

## **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 either by

- Email at [finance.income@keele.ac.uk](mailto:finance.income@keele.ac.uk) or
- Telephone 01782 733052
  
- The Income Office will aim 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 for all UK bank accounts, or by debit / credit card where the original payment was made online.
  
- 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. This will only apply where the payment was originally made from a UK bank account. Where a payment is made by a sponsor the refund will always be made back to this sponsor.
  
- International students who were issued a CAS from outside of the UK to come and study at Keele are only entitled to a refund if they were refused a visa by UKVI for any reasons other than a PART 9 refusal and did not travel. If an international student has travelled to the UK using a CAS issued by Keele to study at Keele and then decides not to enrol with the university (for whatever reason) then they are only entitled to a refund if they leave the UK. If the student decides to stay in the UK then they are not entitled to a refund under any circumstances.
  
- In order to comply with UK money laundering regulations, overpayments received from non-UK bank accounts 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.