

Refund policy for deposit payments 2021/22

In response to COVID-19, we have introduced additional flexibility to support postgraduate applicants applying to Queen Mary University of London in the 2021/22 academic year.

This policy applies to the 2021/22 academic year only, and is in accordance with the [University Fee Regulations](#).

Deposits¹ may be refunded in the following circumstances:

Travel and Immigration:

- If a student has applied for immigration permission in order to study at Queen Mary but this is refused. The immigration refusal notice must be provided by the student.
- If a student is initially refused entry clearance (immigration permission) to travel to the UK and successfully appeals, but the appeal comes through too late to start their programme at Queen Mary on time. Documentary evidence must be provided by the student.
- If a student is not able to apply for a visa because Queen Mary is unable to issue a Certificate of Acceptance for Studies.
- If a student is unable to travel to commence their studies due to government restrictions on travel. Documentary evidence must be supplied.

Changes to the advertised programme of study:

- If Queen Mary does not provide the programme as advertised. This may include a change to the mode of delivery or a change to the advertised start date.
- If a student accepts a place on an alternative programme at Queen Mary, the deposit payment will normally be transferred to the new programme. Refunds will not be granted if a student accept an alternative programme.
- If a student defers to a later point of entry for the same programme, the deposit paid will not be refunded but will be held by Queen Mary as an advance payment towards the university fees for that programme.

Failure to meet conditions of entry:

- If a student was required to pay the deposit in order to accept a conditional offer and the place is not confirmed because the student fails to meet the conditions of the offer. Documentary evidence must be provided in such cases, e.g. academic transcripts or certificates and/or English language test results*.

* Failure to take an English language test between the point of firm acceptance of offer and the intended date of enrolment will not be considered satisfactory grounds for a refund unless an approved English language test was not available in the country of domicile during this period. If a student defers their place to the next year of entry and they are required to take another English language test before joining the programme, they must provide an English language test certificate or other evidence that they have been unable to meet the English language requirement. In either case this evidence must be dated within six months of the start of the programme.

¹ A deposit is defined as any payment made towards fees in advance of the start of the programme. Once a student has enrolled, any deposit payment is credited towards the overall fee for the programme and standard fee regulations will apply.

- If examinations have been cancelled by the awarding body and no alternative assessment arrangements for the award of grades and the qualification have been put in place.
- If a student has been unable to take their exams and complete their qualification due to COVID-19.
- If the student's university is currently closed and/or if the student is unable to sit their examinations and complete their qualification.

All deposit refund requests must be made via the applicant portal. The request must be submitted within 30 days of the start date of your programme, as stated on your offer letter.

Queen Mary University of London will endeavour to process completed refund requests within 21 days of receipt, provided full information to process the claim has been received. Section 18.5 of the Fee Regulations applies to refunds of deposit monies, such that refunds will only be made to the original payee and in compliance with UK legislation.

*Approved by: Recruitment and Admissions Strategy Board
Approval date: 22 April 2021*