



Fees & Charges Payment Policy

Updated May 2015

The Arts University is committed to the provision of a working and learning environment founded on dignity, respect and equity where unfair discrimination of any kind is treated with the utmost seriousness. It has developed and implemented an Equalities Strategy and Action Plan to guide its work in this area. All the University's policies and practices are designed to meet the principles of dignity, respect and fairness, and take account of the commitments set out in the Equalities Strategy 2012 – 2015 'Diversity Enhancing Creativity'.

This policy has been subject to an equality analysis to ensure consideration with regard to the provisions of the Equality Act 2010.

Date of last EA review: 05/2015

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1. **Postgraduate Research: Home & European (EU) students**
- 1.1 Fees & payments
 - 1.1.1 Students of all ages are liable for tuition fees and course material charges where applicable.
 - 1.1.2 All fees are payable on or before enrolment.
 - 1.1.3 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
 - 1.1.4 Financial assistance such as Career Development Loans (CDL) or sponsorship may be available and students who have been assessed and will be receiving financial assistance must bring evidence of the assessment at enrolment.
 - 1.1.5 Students who are in the process of being assessed for financial funding or assistance must bring evidence that assessment is still ongoing at enrolment.
 - 1.1.6 A number of bursaries are available each year. Details of the amount and criteria can be found on the Arts University Bournemouth website.
- 1.2 Instalments
 - 1.2.1 At the discretion of the Arts University Bournemouth tuition fee payments will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits.
 - 1.2.2 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.
- 1.3 Refunds
 - 1.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
 - 1.3.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 1.3.1.
 - 1.3.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 1.3.1, then the student will be entitled to a refund for that term's fees.
 - 1.3.4 Any amount paid above what is due shall be refunded in full.
 - 1.3.5 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at

risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

1.4 Outstanding fees

- 1.4.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.
- 1.4.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.
- 1.4.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.
- 1.4.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

1.5 Students joining a course late

- 1.5.1 Fees will chargeable as stated above (see sections 1.1 to 1.4).

- 1.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

2. **Postgraduate Research:** Overseas students

2.1 Deposits

- 2.1.1 A non-refundable deposit of £1,500 is required for any students that require a Confirmation of Acceptance for Studies (CAS) Number. This is repayable less a £50 administrative fee for visa refusal, except in cases where the refusal was based on incorrect or invalid information/documentation provided by the student in support of their visa application. In such cases, no refund of the £1,500 will be issued. A £50 administration fee will be charged if a second CAS needs to be issued following a visa refusal.

Refunds are considered on a case by case basis in the event of a severe change in circumstances e.g. death of a close family member.

2.2 Fees & payments

- 2.2.1 Students of all ages are liable for tuition fees and course material charges where applicable.
- 2.2.2 Students paying the full year's fees in advance will receive a discount (excluding students from the Isle of Man or Channel Islands). Payment must be received and cleared by our bank on 1 August to receive the discount. Please note that students may need to allow between 5-10 days for their transfer to be processed. Please go to the Arts University Bournemouth website to see current discounts available.
- 2.2.3 If students' progress from a degree level course on to a postgraduate MA programme, they will be entitled to an additional discount on the fees applying at that time. Please go to the AUB website to see current discounts available.
- 2.2.4 All fees are payable on or before enrolment.
- 2.2.5 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 2.2.6 If a student is in receipt of a loan from their home country they must bring details of the assessment on enrolment; they must pay any amounts for which they are personally liable, in full on enrolment day.
- 2.2.7 Students who are in the process of being assessed for financial funding or assistance must bring evidence that assessment is still ongoing at enrolment.
- 2.2.8 A number of bursaries are available each year. Details of the amount and criteria can be found on the Arts University Bournemouth website.

2.3 Instalments

- 2.3.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all loan options have been exhausted.
- 2.3.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.
- 2.3.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.

