

STUDENT FEES - REFUNDS POLICY

Any student who has made an overpayment or has their fees adjusted for any reason is entitled to a refund. All refund enquiries relating to student fees should be made to the Income Office, Tawney Building, Keele University, ST5 5BG. Telephone enquiries should be made on 01782 734324 / 733052 / 733152 / 734323 / 733469.

- The Income Office will endeavour to refund all eligible students within 4 weeks of their initial enquiry. This excludes the refund of room deposits, this normally takes 8 weeks from the end of the occupancy period due to the number of refunds being processed.
- Refunds will be made by BACS. Refunds will only be issued by cheque in exceptional circumstances.
- A refund will be made to the student unless specified otherwise. Refunds can be made to parents or other parties responsible for the original payment, but the instruction must be given by the student before the refund is processed. Where a payment is made by a sponsor the refund will always be made back to this sponsor.
- Exclusions will apply in respect of International students who are required to pay a non-refundable deposit (currently £2,000) before they arrive at Keele. Any balance in excess of this amount can be refunded.
- In order to comply with money laundering regulations, overpayments received from abroad will be refunded back to the original payee and bank other than in exceptional circumstances.
- The University reserves the right to transfer an overpayment to any other overdue fee owed by the student. Refunds will only be issued where there is a net credit balance on the student's account.