



# Cancellation, Withdrawal, Refund and Compensation Policy

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## INTRODUCTION

1. This policy outlines your rights and obligations when cancelling an accepted place to study at the College or withdrawing from your programme of study.

## ENROLLING STUDENTS

### ACCEPTANCE

2. Please note that by accepting your place to study at the College you have accepted the contractual obligation to pay your fees as outlined in the Terms and Conditions (of which this Cancellation, Withdrawal, Refund and Compensation Policy and the relevant Fees, Payment Schedule and Financial Support document form part).

## CANCELLING YOUR ACCEPTANCE

### Statutory right

3. You have the right to cancel your place within 14 days of acceptance under the Consumer Contract (Information Cancellation and Additional Payments) Regulations 2013.
4. How to inform the College of your statutory right to cancel and the repayment of any fees paid are outlined in clauses 6.1 to 6.3 of the Terms and Conditions.

### Cancelling outside your statutory rights

5. Outside your statutory right to cancel your place, the College does recognise that cancellation may be unavoidable due to unforeseen circumstances. In these instances, the College attempts to strike a balance between the need to cancel an accepted place and ensuring the College is reasonably compensated for any loss suffered due to the cancellation. In all cases, students are required to inform the College of cancellation as soon as possible.
  - 5.1. Cancellation after acceptance but before 1 August of the year of entry
    - 5.1.1. The College will waive any fees due and will return any deposit paid on acceptance.

- 5.2. Cancellation between 1 August and 31 August in the year of entry
  - 5.2.1. The College will waive any fees payable but will retain the Deposit paid on acceptance in order to cover reasonable administrative fees.
- 5.3. Cancellation between 1 September and 30 September in the year of entry
  - 5.3.1. The College will require payment of the first term's fees. The College will also retain the Deposit paid on acceptance.
- 5.4. Cancellation on or after 1 October in the year of entry
  - 5.4.1. The College will require payment of the first-year tuition fees, or retain first-year tuition fees already paid if cancellation is made on or after 1 October of the year of entry. The College will also retain the Deposit paid on acceptance.
6. Note that your statutory right to cancel your place overrides the cancellation dates outlined above – for example, if you accept via clearing on 2 September, you will have 14 days in which to cancel. After your statutory right to cancel has passed, you would, in these circumstances, be liable for 50% fees and then full fees from 1 October.

### **WITHDRAWAL and BREAK IN STUDIES**

7. The College accepts that there may be instances where students have to withdraw from their programme of study. As an initial point, the College will make all efforts to support students, including the possibility of deferring. In the first instance, please contact the College's [Student Wellbeing Coordinator](#).
8. Guidance on the financial implications of withdrawal and break in studies is included in the flow diagram below. Any payments required on withdrawal will take into account any fees paid up to the time of withdrawal (including payments received by the College via Student Loans Company), but will not take into account any scholarship award, but will take into account any bursary award.

### **REFUNDS and COMPENSATION**

#### **Refunds**

9. Individual fee refunds are available, on request, on withdrawal if a student has paid more than is due on the date of withdrawal, or on the date that the Change in Circumstances form is received by the College. Fees become due on the first day of each term.
10. For those fees covered by a loan from Student Finance the amount of fees owed will be 25% for Michaelmas, 25% for Hilary and 50% for Trinity of the full year's fees. For those fees paid directly by a student or a sponsor the percentage is a third each term.