2.4 Refunds

- 2.4.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 2.4.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 2.4.1
- 2.4.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 2.4.1, then the student will be entitled to a refund for that term's fees.
- 2.4.4 Where a student withdraws in the first term of their first year of study an additional administration fee of **£750** will be charged to cover the costs of the University in obtaining their Visa and other related costs associated with their arrival on campus.
- 2.4.5 Where a student has been issued with a Visa to enter or stay in the UK to study at the University, any refund due will only be given once satisfactory confirmation has been received that the student has returned to their home country. If the student wishes to transfer to another course in the UK they must contact the Home Office prior to undertaking any change. Any refund to the student will be transferred directly to the appropriate approved institution once the transfer of courses has been agreed.
- 2.4.6 For immigration purposes, the Home Office is also informed that the student is no longer studying at the Arts University Bournemouth.
- 2.4.7 Any amount paid above what is due shall be refunded in full.
- 2.4.8 **United States (U.S.) Students Only - R2T4 (Return of title IV)**
The Arts University Bournemouth applies its fair and equitable refund policy to all students and the refund requirements as prescribed by federal regulations. All Direct Loan recipients who withdraw or cease to attend all classes before the 60 percent point of the term must pay back part of the unearned portion of their reward.
Copies of these policies and sample refund calculations are available in the Finance office upon request. The Finance Office is responsible for accepting and documenting repayments to ensure the return of the refund to the proper agencies. (Students who do not repay the funds are referred to the U.S. Department of Education for collection.)
- 2.4.9 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

2.5 Outstanding fees

- 2.5.1 Any student defaulting on payment will risk invalidating their visa. They may also lose access rights to facilities and lectures and will not be able to graduate.
- 2.5.2 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.
- 2.5.3 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.
- 2.5.4 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.
- 2.5.5 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

2.6 Students joining a course late

- 2.6.1 Fees will chargeable as stated above (see sections 2.1 to 2.5).
- 2.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

3. **Postgraduate Taught (Masters):** Home & European (EU) students
 - 3.1 Deposits
 - 3.1.1 A non-refundable deposit equal to the value of 1 term's fees must be payable by the 1 September in order to secure a place.
 - 3.2 Fees & payments
 - 3.2.1 Students of all ages are liable for tuition fees and course material charges where applicable.
 - 3.2.2 All fees are payable on or before enrolment.
 - 3.2.3 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
 - 3.2.4 Financial assistance such as Career Development Loans (CDL) or sponsorship may be available and students who have been assessed and will be receiving financial assistance must bring evidence of the assessment at enrolment.
 - 3.2.5 Students who are in the process of being assessed for financial funding or assistance must bring evidence that assessment is still ongoing at enrolment.
 - 3.2.6 A number of bursaries are available each year. Details of the amount and criteria can be found on the Arts University Bournemouth website.
 - 3.3 Instalments
 - 3.3.1 At the discretion of the Arts University Bournemouth tuition fee payments will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits.
 - 3.3.2 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.
 - 3.4 Refunds
 - 3.4.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
 - 3.4.2 With the exception of the circumstances outlined in point 3.4.1, no refund will be given for deposits.
 - 3.4.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 3.4.1, then the student will be entitled to a refund for that term's fees.
 - 3.4.4 Any amount paid above what is due shall be refunded in full.
 - 3.4.5 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any

other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

3.5 Outstanding fees

3.5.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

3.5.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.

3.5.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

3.5.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

3.6 Students joining a course late

3.6.1 Fees will chargeable as stated above (see sections 3.1 to 3.5).

3.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

4. **Postgraduate Taught (Masters): Overseas students**

4.1 Deposits

- 4.1.1 To secure their place on a course, a non-refundable deposit of £1,500 must be payable within 2 months of an offer being made for a student
- 4.1.2 For students requiring a visa, the £1,500 non-refundable deposit detailed in 4.1.1 must be paid in order to receive the Confirmation of Acceptance for Studies (CAS) email enabling you to obtain a visa.
- 4.1.3 Refunds are considered on a case by case basis in the event of a severe change of circumstances e.g. Death of a close family member.

No refund will be due in the case of a visa refusal based on incorrect or invalid information/documentation provided by the student in support of their visa application. A £50 administration fee will be charged if a second CAS needs to be issued following a visa refusal.

4.2 Fees & payments

- 4.2.1 Students of all ages are liable for tuition fees and course material charges where applicable.
- 4.2.2 Students paying the full year's fees in advance will receive a discount (excluding students from the Isle of Man or Channel Islands). Payment must be received and cleared by our bank on 1 August to receive the discount. Please note that students may need to allow between 5-10 days for their transfer to be processed. Please go to the Arts University Bournemouth website to see current discounts available.
- 4.2.3 If students' progress from a degree level course or a Study Abroad plan on to a postgraduate MA programme, they will be entitled to an additional discount as appropriate, on the fees applying at that time. Please go to the AUB website to see current discounts available.
- 4.2.4 All fees are payable on or before enrolment.
- 4.2.5 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 4.2.6 If a student is in receipt of a loan from their home country they must bring details of the assessment on enrolment; they must pay any amounts for which they are personally liable, in full on enrolment day.
- 4.2.7 Students who are in the process of being assessed for financial funding or assistance must bring evidence that assessment is still ongoing at enrolment.
- 4.2.8 A number of bursaries are available each year. Details of the amount and criteria can be found on the Arts University Bournemouth website.

