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**University of Stirling**

**Admissions and Access**

**Guidance on Refunds of Tuition Fee Deposits**

**Tuition Fee Deposits are generally not refundable if the applicant chooses not to enrol or is otherwise unable to enrol for reasons within the applicant’s reasonable control.** The University of Stirling has absolute discretion in considering and applying refunds of Tuition Fee Deposits other than in the circumstances laid out below.

***Important Note if you have commenced the enrolment process, you must contact the enrolment team to formally withdraw from the University and they will process your refund to include your tuition fee liability.***

Tuition Fee Deposits are only refundable in the following circumstances:

1. when an applicant requests a refund within 14 days of payment being received at the University of Stirling.
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 (evidence is required).
3. if an applicant is unable to attend due to serious ill-health of themselves or a close family member (independent evidence is required).
4. if an applicant’s student visa or ATAS clearance is refused or rejected, except where refusal is a result of:

a) A fraudulent application

b) Insufficient funds;

c) Supply of incorrect information/documentation;

1. if the University of Stirling is unable to admit an applicant due to the programme of study or specific mode of attendance previously agreed ceasing to be available.
2. if an applicant requires a deferral to the subsequent academic session and the University of Stirling is unable to agree that deferral.
3. if an applicant has paid the deposit in full or in part and has subsequently, but before enrolling, received full funding for the programme of study and is able to provide appropriate evidence.
4. If there has been a loss of financial support since the deposit was paid (such as a loss of funding, scholarship, or redundancy) (evidence is required)
5. If an applicant is prevented from travelling to start the course due to restrictions in place in the applicant’s country of residence or the UK
6. if an applicant is prevented from travelling due to a natural disaster or civil disruption
7. if an applicant is prevented from completing enrolment before the given deadline due to a genuine delay with the visa application beyond normal service standards with UKVI. Evidence must be provided such as the date of the visa applications, any correspondence with UKVI and (if applicable) a copy of any student visa issued.

In all circumstances where a visa is used to enter the UK but where either there is a failure to enrol, or a failure to complete your period of study, tuition fee deposits will not be refunded. This includes students who change immigration status and remain in the UK.

For any applicant wishing to defer to the subsequent academic session and having paid the Tuition Fee Deposit, the deposit will be transferred to the new programme of study for the subsequent academic year.

The University of Stirling will return the Tuition Fee Deposit to the original payee using the same method of payment used to pay the Tuition Fee Deposit.

Any applicant wishing to seek a refund of a Tuition Fee Deposit

should complete the form below and return it to [postgraduate.admissions@stir.ac.uk](mailto:postgraduate.admissions@stir.ac.uk) for postgraduate applicants or [admissions@stir.ac.uk](mailto:admissions@stir.ac.uk) for undergraduate applicants.. At this point, all offers made for the applicant will be automatically withdrawn. All refunds will be subject to the University administration charge of 10%.

**Refunds must be requested within 6 months of original payment date.**

Authority to approve refund of Tuition Fee Deposits rests with the Director of Admissions or nominated alternative.

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| Last updated: | August 2023 |
|  | Admissions and Access |

**Tuition Fee Deposit Refund Application**

* This form should only be completed by **applicants** wishing to request a tuition fee deposit refund in line with the Tuition Fee Deposit Guidance, above. If you have commenced the enrolment process, you must formally withdraw and the Enrolment team will be able to assist.

• Applications are normally considered in 15 working days but can take longer during peak periods. Applications for deferrals will only be considered until the 1st October in the year of your original application. Please contact us as soon as you know you will not be able to take up your place and will require a refund.

• Before filling in this form it is essential that you read the University of Stirling Tuition Fee Deposit Guidance, which can be viewed above.

**Section 1: Personal Details**

|  |  |
| --- | --- |
| Student Number: |  |
| Family Name: |  |
| Given Name: |  |
| Contact Email: |  |
| Date of Application: |  |

**Section 2:** **Details of your refund request. Please tick under which circumstance you are claiming a refund. Applications without supporting evidence will not be considered:**

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|  | I sent my deposit within the last 14 days and wish to withdraw  *(Please provide your banking transfer reference number)* |
|  | I cannot be admitted as I did not meet the entrance criteria  *(Please provide us with your final transcript evidencing this)* |
|  | I (or a close member of my family) am seriously ill  *(Please attach a medical certificate to evidence this)* |
|  | My visa has been refused  *(Please provide us with the correspondence from UKVI evidencing why your visa was refused)* |
| 🞎 | The programme of study or mode of attendance previously offered to me is no longer available |
|  | I wish to defer and the programme I wish to study is no longer available |
|  | I am now in receipt of full funding  *(Please provide us with the notification of this)* |
| 🞎 | I have lost my financial support since the deposit was paid  *(Please provide independent written evidence of the situation)* |
| 🞎 | I am unable to travel to the UK due to restrictions in my country or in the UK  *(Please give details)* |
| 🞎 | I am unable to travel to the UK due to a natural disaster or civil disruption  *(Please give details)* |
| 🞎 | I have been prevented from completing registration before the given deadline due to a genuine delay with the visa application beyond normal service standards with UKVI  *(Please provide evidence)* |

**Section 3: Notes**

(please use this box to provide a statement detailing the exceptional circumstances that have resulted in your request)

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**Section 4: Declaration**

I confirm that to the best of my knowledge and belief, the information I have given on this form is true and complete and I understand that if I have given false information my request will not be considered.

I confirm that I have read and understood the University of Stirling Tuition Fee Deposit Refund guidance, and I am aware that any refund is entirely at the discretion of the University.

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| --- | --- |
| Your full name: |  |
| Student No: |  |
| Signature: |  |
| Date: |  |

Please note that depending on the time of year, refunds can take up to eight weeks to process.

Please email the completed form to [postgraduate.admissions@stir.ac.uk](mailto:postgraduate.admissions@stir.ac.uk) for postgraduate applicants or [admissions@stir.ac.uk](mailto:admissions@stir.ac.uk) for undergraduate applicants