



Policy and Procedures for the handling of Deposits, Fee payments and Refunds

Introduction

It is important that students pay their fees and any required deposits at the right time to avoid any problems with starting the studies. Students are encouraged to read the following carefully and of course, get in touch with ESTYA if there is anything they need to clarify.

Deposits

EU/National Students

EU/national applicants who may not require a visa to enter the UK are not required to pay any deposits.

International students

All successful overseas applicants to any of ESTYA's programmes are required to pay a minimum deposit of 500 euros to accept their place. The deposit will include administration fees, enrolment on the Skills Booster programme as an additional support to improve English Language Proficiency* (Please note that all students must meet the English Language Entry requirements prior to being admitted on any of ESTYA's programmes), including professional certifications provided through Coursera and Microsoft.

Upon receiving the deposit and/or the required documents, ESTYA will send a Confirmation of Acceptance Letter and other relevant documents which are necessary for the visa application of overseas students.

Students can pay the deposit by cash, cheque, bank transfer, or PayPal.

If a student pays directly to ESTYA's bank account, the surname of the student should be mentioned as reference which will appear in the bank statement.

Deposits paid in person: If the students are already in the UK or if someone else pays the deposit on student's behalf, the deposits may also be paid by cash or cheque to our Accounts Officer on campus* but students are encouraged not to send cash in the post and be very careful if carrying large amounts of cash with them. When we receive deposits, the details of amount paid will be confirmed on the visa letter.

*If someone else is paying the deposit on behalf of the student, they can do this at any of our Centres (including Paris/Montpellier/Dubai).

Deposits to third parties: The tuition fees should not be paid to anyone else but ESTYA. Students are reminded not to deposit tuition fee with third parties or send money to ESTYA by post. Some of ESTYA's approved overseas representatives will accept bank drafts, made payable to **ESTYA only**. Students are encouraged not to pay any or all of their tuition fees to overseas representatives; if any deposit is paid a receipt must be obtained from ESTYA immediately, signed by an authorized person and stamped.

ESTYA advises the students to email or inform us whenever they make payments to the overseas agents/consultants. If the students have any doubts, they should contact ESTYA over phone, fax or email.

Fees:

Students may pay their tuition fees in a single payment at the time of enrolment or by instalments.

Single Payment: Single payment should usually be made before the course start date.

Payment by Instalments: All fees must be settled prior to the commencement of the course. If instalments option is chosen, the fees must be paid as per the agreed instalments. No supplementary charge will be added to the tuition fees.

The following conditions will apply to those paying by instalments

- Students who choose to pay by instalment(s) must continue to do so until the full balance of the course fee is paid in full.
- A facility to pay by instalments may be withdrawn or charged an interest from individuals who fail to meet instalment deadlines promptly or their cheques are dishonoured.

Refunds

1. ESTYA assumes that all prospective students will have thought long about taking up a course and therefore applying for admission.
2. However, ESTYA understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, ESTYA's policy on refund of fees upon withdrawal is as follows:

In the event of cancellation, for whatever reason, the following will apply:

- i) Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the admissions.
- ii) Where cancellations are received after two/three of the course commencement date, for whatever reason, no refund will be given.
- iii) For deposits which are received before two weeks of the course commencement date, a non-refundable registration fee of £100 will be deducted and any balance held will be refunded.

3. Overseas students should note that where a statement has been sent to the Immigration Departments to support a student visa application, ESTYA must notify the Immigration departments of any cancellation.
4. For students who are not successful in obtaining a visa a refund may be granted on a case-by-case basis* students are required to discuss their case with the admissions teams and must provide a copy of the official visa refusal letter issued by the relevant immigration Consulate.
5. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the ESTYA's letters of acceptance.
6. A full refund of tuition fees will be made if the Institution is unable to offer an advertised course.
7. Where it is proved that a prospective student has submitted a forged document or documents (e.g., certificates, transcripts etc.) with a view to obtaining an Institution Offer Letter, such a prospective student will not have his or her fees refunded by ESTYA.
8. International students who fail to obtain a visa must apply for a refund within one month of their visa refusal.
9. Although ESTYA will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to six weeks to process a refund.

The process will start from the day of the student's written request for a refund along with other required documents are submitted to ESTYA.

10. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:
 - Advise the Head of Administration and Compliance in writing of withdrawal from the course before the start date of the course.
 - Return of Student Card and other Institution property, including all original documentation issued by ESTYA.
 - International students or their sponsors must return all original documents issued by ESTYA (acceptance / enrolment letter, receipts etc) which were issued by the ESTYA and proof of rejection of student visa (a letter issued by the Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport.

No refund will be given to a student under the following circumstances:

- a) Cancellation due to change in personal circumstances, including a family bereavement.

- b) If the student is asked to leave the country by UK Authorities, or if they leave the country during the programme period without permission from ESTYA and are subsequently refused re-entry.
- c) If a student is terminated from ESTYA due to non-attendance/poor attendance or unsatisfactory progress.
- d) If a visa is refused as a consequence of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student.
- e) If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.

Review of the Policy: The Institution may at its discretion, review and alter its Policy and Procedures for handling of Deposits, Fee payments and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.

Date reviewed: August 2021