4.3 Instalments

- 4.3.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all loan options have been exhausted.

- 4.3.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.
- 4.3.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.

4.4 Refunds

- 4.4.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 4.4.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 4.4.1.
- 4.4.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 4.4.1, then the student will be entitled to a refund for that term's fees.
- 4.4.4 Where a student withdraws in the first term of their first year of study an additional administration fee of **£750** will be charged to cover the costs of the University in obtaining their Visa and other related costs associated with their arrival on campus.
- 4.4.5 Where a student has been issued with a Visa to enter or stay in the UK to study at the University, any refund due will only be given once satisfactory confirmation has been received that the student has returned to their home country. If the student wishes to transfer to another course in the UK they must contact the Home Office prior to undertaking any change. Any refund to the student will be transferred directly to the appropriate approved institution once the transfer of courses has been agreed.
- 4.4.6 For immigration purposes, the Home Office is also informed that the student is no longer studying at the Arts University Bournemouth.
- 4.4.7 Any amount paid above what is due shall be refunded in full.
- 4.4.8 **United States (U.S.) Students Only - R2T4 (Return of title IV)**
The Arts University Bournemouth applies its fair and equitable refund policy to all students and the refund requirements as prescribed by federal regulations. All Direct Loan recipients who withdraw or cease to attend all classes before the 60 percent point of the term must pay back part of the unearned portion of their reward.
Copies of these policies and sample refund calculations are available in the Finance office upon request. The Finance Office is responsible for accepting and documenting repayments to ensure the return of the refund to the proper agencies. (Students who do not repay the funds are referred to the U.S. Department of Education for collection).
- 4.4.9 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was

received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

4.5 Outstanding fees

4.5.1 Any student defaulting on payment will risk invalidating their visa. They may also lose access rights to facilities and lectures and will not be able to graduate.

4.5.2 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

Arts University Bournemouth is unable to comply with Tier 4 Sponsor duties for students who have access to teaching removed. Tier 4 visa students who have their access to teaching removed will be withdrawn from their course and have their visa curtailed by the Home Office.

4.5.3 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.

4.5.4 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

4.5.5 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

4.6 Students joining a course late

4.6.1 Fees will chargeable as stated above (see sections 4.1 to 4.5).

4.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

5. **Undergraduate (Honours degrees):** Home & European (EU) students
 - 5.1 Fees & payments
 - 5.1.1 Students of all ages are liable for tuition fees and course material charges where applicable.
 - 5.1.2 All fees are payable on or before enrolment.
 - 5.1.3 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
 - 5.2 Instalments
 - 5.2.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all student loan options have been exhausted.
 - 5.2.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.
 - 5.2.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.
 - 5.3 Refunds
 - 5.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
 - 5.3.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 5.3.1.
 - 5.3.3 Students who are ineligible for a Student Tuition Fee Loan and attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term (one third of the full tuition fee for each term). The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 5.3.1, then the student will be entitled to a refund for that term's fees.
 - 5.3.4 Students who have obtained a Student Tuition Fee Loan and attend a course for longer than 1 taught week of term 1 shall owe 25% of the full tuition fee. Should they attend the course for longer than 1 taught week of term 2 then 50% of the full tuition becomes due. If a student attends a course for longer than 1 taught week of term 3 then 100% of the full tuition fee is due.
 - 5.3.5 Any amount paid above what is due shall be refunded in full.
 - 5.3.6 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was

received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

5.4 Outstanding fees

5.4.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

5.4.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.

5.4.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

5.4.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

5.5 Students joining a course late

5.5.1 Fees will chargeable as stated above (see sections 5.1 to 5.4).

5.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

6. **Undergraduate (Honours degrees): Overseas students**

6.1 Deposits

- 6.1.1 A non-refundable deposit of £1,500 is required for any students that require a Confirmation of Acceptance for Studies (CAS) Number. This is repayable less a £50 administrative fee for visa refusal, except in cases where the refusal was based on incorrect or invalid information/documentation provided by the student in support of their visa application. In such cases, no refund of the £1,500 will be issued. A £50 administration fee will be charged if a second CAS needs to be issued following a visa refusal.

Refunds are considered on a case by case basis in the event of a severe change in circumstances e.g. death of a close family member.

