

Refunds policy

This policy is issued in accordance with clause 2.6.2 of Financial Procedures.

City College Southampton refunds policy must be adhered to in all cases.

The following will apply to refunds processing:

- When withdrawing from a course the teacher must be informed
- Applications for refunds must be made using a Refund Application Form
- Refunds are subject to an administration charge, details are laid out below
- Refunds are made by BACS, electronic bank transfer, to the party who originally paid for the course.

Refunds will be given under the following conditions:

When	Refund	Evidence Required	From Who
Student withdraws before the start of the course	All fees, except the administration fee associated with the course	Withdrawal form	College
Student withdraws due to medical reasons directly affecting course attendance	Tuition fees for any complete terms not attended. If the student has not been entered/registered for an exam/award the examination fee will also be refunded. The administration fee associated with the course is not refundable	Medical certificate	Student's doctor
Student fails to obtain a Visa	All fees except £250.00 administration charge	Immigration Service refusal letter	Immigration Authority
Course is cancelled by the College	All fees	Course closure form. Refund Application Form is not required	College

Refunds are not given under any other circumstances.