



# Refund Policy

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## **Scope and Application**

This policy applies to:

- All applicants of UCAM on all campuses/individuals who have been offered, and have accepted, a place on an English-taught program of study with UCAM.
- All non-EU students who have accepted an offer of admission to any program.

## **Refund Policy**

1. If the student decides to cancel or withdraw<sup>1</sup> more than 28 days before the program start date, the application fee, pre-inscription fee, and 20% of the reservation fee will not be refunded.

2. If the student decides to cancel or withdraw<sup>2</sup> less than 28 days before the program start date, the application fee, pre-inscription fee, and reservation fee will not be refunded.

3. Refund will apply if an applicant cannot take up his/her place due to failure to obtain a student visa, providing that their visa application:

- is valid - they have provided proof that they have the finance and qualifications required and the documents provided are genuine.
- is timely - they have applied for their visa before the start date of the program.
- provide proof/documentary evidence of their visa refusal.

4. Full fees will be refunded if the University is unable to provide the program originally applied for, offered, and accepted. The student may select whether to accept the offer of an alternative program or to obtain a refund.

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<sup>1</sup> Students who apply for a place in a course/program remain liable for fees unless they withdraw in writing to the International Admissions Office.

<sup>2</sup> Students who apply for a place in a course/program remain liable for fees unless they withdraw in writing to the International Admissions Office.

### **Refunds not applicable:**

Refunds are not payable in the following circumstances:

1. The application fees and pre-inscription payments are not refundable in any case and no special circumstances apply unless it is the university default.
2. Failure to complete the required documents or not meeting the academic requirements of the offer before the start of the program will not be considered grounds for a refund.
3. If students have provided spurious writing or fraudulent information that affects to University directly or indirectly.
4. Visa refusal due to insufficient funds – incorrect account type is used/not enough money is showing in the account/the money has not been in the account for the required period.
5. Refund is not applicable if the student withdraws/cancels after the first deferral.
6. A Refund is not applicable after the start date of the program and has access to the Virtual Campus either online or on campus, refund is not applicable if the student cancels/withdraws due to the following reasons:
  - Decided not to continue the program.
  - Refuse to travel after the start date of the program.
  - Applied for a visa and got rejected after the start date of the program.
  - Failure to complete the required documents and academic requirements.
  - If students are not permitted to continue because of failure to pay the remaining fees.
  - If students fail to make satisfactory academic progress.
  - If the student wishes to defer to the next academic year.

## ***Deferrals***

International Students who wish to defer to the following academic year must notify the International Admissions Office in writing ([admissions@ucam.edu](mailto:admissions@ucam.edu)).

- A confirmation letter of intention to defer was sent to the Admissions more than 28 days before the start date of the program, all the payments made will be moved to the next academic year.
- A confirmation letter of intention to defer was sent to the Admissions less than 28 days before the start date of the program, the reservation/tuition fees will be moved to the next academic year except for the application fee and pre-inscription fee.
- Students can only defer up to one academic year.
- There will be no deferral or refund after the start date of the program.

## ***Exceptions***

Adverse circumstances: (document evidence must be provided) The University will refund except the application fee and pre inscription fee.

- Serious illness or death which prevents the student from undertaking studies.
- Death or serious illness of an immediate family member (parent, sibling, spouse, or child).
- Political, civil, or natural event that prevents the student from leaving their home country or paying the program fees in full.
- Other exceptional cases will be assessed by a specific committee.

## **Refund Procedure**

1. When a refund is payable, it will be necessary to fill in the corresponding [refund form](#). To avoid errors, it is necessary to attach all the information requested here.
2. The refund will be processed under normal circumstances within 6 weeks of the refund form being received by the University and will be paid between the first and second week of each month. Students who made the payment via flywire will receive the refund through the same platform. If the refund will be made via bank transfer, it is necessary to indicate it in the email request. The university will not be responsible for the charges / costs of the transfer.
3. Additional delays may occur for receipt of payments to overseas bank accounts.

## **University General Regulation**

For those cases that do not apply within the scope of this policy, you can refer to the [University General Regulations](#).