6.2 Fees & payments

- 6.2.1 The annual tuition fee will be set at the start of the student's course and will remain the same for the duration of the course.
- 6.2.2 Students paying the full year's fees in advance will receive a discount (excluding students from the Isle of Man or Channel Islands). Payment must be received and cleared by our bank on 1 August to receive the discount. Please note that students may need to allow between 5-10 days for their transfer to be processed. Please go to the Arts University Bournemouth website to see current discounts available.
- 6.2.3 If students are accepted onto one of the full time Higher Education courses after successfully completing a full time Further Education programme at the University, they will receive a reduction of the tuition fees if they are paid in full by the 1st August. This is not applicable to EU/Island students. Please go to the Arts University Bournemouth website to see current discounts available.
- 6.2.4 A discount can be obtained if a student wishes to pay for the full course (two or three years) in advance. An administration charge will apply if the student withdraws from the course early for any reason. Full details of this option are available on request.
- 6.2.5 All fees are payable on or before enrolment.
- 6.2.6 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 6.2.7 If a student is in receipt of a loan from their home country they must bring details of the assessment on enrolment; they must pay any amounts for which they are personally liable, in full on enrolment day.

6.3 Instalments

- 6.3.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits.
- 6.3.2 Only tuition fees are allowed to be paid by instalments. Course material charges must be paid in full on or before enrolment.
- 6.3.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.

6.4 Refunds

- 6.4.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 6.4.2 On withdrawal from the University no refund will be given for course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 6.4.1.
- 6.4.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 6.4.1, then the student will be entitled to a refund for that term's fees.
- 6.4.4 Where a student withdraws in the first term of their first year of study an administration fee of **£750** will be charged to cover the costs of the University in obtaining their Visa and other related costs associated with their arrival on campus.
- 6.4.5 Where a student has been issued with a Visa to enter or stay in the UK to study at the University, any refund due will only be given once satisfactory confirmation has been received that the student has returned to their home country. If the student wishes to transfer to another course in the UK they must contact the Home Office prior to undertaking any change. Any refund to the student will be transferred directly to the appropriate approved institution once the transfer of courses has been agreed.
- 6.4.6 For immigration purposes, the Home Office is also informed that the student is no longer studying at the Arts University Bournemouth.
- 6.4.7 Any amount paid above what is due shall be refunded in full.
- 6.4.8 **United States (U.S.) Students Only - R2T4 (Return of title IV)**
The Arts University Bournemouth applies its fair and equitable refund policy to all students and the refund requirements as prescribed by federal regulations. All Direct Loan recipients who withdraw or cease to attend all classes before the 60 percent point of the term must pay back part of the unearned portion of their reward.
Copies of these policies and sample refund calculations are available in the Finance office upon request. The Finance Office is responsible for accepting and documenting repayments to ensure the return of the refund to the proper agencies. (Students who do not repay the funds are referred to the U.S. Department of Education for collection).
- 6.4.9 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

6.5 Outstanding fees

6.5.1 Any student defaulting on payment will risk invalidating their visa. They may also lose access rights to facilities and lectures and will not be able to graduate.

6.5.2 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

Arts University Bournemouth is unable to comply with Tier 4 Sponsor duties for students who have access to teaching removed. Tier 4 visa students who have their access to teaching removed will be withdrawn from their course and have their visa curtailed by the Home Office.

6.5.3 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.

6.5.4 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

6.5.5 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

6.6 Students joining a course late

6.6.1 Fees will chargeable as stated above (see sections 6.1 to 6.5).

6.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

7. **Preparation for Higher Education Courses: Home & European (EU) Students**
- 7.1 Fees & payments
- 7.1.1 Students under the age of 19 on 31 August in the first year of the course will only be liable for the course material charge.
- 7.1.2 Students who are 19 years old or older on 31 August in the year of starting the course will be liable for tuition fees, examination/registration fees and course material fees.
- 7.1.3 All fees are payable on or before enrolment.
- 7.1.4 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 7.2 Instalments
- 7.2.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all student loan options have been exhausted.
- 7.2.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.
- 7.2.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.
- 7.3 Refunds
- 7.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 7.3.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 7.3.1.
- 7.3.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term (one third of the full tuition fee for each term). The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 7.3.1, then the student will be entitled to a refund for that term's fees.
- 7.3.4 Students who have obtained a 24+ Advanced Learning Loan and attend a course for longer than 1 taught week of term 1 then the fee due for term 1 shall be calculated on a month by month basis. If a student attends a course for longer than 1 taught week of term 2 then the fee due for term 2 shall be calculated on a month by month basis (and will be due in addition to the full tuition fee for term 1 as outlined in 7.3.2). If a student attends a course for longer than 1 taught week of term 3 then the fee due for term 3 shall be calculated on a month by month basis (and will be due in addition to the full tuition fee for terms 1 and 2 as outlined in 7.3.2).

