refund may be made upon the request of the student. Evidence of visa refusal is necessary.

### **3. If the student's application for either the CAS statement or the visa was rejected as it was determined that fraudulent documentation was submitted by, or on behalf of, the student.**

No refund will be made.

### **4. If the student decides not to register with the College having secured a visa to study at the College:**

A refund can be made upon receipt of a written request to the College (by email or by post), and this refund is subject to the following charges based on the date that the refund request is received prior to the original date of the commencement of their studies:

120 days or more – a full refund will be made

90-119 days – a refund will be made subject to a £50 administration charge

60-89 days – a refund will be made subject to an administration charge of £250

30-59 days – a refund will be made subject to an administration charge of £500

0-29 days - a refund will be made subject to an administration charge of £1000

### **5. If the student is unable to attend their course of studies due to illness or other extenuation circumstances:**

The College may issue a refund subject to receipt of a written request (by email or post), and subject to the student proving evidence to support their request. This may include a doctor's letter confirming that they are unable to study, or a letter/equivalent evidence from an independent professional (i.e. not a friend or relative) to confirm the circumstances.

Administration charges may be applied at the discretion of the College depending on the evidence submitted by the student.

### **6. If the student defers their offer to the next enrolment as they are not able to meet their academic conditions:**

The College will hold the deposit ready for the student to attend at a future date.

## Notes

If the circumstances are not described above, the College will review each request for a tuition fee deposit refund on a case-by-case basis.

Registration at the College entitles a student to all student benefits. After a student has arrived at the College and registered for their course, they are not eligible to apply for a refund of their deposit.

Any request for a tuition fee deposit refund must be made by the student in writing. A request from another person or organisation is not acceptable. A request for a refund of a tuition fee deposit should be sent to [international@sparsholt.ac.uk](mailto:international@sparsholt.ac.uk) or by post to:

International Office  
Sparsholt College  
Winchester  
SO21 2NF  
England

The College will acknowledge any refund request by email using the email address provided by the student in their course application to the College. The number of days' notice that the College is given by a student applying for a refund will be determined by the date on which a request is received by the International Office.

### Processing of refunds

If a refund request is accepted by the International Office and meets the relevant refund criteria, any approved refund will be processed by the College Finance Department.

Please note:

- A refund will be made to the individual or organisation that originally paid the deposit. If a third party has paid the deposit on behalf of the applicant the refund will be made to that organisation. In that case, the College is unable to refund the deposit directly to the applicant.
- Due to UK money laundering regulations, refunds can only be made to the account from which the payment was originally made.
- A refund will be made as soon as possible. Exact times may vary depending upon the method by which the original payment was made.
- A refund will be made in pounds sterling. Any bank charges or currency conversion costs incurred in making a refund shall be borne by the student or the third party receiving the payment.

### Administration charges

The administration charges that are made reflect the range of costs incurred by the College at various stages leading up to the start of courses and programmes. Such costs include commitments to all relevant staff, accommodation, facilities, equipment and other resources.

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