

## University Refund Policy for 20/21

In response to COVID-19, we have introduced additional flexibility to support postgraduate applicants applying to Queen Mary University of London in the 2020/21 academic year.

This policy applies to the 2020/21 academic year only, and is in accordance with the [University Fee Regulations](#).

Deposits may be refunded in the following circumstances:

### **1 Travel and Immigration:**

- 1.1 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.
- 1.2 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.
- 1.3 If a student is not able to apply for a visa because Queen Mary is unable to issue a Certificate of Acceptance for Studies.
- 1.4 If a student is unable to travel to commence their studies due to government restrictions on travel. Documentary evidence must be supplied.

### **2 Changes to the advertised programme of study:**

- 2.1 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.
- 2.2 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 accepts an alternative programme.

### 3 Failure to meet conditions of entry:

- 3.1 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.
- 3.2 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.
- 3.3 If examinations have been cancelled by the awarding body, or if a student has been unable to take their exams due to COVID-19.
- 3.4 If the student's university is currently closed and/or if the student is unable to sit their examinations.

We are aware that universities in the following countries/regions have closed:

- Brazil
- Bangladesh
- Canada
- Ghana
- India
- Hong Kong
- Kenya
- Malaysia
- Mexico
- Nigeria
- Pakistan
- Singapore
- Sri Lanka
- Thailand
- USA

For all other countries, documentary evidence to confirm the closure must be provided by the student.

#### **4 Fee Refund Policy**

This policy should be read alongside Section 16 of the University Fee Regulations 2020/21, as changes have been made in response to the Covid-19 pandemic. The policy set out below supersedes the 2020/21 University Fee Regulations.

- 4.1 Under normal circumstances if a student is outside the UK and makes payment in full and is refused a visa, a full refund will be granted to the student on production of the refusal letter. This will only apply if the student has not commenced their programme of study.
- 4.2 If a student is outside the UK and commenced their programme of study and is then refused a visa or ATAS clearance, where required, to complete their programme of study in the UK, the student will be charged 50 % of the annual programme fee for the first semester in line with our current charging policy.

Please note, 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.

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 all monies, such that refunds will only be made to the original payee and in compliance with UK legislation.