- 7.3.5 Any amount paid above what is due shall be refunded in full.
- 7.3.6 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

7.4 Outstanding fees

- 7.4.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.
- 7.4.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for subsequent academic years.
- 7.4.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.
- 7.4.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

7.5 Students joining a course late

- 7.5.1 Fees will chargeable as stated above (see sections 7.1 to 7.4).

- 7.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

8. **Preparation for Higher Education: Overseas Students**

8.1 Deposits

- 8.1.1 For a student to secure their place on a course, a non-refundable deposit of £1,500 must be payable by the 15th May preceding the academic year in which the student is studying, or within 1 month of an offer being made, whichever is later.
- 8.1.2 For students requiring a visa, the non-refundable deposit of £1,500 detailed in 8.1.1 must be paid in order to receive the Confirmation of Acceptance for Studies (CAS) email enabling you to obtain a visa.
- 8.1.3 Refunds are considered on a case by case basis in the event of serve change of circumstances e.g. Death of a close family member.

No refund will be due in the case of a visa refusal based on incorrect or invalid information/documentation provided by the student in support of their visa application. A £50 administration fee will be charged if a second CAS needs to be issued following a visa refusal.

8.2 Fees & payments

- 8.2.1 Students of all ages are liable for tuition fees, exam fees and course material charges where applicable.
- 8.2.2 The annual tuition fee will be set at the start of the student's course and will remain the same for the duration of the course.
- 8.2.3 Students paying the full year's fees in advance will receive a discount (excluding students from the Isle of Man or Channel Islands). Payment must be received and cleared by our bank on 1 August to receive the discount. Please note that students may need to allow between 5-10 days for their transfer to be processed. Please go to the Arts University Bournemouth website to see current discounts available.
- 8.2.4 A discount can be obtained if a student wishes to pay for the full course in advance. An administration charge will apply if the student withdraws from the course early for any reason. Full details of this option are available on request.
- 8.2.5 All fees are payable on or before enrolment.
- 8.2.6 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 8.2.7 If a student is in receipt of a loan from their home country they must bring details of the assessment on enrolment; they must pay any amounts for which they are personally liable, in full on enrolment day.

8.3 Instalments

- 8.3.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all student loan options have been exhausted.

- 8.3.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.

A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.

8.4 Refunds

- 8.4.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 8.4.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 8.4.1.
- 8.4.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 8.4.1, then the student will be entitled to a refund for that term's fees.
- 8.4.4 Where a student withdraws in the first term of their first year of study an administration fee of **£750** will be charged to cover the costs of the University in obtaining their Visa and other related costs associated with their arrival on campus.
- 8.4.5 Where a student has been issued with a Visa to enter or stay in the UK to study at the University, any refund due will only be given once satisfactory confirmation has been received that the student has returned to their home country. If the student wishes to transfer to another course in the UK they must contact the Home Office prior to undertaking any change. Any refund to the student will be transferred directly to the appropriate approved institution once the transfer of courses has been agreed.
- 8.4.6 For immigration purposes, the Home Office is also informed that the student is no longer studying at the Arts University Bournemouth.
- 8.4.7 Any amount paid above what is due shall be refunded in full.
- 8.4.8 **United States (U.S.) Students Only - R2T4 (Return of title IV)**
The Arts University Bournemouth applies its fair and equitable refund policy to all students and the refund requirements as prescribed by federal regulations. All Direct Loan recipients who withdraw or cease to attend all classes before the 60 percent point of the term must pay back part of the unearned portion of their reward.
Copies of these policies and sample refund calculations are available in the Finance office upon request. The Finance Office is responsible for accepting and documenting repayments to ensure the return of the refund to the proper agencies. (Students who do not repay the funds are referred to the U.S. Department of Education for collection)
- 8.4.9 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any

other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

8.5 Outstanding Fees

8.5.1 Any student defaulting on payment will risk invalidating their visa. They may also lose access rights to facilities and lectures and will not be able to graduate.

8.5.2 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

Arts University Bournemouth is unable to comply with Tier 4 Sponsor duties for students who have access to teaching removed. Tier 4 visa students who have their access to teaching removed will be withdrawn from their course and have their visa curtailed by the Home Office.

8.5.3 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.

