

# Tuition Fee and Cancellation Policy

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## 1 Introduction

- 1.1 This policy applies to all students enrolling on a Queen Mary Online programme of study. By making a payment towards your tuition fees you agree to abide by the terms of this policy.
- 1.2 Tuition fees can be paid either in 6 pre-arranged instalments or as a single lump sum.
- 1.3 It is your responsibility to ensure you have sufficient funds to pay for your fees. In the event of your loan provider or sponsor failing to make payment in respect of the tuition fees, you will be personally liable for the payment.

## 2 Acceptance Fee

- 2.1 In order to accept your offer of a place on your programme of study you will be required to pay a £200 acceptance fee.
- 2.2 The acceptance fee will be offset against your overall tuition fees due.
- 2.3 The acceptance fee is non-refundable in the event you do not take up your place or do not meet the entry conditions set by the University.

## 3 Payment Options

- 3.1 You can pay your fees in your local currency (using Flywire) or Pounds Sterling. Please note, Flywire may make charges for some transactions.
- 3.2 Payments can be made:
  - By Flywire – accepts most credit & debit cards, and bank transfers in most countries. For more details see the FlyWire [website](#)
  - By Credit or Debit card via phone
  - By Credit or Debit card via WorldPay's PaybyLink service
- 3.3 We may introduce other means of payment from time to time. Please see the [Fees and Funding](#) page for more details.

## 4 Payment Deadlines

- 4.1 Fees can be paid in a single lump sum in advance of the start date of your programme in which case you will be eligible to receive the discount advertised on our website at the date of application.
- 4.2 Where an instalment plan is chosen each instalment payment must be received no later than one week prior to starting your next block of study unless you are in receipt of a UK Post Graduate Loan where the instalments will correspond with your loan payment dates. Please see 'non-payment of fees' for penalties should these payment not be made on time.
- 4.3 A 2% charge will be applied when tuition fees are paid with a credit card.

## 5 Your right to cancel

- 5.1 If you want to withdraw from your programme of study you must notify us up to a maximum of 14 days after the date that you complete your initial enrolment in order to be eligible for a refund. You do not need to give a reason for your cancellation. For the avoidance of doubt, 'initial enrolment' means the very first time you enrol onto a programme of study as a brand new student.
- 5.2 If you wish to cancel your acceptance of an offer you must do this in writing via email to [digitaladmissions@ceg-uk.com](mailto:digitaladmissions@ceg-uk.com)  
  
Please include: your full name, programme applied for, and your date of birth.
- 5.3 Once you have done this, your offer of a place on the programme will be withdrawn and you will no longer have any access to any learning materials. The date we receive your notice is the Cancellation Date.

## 6 Withdrawal from study

- 6.1 If you withdraw from study after the 14 day cancellation period the proportion of your fees refunded depends on the point in the year that you withdraw.

Withdrawal within 14 days of initial enrolment ('cancellation period')	full refund will be given (please note if your programme required you to pay an acceptance fee, this is not refunded)
Withdrawal after the cancellation period but before the start of the second study block	50% of the tuition fee will be retained (please note if your programme required you to pay an acceptance fee, this is not refunded)
Withdrawal after the start date of the second study block	100% of the tuition fee will be retained

## 7 Refunds

- 7.1 Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. Such cases are considered on individual merit and such cases must be submitted in writing to the Centre Head in the first instance. For the avoidance of doubt, academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability.
- 7.2 Any tuition fee refunds will only be made to the bank and account holder (or other financial institution) that originally paid the fee.
- 7.3 We aim to process refunds within 3 weeks of your request. Please note at busy periods this may take longer.
- 7.4 All refunds will be calculated in UK Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.
- 7.5 Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.
- 7.6 If, at any point, you display threatening, abusive or dangerous behaviour towards us, your tutors, fellow students or any of our staff or affiliated individuals, we reserve the right to eject you from the course without refunding any fees paid.

## 8 Tuition fee increase

- 8.1 Tuition fees are reviewed each year and are liable to increase each academic year for those who commence a new programme of study.
- 8.2 Students who are continuing to study on the same programme are not subject to a fee increase (the fee you were quoted at the start of your studies is for the course as a whole). An increase for a continuing student will only be made should the student take a study break for more than a year and would then not complete the course within the recommended timescale. Further information is available below in the 'Study Break' section.
- 8.3 Tuition fees for new students (those commencing a new programme of study) are published on the website.
- 8.4 The rate of increase for new students will not exceed 2.8 % per academic year.

## 9 Study Break

- 9.1 If a student takes an approved temporary suspension of their studies, any tuition fees already paid will not normally be refunded but retained until studies are resumed or permanent withdrawal occurs.
- 9.2 Students who suspend their studies remain liable to pay any outstanding fees which may be due at the point of suspension.

- 9.3 For the avoidance of doubt, should you complete your course within the recommended period, there will be no year on year increase in fees. However if you defer your studies and take longer than the recommended period to complete then you are liable for an increase in fees.
- 9.4 If you have paid for the programme in full and decide to take a break from studies, on return you will be charged the difference between your original course fee and the level of fee for the academic year you will be re-joining.
- 9.5 If you have chosen to pay in instalments, on your return, any instalments left to pay will be charged at the level of the academic year you are re-joining.

## 10 Non-Payment of Fees

- 10.1 If no payment has been received by the end of the study block and no notification has been received from you, you will be withdrawn from the course.
- 10.2 We will notify you in advance if services and access are to be limited due to non-payment of fees
- 10.3 If you have outstanding fees at the start of a new study block, we reserve the right not to permit you to commence studies until the debt has been paid or instalment arrangements made.
- 10.4 Should you have outstanding tuition fee debt at the end of your programme of study we reserve the right to withhold your final qualification and you will be unable to obtain official confirmation of your assessment results, progression or awards.