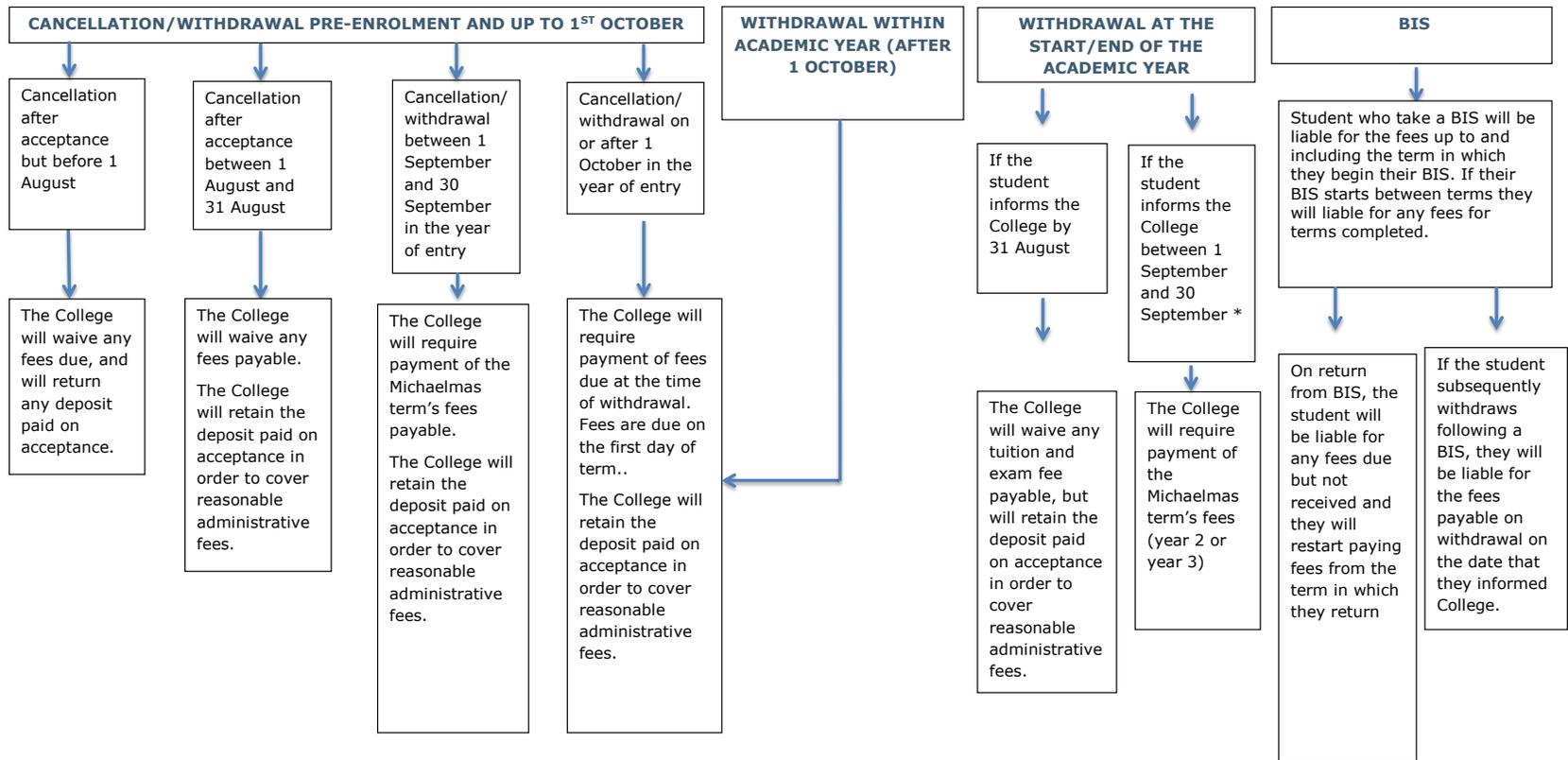
11. Refunds requested more than one year after payment has been made will not be considered.

### **Compensation**

12. Where the College is unable to provide continuity of studies or where students have to transfer courses or providers as a result of this, the College will pay compensation and the terms of that compensation is as set out in the offer documentation received by a student from the College and specifically in the NCH Terms and Conditions.

Financial Guidance for Student Withdrawals and Break in Studies

This guidance should be read in conjunction with NCH Terms and Conditions 2017 or 2018, and applies to student withdrawals and break in studies (BIS). This guidance does not affect your statutory rights under the Consumer Contracts (information Cancellation and Additional Charges) Regulations 2013.



\*Please note students will not be penalised if they are waiting for the results of an academic appeal. In this case, a student will need to inform the College, of their intention to withdraw, within five working days of their results being published.

## CANCELLATION WITHDRAWAL REFUND & COMPENSATION POLICY 2018

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