8.5.4 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

8.5.5 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

8.6 Students joining a course late

8.6.1 Fees will chargeable as stated above (see sections 8.1 to 8.5).

8.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

9. **Short Courses including Saturday Art School: All students**

9.1 Fees & payments

- 9.1.1 Students of all ages are liable for tuition fees, examination/registration fees and course material charges where applicable.
- 9.1.2 There is one 50% discounted place per course of the Short Courses Evening Courses provision for current students that are also enrolled on a full time course (including Study Abroad) available on a first come first served basis.
- 9.1.3 All fees are payable on or before enrolment.
- 9.1.4 Students whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.
- 9.1.5 Students receiving assistance with their fees via a Government initiative or similar must provide evidence on or before enrolment.

9.2 Refunds

- 9.2.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 9.2.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 9.2.1.
- 9.2.3 Tuition fees will only be refunded if a student withdraws from a course at least 21 days prior to the course commencing. If a student withdraws from a course less than 21 days prior to the course commencing but is still within the 14 day period from the Confirmation of Acceptance as per point 9.2.1, then the student will be entitled to a refund for that term's fees.
- 9.2.4 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

9.3 Outstanding fees

- 9.3.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.
- 9.3.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol on any course for any subsequent academic years.
- 9.3.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

9.3.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

9.4 Students joining a course late

9.4.1 Fees will chargeable on a pro rata basis and as stated above (see sections 9.1 to 9.3).

9.5 If the course is cancelled for whatever reason the student will be entitled to a full refund.

9.6 In rare circumstances that the start date of a course is changed, Arts University Bournemouth will endeavour to give as much notice as possible. If a date is changed during the course a refund will not be offered. A different subject of study may be offered as an alternative.

9.7 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

10. **Staff & related parties attending courses**

10.1 Fees & payments

- 10.1.1 Studying as agreed through staff development will be subject to staff development rules and procedures.
- 10.1.2 Staff and their spouses, including partners, wishing to study of their own volition may be entitled to a reduction in fees except for the Adult Summer School courses.
- 10.1.3 There is one 50% discounted place per course of the Saturday Art School provision for children of staff available on a first come first served basis.
- 10.1.4 There is one 50% discounted place per course of the Short Courses Evening Courses provision for current staff available on a first come first served basis.
- 10.1.5 All fees are payable on or before enrolment.
- 10.1.6 Staff & related parties whose fees are being paid by an agency or employer must provide invoicing details from the agency or employer on or before enrolment.

10.2 Instalments

- 10.2.1 At the discretion of the Arts University Bournemouth payment will be allowed by 3 equal instalments, one at the beginning of each term. Each case will be considered on its individual merits. This is common if all loan options have been exhausted.
- 10.2.2 Only tuition fees are allowed to be paid by instalments. Examination/registration fees and course material charges must be paid in full on or before enrolment.
- 10.2.3 A payment schedule for the tuition fee payable must be agreed and logged within the finance and student records system at enrolment.

10.3 Refunds

- 10.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 10.3.2 On withdrawal from the University, no refund will be given for examination/registration fees or course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 10.3.1.
- 10.3.3 Staff & related parties who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. The date used for fee calculations will be that as shown as the last date of attendance on the official student withdrawal form. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 10.3.1, then the student will be entitled to a refund for that term's fees.
- 10.3.4 Any amount paid above what is due shall be refunded in full.

10.3.5 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

10.4 Outstanding fees

10.4.1 Access to resources, teaching and assessment will be removed from students who have outstanding liabilities. This ultimately means that students will not receive any award or qualification associated with their course.

10.4.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol for any subsequent academic years.

10.4.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

10.4.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

10.5 Late Starters

10.5.1 Fees will chargeable as stated above (see sections 10.1 to 10.4).

10.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

11. Study Abroad

11.1 Fees & payments

- 11.1.1 Students of all ages are liable for fees and any course material charges where applicable.
- 11.1.2 All fees are payable at least 6 weeks before enrolment.
- 11.1.3 Students whose fees are being paid by an agency, employer or educational provider must provide invoicing details from the agency, employer or educational provider on or before enrolment.
- 11.1.4 If a student is in receipt of a loan from their home country they must bring details of the loan assessment on enrolment; they must pay any amounts for which they are personally liable, in full on enrolment day.
- 11.1.5 Where acceptance as a study abroad student is dependent on the results of previous assessment, any student who is in the process of being assessed must bring evidence that assessment is still ongoing at enrolment.

