

Al-Maktoum College of Higher Education

Tuition Fee Terms and Conditions 23-24

Department/Team	Policy
Finance	Finance Policy 001
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Approved by:

Board/Committee	Date
Finance Committee	04.07.2023

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Overview

1. Tuition fees are required to be paid before the start of the academic year. Your acceptance of this offer of admission to the College will be taken as an acknowledgement by you that you are aware of this obligation and of the time at which it must be met, and that you accept it.
2. The College's admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. You have the right to cancel your acceptance by informing the College in writing within 14 calendar days after you have accepted the conditional or unconditional offer.
3. Academic fees are subject to change from one year to the next. The College reserves the right to revise fees at any time without notice. Please note the College will not increase your fees part-way through your course of study.

Withdrawal of Application or Offer

4. If you cancel within the 14-day period after you have accepted the conditional or unconditional offer you will be entitled to a full refund of any deposit/fees which you have paid.
5. Cancellation after 14 calendar days will be subject to an administration charge of £100.
6. International students who withdraw, or are withdrawn, after starting the CAS application process will be charged a £400 process fee. This charge will be deducted from the deposit payment before the refund payment is issued.

Payment of fees

7. All payments made to and from the College in respect of student fees, fines and other charges must be made in £ sterling.
8. Unless you receive funding from the Student Finance organisations in the UK, the payment of your Tuition Fees must be paid before the course starts.
9. Students can pay by the following methods:
International Students: we have partnered with **Flywire** so you can pay your tuition fees by credit/debit card or bank transfer.
UK Students: all tuition fee payments should be made via **GoCardless**.
10. Until all outstanding Tuition Fees are paid, we reserve the right at any time during the Academic Year to suspend or withhold all education-related services and facilities (including assessment entry, virtual learning services, and provision of student support). Before exercising our rights, we will give you reasonable notice of our intentions. If you are in debt to us for Tuition Fees, you may not be allowed to sit your examinations and we reserve the right not to allow you to register for the next Academic Year.
11. All students must be able to satisfy the College that they will have sufficient funds to meet their fees and living expenses for the duration of their course. Please note that full matriculation is only complete upon the payment of all outstanding fees and other dues to the College. Failure to meet your financial obligations may result in your matriculation with the College subsequently being suspended, and any certification being withheld until such fees have been paid.

12. Only UK students who are approved to pay by instalment are exempt from full fees being paid before commencement of term.

Late and failed payments

13. The College reserves the right to charge a £30 administration fee for failed card/direct payments.

Implications of delayed payment or non-payment

14. Failure to pay your tuition fees, in full or by instalment, by the due date will result in a late payment fee of 3.5% of the total invoice value being added to your tuition fee (maximum charge of £400).
15. If you fail to make a payment which is due under an instalment plan, the College reserves the right to cancel the instalment plan. This will result in fees being due immediately and a late payment fee will be issued.
16. If a third party is paying all or part of your fees on your behalf, you will remain liable for the payment of those fees in all respects, including (without limitation) the consequences of non-payment, late payment or failed payment by the third party.
17. If you fail to make or to arrange payment of tuition fees or the other charges, the College may pursue legal proceedings. The College may disclose information about you to credit reference agencies or other credit assessment, debt tracing or fraud prevention organisations. The College may record you as a debtor of the College in any references requested from the College.

Withdrawal of studies

18. Students who wish to withdraw from their course of study may do so, however there are strict time limits and fees may still be payable for all or part of the academic year.
19. The College retains the right to charge a proportion of the annual tuition fee as indicated in the Refund Withdrawal Policy

Payment of Refunds

20. Approved refunds will strictly be paid in the same method and to the same account as the money was originally received.
21. Refunds will normally be processed within 28 days from the date of approval of the refund.
22. All refunds will be calculated in UK sterling. The College will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges involved.
23. Where payment of tuition fees was split between more than one payee, any refund due will be made in the proportion to the original split.
24. Cash refunds are not made.

Exclusions

25. No tuition fee refund will be provided where the student is in breach of the College's policies and procedures and is disciplined by the College by being withdrawn from their academic programme or in serious cases has their studies terminated.
26. No tuition fee refund will be provided for Temporary Withdrawals.

27. For distance learning, no tuition fee refund shall be provided outside of the Cancellation Period.
28. Tuition fee refunds will not normally be paid for Short Courses.