

ARTS UNIVERSITY BOURNEMOUTH

Arts University Bournemouth (AUB)

Fees Payment Policy 2024/25 – Frequently Asked Questions (FAQ)

Effective: January 2025

1. General Information

Q1: Why does AUB have a Fees Payment Policy?

AUB's Fees Payment Policy ensures clarity on tuition and other related fees, payment deadlines, refund policies, and consequences of non-payment. It aims to support students in managing their financial obligations while maintaining fairness and consistency.

Q2: Where can I find detailed information about my tuition fees?

You can find detailed tuition fee information for your course on the AUB website:

- [Foundation Fees](#)
 - [Undergraduate Fees](#)
 - [Postgraduate Fees](#)
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2. Tuition Fees & Payment

Q3: How do I know what tuition fees I need to pay?

Your tuition fees depend on your student category:

- **Home Students:** Fees set per UK government regulations.
- **International Students:** Higher tuition fees apply.
- **Channel Islands & Isle of Man Students:** Special fee structures apply.

Check your offer letter or AUB's website for your exact fees.

Q4: How can I pay my tuition fees?

AUB only accepts **online payments**. Payment links:

- **Home & AUB Online Students:** [Open Payment Pathway](#)
- **International Students:** [International Payment Portal](#)
- **Short Courses:** [AUB Online Store](#)

Q5: When do I need to pay my fees?

- **Undergraduate & Postgraduate (On-Campus):** Payable in three equal instalments at the start of each term.
- **Online Masters:** Full payment upfront or by pre-arranged instalments before the course starts.
- **Short Courses:** Full payment at the time of booking.
- **Study Abroad:** Full payment at the time of booking or by pre-arranged instalments
- **Accommodation Fees:** Termly in advance as per the tenancy agreement.

Q6: What if I have a Student Loans Company (SLC) loan?

- **Undergraduate SLC tuition loans** are paid **directly to AUB**.
- **Undergraduate SLC maintenance loans** are paid **directly to the student**.
- **Postgraduate SLC loans** are paid **to the student**, who must then arrange payment to AUB.

If your student loan is delayed, contact the **Finance Office – income@aub.ac.uk** immediately to discuss temporary arrangements.

More details: [SLC Website](#)

Q7: Can I pay in instalments?

Yes, AUB allows students to pay in three equal instalments at the start of each term. Full payment is required for short courses. For online Masters courses payment is required in full or by pre-arranged instalments.

Q8: What happens if I don't pay my fees on time?

AUB follows a structured process for unpaid fees:

1. **Email & text reminders**
2. **Dashboard notifications**
3. **Final notice letter**
4. **Exclusion from teaching & assessment**
5. **External debt collection agency involvement**

Students with unpaid fees cannot re-enrol, attend graduation, or receive official transcripts.

3. Deposits & Refunds

Q9: Do I need to pay a deposit?

- **International Students (CAS required):** Yes, one term's tuition fees.
- **Nigeria & Pakistan Nationals:** Yes, 50% of the full-year tuition fee.
- **US Federal Aid / Government Loan Recipients:** Yes, £500 deposit.

- **Home Students:** No deposit required.

Q10: What if I don't complete the course, am I due a refund?

Refund eligibility depends on when you withdraw:

- **Within 14 days of accepting an offer:** Full refund.
- **After the first taught week of term:** Partial refund based on attendance.
- **International students withdrawing in Term 1:** £750 administration fee applies.

Q11: How are refunds processed?

Refunds are typically made using the original payment method. If this is not possible, the Finance Office will contact you to arrange an alternative refund method. Refunds for Visa refusals or overpayments will be processed within a reasonable timeframe, subject to administrative fees.

Q12: What if my Visa is refused?

A refund is available, minus a **£100 administration fee**, and up to **£1,500 if the refusal was due to incorrect documentation** provided by the student.

4. Library Fines & Additional Charges

Q13: Do I have to pay for library fines or educational trips?

- **Library fines** apply for overdue or lost books. The fine includes the cost of the book plus a late return charge.
 - **Educational trips** may incur costs, which will be communicated by Course Leaders.
 - **Print credits** are non-refundable.
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5. Exchange Programmes

Q14: Do I have to pay AUB tuition fees if I go on an exchange?

Yes, you are still liable for **full AUB tuition fees**, but you won't have to pay tuition fees to the partner institution.

Q15: Can I get financial support for my exchange?

You may be eligible for a **Maintenance and Travel Grant**. Contact the **International Office** (international@aub.ac.uk) for details.

For further assistance, contact income@aub.ac.uk or visit the AUB Finance Office.

End of FAQ Document