11.2 Instalments

- 11.2.1 At the discretion of the Arts University Bournemouth payment will be allowed by instalments. Each case will be considered on its individual merits.
- 11.2.2 Only fees are allowed to be paid by instalments. Course material charges must be paid in full on or before enrolment.
- 11.2.3 A payment schedule for the fee payable must be agreed and logged within the finance and student records system at enrolment.

11.3 Refunds

- 11.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 11.3.2 On withdrawal from the University no refund will be given for course material fees as long as the withdrawal is more than 14 days after the Confirmation of Acceptance as per point 11.3.1.
- 11.3.3 Students who attend a course for longer than 1 taught week of any term are liable for the full tuition fee cost of that term. If a student attends a course for longer than 1 taught week but is still within the 14 day period from the Confirmation of Acceptance as per point 11.3.1, then the student will be entitled to a refund for that term's fees.
- 11.3.4 Where a student withdraws in the first term of their first year of study an additional administration fee of **£750** will be charged to cover the costs incurred by the University.
- 11.3.5 Where a student has been issued with a Visa to enter or stay in the UK to study at the University, a refund (as per above) will only be given once satisfactory confirmation has been received that the student has returned to their home country. If the student wishes to transfer to another course in the UK they must

contact the Home Office prior to undertaking any change. Any refund to the student will be transferred directly to the appropriate approved institution once the transfer of courses has been agreed.

11.3.6 For immigration purposes, the Home Office is also informed that the student is no longer studying at the Arts University Bournemouth.

11.3.7 Any amount paid above what is due shall be refunded in full.

11.3.8 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

11.4 Outstanding fees

11.4.1 Any student defaulting on payment will risk invalidating their visa if applicable. They may also lose access rights to facilities and teaching.

11.4.2 Any student who has outstanding tuition fees at the end of an academic year will be ineligible to enrol for any subsequent academic years.

11.4.3 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

11.4.4 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

11.5 Students joining a course late

11.5.1 Fees will chargeable as stated above (see sections 11.1 to 11.4).

11.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning. It is important to note that Study Abroad students are not assessed and do not achieve or gain an award or similar.

12. **Educational Trips**

12.1 **Fees & payments**

- 12.1.1 Students attending University organised educational trips are liable to pay any fees due as outlined by the course leader.
- 12.1.2 All fees are payable prior to the commencement of the educational trip, by a deadline set by the course leader.
- 12.1.3 A non-refundable deposit may be required for the educational trip at the discretion of the course leader.
- 12.1.4 Students who pay a deposit for an educational trip are liable to pay the remaining balance of the trip.

12.2 **Refunds**

- 12.2.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting a place on an Educational Trip (Confirmation of Acceptance) from the University the student has the right to cancel the acceptance up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 12.2.2 A refund will be issued by the University in the event that the educational trip is cancelled.
- 12.2.3 All payments made for educational trips are non-refundable unless the student withdraws within 14 days of the Confirmation of Acceptance as per point 12.2.1 or unless the educational trip is cancelled as per point 12.2.2.
- 12.2.4 Refunds for card payments will be made to the same credit or debit card from which the payment was received. Refunds for bank transfer payments will be made to the same bank account from which the payment was received. Any other refund shall be made via the same method that the payment was received. This is unless the refund method is deemed to put the recipient at risk – i.e. if money is received in cash it may be seen as more appropriate to refund the payer via bank transfer, rather than in cash.

12.3 **Outstanding fees**

- 12.3.1 Any student defaulting on an educational trip payment will not be eligible to attend the educational trip.
- 12.3.2 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if any payments remain outstanding.
- 12.3.3 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

12.4 **Students signing up to an educational trip late**

- 12.4.1 Any student who does not pay the educational trip fee prior to the fees payment deadline (as per point 12.1.2) will only be allowed to sign up for the educational trip at the discretion of the course leader.

12.4.2 Any students signing up late for the educational trip (as per point 12.4.1) will be required to pay their fees as per points 12.1.1 and 12.1.2.

12.5 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

13. **Student Accommodation**

13.1 Deposits

- 13.1.1 For all students who accept a place in Arts University Bournemouth accommodation, a deposit is required to be paid immediately.
- 13.1.2 The deposit amount is set by Arts University Bournemouth and is subject to an annual review.
- 13.1.3 If deposits are not received from students within 10 days of the University's receipt of a signed halls acceptance form, or within 21 days for international (EU and overseas) students, the room will be reallocated
- 13.1.4 The deposit will be refunded at the end of the tenancy term as outlined in the tenancy agreement, minus any fines or deductions for damages, which will be itemised to the tenant.

