

Terms and Conditions
Refund of Tuition Fees (International Students)



In the event of an international student not being able to enrol at Cardiff Metropolitan University we will refund or return the full payment (minus bank charges if applicable) providing that one of the following circumstances apply:-

- The student has been refused a Tier 4 student visa and has provided Cardiff Metropolitan University with a copy of the official visa refusal letter. If the refusal letter states that the student is not “genuine”, the student must provide evidence that they have applied for an Administrative Review, before a refund request will be processed.
- Illness/ill health resulting in the inability to travel. A signed letter from a doctor on headed paper supporting this will need to be provided.
- The student has changed their study plans and has not been issued with a certificate of Acceptance for Study (CAS). Or a CAS has been assigned but not used (a CAS is ‘used’ when a visa application is assessed).
- An international incident or force majeure (unavoidable, unexpected natural event) preventing the student from travelling.


In addition to the above, there are some additional scenarios where students may request a refund and the University will consider a partial refund. Please see below.

Refund requests must be made in writing and sent to:

internationalrefund@cardiffmet.ac.uk

| Scenario | Evidence Required | Refund Policy |
|--|---|--|
| 1. Student does not arrive at Cardiff Metropolitan University and does not communicate with the University as to the reason for this. |  <ul style="list-style-type: none"> • None | Refund of tuition fees not permitted. |
| 2. Student enrolls at Cardiff Metropolitan University and is unhappy or is in a situation where they have to go home. NB: There is a timescale element which should be assessed on a case by case basis 2 weeks after enrolment. Liability for fees will depend on period of study. |  <ul style="list-style-type: none"> • Refund request in writing. • Evidence of return to home country (boarding pass or entry clearance stamp). | Student returns to home country. Keeps boarding pass in order to prove return home. ↓ Student applies for refund in writing with supporting evidence to: internationalrefund@cardiffmet.ac.uk ↓ Refund will be processed (once all documentation provided) within 14 working days where possible |




Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|---|--|--|
| | | <p>Refund will be issued as below:</p> <ul style="list-style-type: none"> • <u>Student withdraws from course within 2 weeks of enrolling:</u> Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and</u> any other costs incurred or due to be paid, to a maximum of £1500. Total maximum deduction is £3000. • <u>Student withdraws from course during first term:</u> Course fee paid will be refunded <u>minus</u> 40% of total course fee payable. • <u>Student withdraws from course during second term:</u> Course fee paid will be refunded <u>minus</u> 70% of total course fee payable. • <u>Student withdraws from course during third term:</u> 100% of course fee payable will be retained by the University. No refund granted. <p style="text-align: center;">↓</p> <p>A Cheque will be sent to the student's overseas address. or Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
| <p>3. There is a course at an institution that has Tier 4 Sponsor status which is more suitable and the student wishes to withdraw from Cardiff Metropolitan University and attend the other institution within a</p> | <p style="text-align: center;"></p> <ul style="list-style-type: none"> • Proof of enrolment at an institution that has Tier 4 Sponsor status. • Request for | <p>Cases are assessed on an individual basis but a partial refund is possible depending on timescale.</p> <p>Refund can only be processed once confirmation is received that student has been allocated a new visa for new institution, along with confirmation of</p> |



Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|---|---|--|
| <p style="text-align: center;">reasonable timescale.</p> <p>Liability for fees will depend on period of study and date of withdrawal.</p> | <p style="text-align: center;">refund in writing from student</p> | <p>enrolment at new institution. Student to apply for refund in writing to: internationalrefund@cardiffmet.ac.uk</p> <p style="text-align: center;">↓</p> <p>Upon receipt of all documentation, Refund will be processed within 14 working days where possible.</p> <p style="text-align: center;">↓</p> <p>Refund will be issued as below:</p> <ul style="list-style-type: none"> • <u>Student withdraws from course within 2 weeks of enrolling:</u> Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and any other costs incurred or due to be paid</u>, to a maximum of £1500. Total maximum deduction is £3000. • <u>Student withdraws from course during first term:</u> Course fee paid will be refunded <u>minus</u> 40% of total course fee payable. • <u>Student withdraws from course during second term:</u> Course fee paid will be refunded <u>minus</u> 70% of total course fee payable. • <u>Student withdraws from course during third term:</u> 100% of course fee payable will be retained by the University. No refund granted. <p>Cheque to be sent to student's UK address. or Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
|---|---|--|


Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|--|---|---|
| <p>4. The student wishes to withdraw from Cardiff Metropolitan University and attend an institution which does not have Tier 4 Sponsor Status.</p> |  | <p>Student will be counselled by Cardiff Met International Student Welfare Team as the student will need to return home as they are in breach of their Tier 4 visa.</p> <p style="text-align: center;">↓</p> <p>Refund of tuition fees not permitted unless student changes plans and falls into scenario 2 or 3 or switches from Tier 4 visa to another immigration category and provides evidence of this.</p> |
| <p>5. The student arrives in the UK but does not enrol at Cardiff Metropolitan University and requests a refund.</p> |  | <p>Student will be advised in writing that they are in breach of their visa conditions and have been reported to UKVI.</p> <p style="text-align: center;">↓</p> <p>Refund of tuition fees not permitted unless student changes plans and falls into scenario 2 or 3 or switches from Tier 4 visa to another immigration category and provides evidence of this.</p> |
| <p>6. The student's visa application has been refused before they enrol at Cardiff Metropolitan University.</p> | <p style="text-align: center;">  </p> <ul style="list-style-type: none"> • Request for refund in writing from student. • Copy of official visa refusal letter. | <ul style="list-style-type: none"> • If visa is refused due to fraud or undeclared criminal conviction: Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and</u> any other costs incurred or due to be paid, to a maximum of £1500. Total maximum deduction is £3000. The student is prohibited from studying at Cardiff Met in future. • If visa is refused as UKVI regard the student as not genuine, the student must provide evidence that they have applied for Administrative Review, before a refund will be considered. Immigration Compliance Team will contact the UKVI Account Manager to confirm the |

Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|---|--|---|
| | | <p>Administrative Review document has been submitted to UKVI before the refund can be processed. Once all evidence received a full refund will be granted.</p> <ul style="list-style-type: none"> • If visa has been refused for any other reason (such as maintenance) once evidence of refusal has been received, a full refund will be granted. <p>Upon receipt of all documentation, Refund will be processed within 14 working days where possible.</p> <p>Cheque to be sent to student Overseas' address. or Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
| <p>7. Student is suffering ill health resulting in the inability to travel to the UK.</p> | <p style="text-align: center;"></p> <ul style="list-style-type: none"> • Request for refund in writing from student. • Supporting documents signed by a doctor on headed paper. | <p>Once evidence is received, a full refund will be granted.</p> <p>Upon receipt of all documentation, Refund will be processed within 14 working days where possible.</p> <p>Cheque to be sent to student overseas address. or Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
| <p>8. International incident or force majeure that prevents student from travelling</p> | <p style="text-align: center;"></p> <ul style="list-style-type: none"> • Request for | <p>Once evidence has been received, a full refund will be granted.</p> |

Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|--|--|---|
| | <p>refund in writing from student with supporting evidence.</p> | <p>Upon receipt of all documentation, Refund will be processed within 14 working days where possible.</p> <p>Cheque to be sent to student overseas address. or Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
| <p>9. Student enrolls at Cardiff Metropolitan University whilst their visa application is in progress (providing evidence). Enrolment will be at student's own risk if visa application refused.</p> <p>Liability for fees will depend on period of study.</p> | <p style="text-align: center;"></p> <ul style="list-style-type: none"> • Request for refund in writing from student • Copy of official visa refusal letter from UKVI and other supporting evidence. | <p><u>If visa is refused due to fraud or undeclared criminal conviction:</u></p> <ul style="list-style-type: none"> • <u>Student withdraws from course within 2 weeks of enrolling:</u> Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and</u> any other costs incurred or due to be paid, to a maximum of £1500. Total maximum deduction is £3000. • <u>Student withdraws from course during first term:</u> Course fee paid will be refunded <u>minus</u> 40% of total course fee payable. • <u>Student withdraws from course during second term:</u> Course fee paid will be refunded <u>minus</u> 70% of total course fee payable. • <u>Student withdraws from course during third term:</u> 100% of course fee payable will be retained by the University. No refund granted. |

Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|--|--|--|
| | | <p><u>The student is prohibited from studying at Cardiff Met in future.</u></p> <p><u>If visa has been refused as UKVI regard the student as not genuine:</u> the student must provide evidence that they have applied for administrative review, before a refund will be considered. Immigration Compliance Team will contact the UKVI Account Manager to confirm the Administrative Review document has been submitted to UKVI before the refund can be processed. Once all evidence received:</p> <ul style="list-style-type: none">• <u>Student withdraws from course within 2 weeks of enrolling:</u> Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and</u> any other costs incurred or due to be paid, to a maximum of £1500. Total maximum deduction is £3000.• <u>Student withdraws from course during first term:</u> Course fee paid will be refunded <u>minus</u> 40% of total course fee payable.• <u>Student withdraws from course during second term:</u> Course fee paid will be refunded <u>minus</u> 70% of total course fee payable.• <u>Student withdraws from course during third term:</u> 100% of course fee payable will be retained by the University. No refund granted. <p><u>If visa has been refused for any other reason (such as maintenance)</u></p> |
|--|--|--|

Terms and Conditions
Refund of Tuition Fees (International Students)

| | | |
|--|--|--|
| | | <ul style="list-style-type: none">• <u>Student withdraws from course within 2 weeks of enrolling:</u> Course fees paid will be refunded <u>minus</u> administration fee of £1500 <u>and</u> any other costs incurred or due to be paid, to a maximum of £1500. Total maximum deduction is £3000. • <u>Student withdraws from course during first term:</u> Course fee paid will be refunded <u>minus</u> 40% of total course fee payable. • <u>Student withdraws from course during second term:</u> Course fee paid will be refunded <u>minus</u> 70% of total course fee payable. • <u>Student withdraws from course during third term:</u> 100% of course fee payable will be retained by the University. No refund granted. <p>Upon receipt of all documentation, Refund will be processed within 14 working days where possible.</p> <p>Cheque to be sent to student Overseas' address.</p> <p>or</p> <p>Should the student request that the refund is made by Bank Transfer, this can be done providing that full details of the bank account, including swift number, are provided. Minus the Bank Charges (approx £25) if applicable</p> |
|--|--|--|