13.2 Fees & payments

- 13.2.1 Students who have accepted a place in Arts University Bournemouth accommodation will be liable to pay all rental fees due as outlined in the tenancy agreement.
- 13.2.2 Rent will be collected by Arts University Bournemouth finance office termly in advance by credit/debit card.
- 13.2.3 The termly payment dates will be confirmed each year prior to the start of the autumn term and are subject to review on an annual basis.
- 13.2.4 An administration charge as outlined in the AUB Halls Administration Allocation Policy may apply if the finance office is unable to collect the rent on the due date as a result of insufficient funds being available. This will be deducted from the deposit held by the University.
- 13.2.5 The University reserves the right to administer charges to cover additional administrative or material costs, or to fine students who fail to comply with the Halls Regulations. Possible charges are detailed in the Halls induction material and on the AUB intranet and are reviewed on an annual basis. Copies of the Halls Handbook and the additional charges are available from Student Services.

13.3 Cancellation/Change of room

- 13.3.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After accepting an Offer (Confirmation of Acceptance) from the University for a place in student accommodation, the student has the right to cancel the offer up to 14 days after the Confirmation of Acceptance. If the student cancel's within this period any fees paid will be refunded.
- 13.3.2 Cancellations due to the terms of a conditional offer or international visa not being met will not incur penalties if notified to the University as soon as is reasonably possible.
- 13.3.3 Aside from points 13.3.1 and 13.3.2 the cancellation of a place in University accommodation is not allowed to be made unless the University is able to let the room to a replacement student. The student will be liable for the full rental charges relating to the room as outlined in 13.2.1 until a replacement student

is found for the room. In this event, a charge as outlined in the AUB Halls Administration Allocation Policy would be made to the outgoing student to cover the additional administrative and cleaning costs involved.

13.3.4 Students who wish to change rooms will be charged a fee as outlined in the AUB Halls Administration Allocation Policy to cover additional cleaning and administrative costs.

13.4 Withdrawals

13.4.1 Aside from points 13.3.1 and 13.3.2, students withdrawing from the University and leaving halls will not be refunded their deposit as this will be held in lieu of notice. However, any overpayment of rent will be refunded after the student has moved out of halls.

13.4.2 In the event that a student is asked to leave the University, they will receive 4 weeks' notice, upon completion of which the residence agreement will be terminated.

13.5 Outstanding fees

13.5.1 If a student does not pay their fees as outlined in 13.2.1, 13.2.2 and 13.2.3 AUB reserves the right to collect payment from the student's guarantor.

13.5.2 If it has not been possible to collect outstanding fees from a student's guarantor as outlined in 13.5.1, AUB reserves the right to remove the student from their accommodation.

13.5.3 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

13.6 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

14. **Library fines**

14.1 Fees & payments

14.1.1 If a book is not returned to the library by the deadline as specified when the book is issued, a fine will be incurred.

14.1.2 The value of the fine is determined by the Library, and will include the cost of the book as outlined in 14.1.1.

14.1.3 The fine will be due by the student under whose name the book was issued.

14.1.4 The fine will be reduced if the book (as per 14.1.1) is returned to the Library

14.2 Outstanding fees

14.2.1 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

14.2.2 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

14.3 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

15. **Admin fees**

15.1 Fees & payments

15.1.1 Admin fees may be raised on an ad-hoc basis by the finance department for items including but not limited to AUB equipment borrowed but not returned to the AUB, and damage to AUB equipment.

15.2 Outstanding fees

15.2.1 The Arts University Bournemouth uses a debt collection agency following the use of internal debt collection processes if they prove unsuccessful.

15.2.2 Any student who has outstanding fees will be ineligible to attend the end of year graduation ceremony and will be unable to purchase tickets for the graduation ball.

15.3 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.

16. **Print credits**

16.1 Fees & payments

16.1.1 Print credits may be purchased from the Arts University Bournemouth.

16.1.2 Print credits can be used for either printing or photocopying as required.

16.1.3 Print credits may be used on printers/photocopiers assigned for student use by AUB.

16.2 Refunds

16.2.1 The University's Fees & Charges Payment Policy is subject to the Consumer Regulations 2013 (Distance Selling). After purchasing Print Credits the student has the right to return the print credits in exchange for a full refund up to 14 days after the Print Credits have been purchased.

16.2.2 Arts University Bournemouth does not refund unused print credits.

16.3 The Arts University Bournemouth reserves the right to treat each student's circumstances on an individual basis at the discretion of the Director of Finance & Planning.