

# Fee Refund Policy

- Where an International student applying for a visa from outside the UK to start a course at EThames has their application for a UK student visa refused (Tier 4, Student Visitor or Extended Student Visitor), they are not normally entitled to any refund of fees. If there are exceptional circumstances they should immediately contact the College or Email: [admissions@etgs.org.uk](mailto:admissions@etgs.org.uk) to request a copy of the Refund Request Form to set out their case for a refund.
  - If the refusal is based on the applicant's own failures, e.g. failure to submit visa in time, failure to provide full supporting documents following the completion of the on-line application form (eg correct bank documents), any refund will be based solely on the Management Team's discretion
  - If the refusal is based on submission of false documents, the refund request will be denied.
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- If, after viewing the options listed on the refund request form, a student applying from outside the UK who has been refused their first Visa still wishes to apply for a fee refund, a refund will be considered within 14 working days once the College has received:
  - The fully completed refund request form
  - The original visa refusal notice
  - A copy of the student's passport showing the visa refusal stamp
  - All original letters received from EThames Graduate School

**Please note: a £100 administrative charge will be deducted from the amount paid, together with a £20 charge if the refund is requested to be sent by courier.**

Fees will only be refunded in extremely exceptional circumstances once a student has been given a CAS or granted a UK Tier 4 UK visa to study at EThames Graduate School.

- Where an international student is refused a Tier 4 Visa having made an application in the UK, either to start or to continue a course at EThames, no refund will be paid.
- If the College cancels the student's admission or the awarding University withdraws the student from the course. they will not be eligible for any tuition fee refund; in addition Tier 4 Visa students will be reported to the UK Visas and Immigration Service (UKVI). Admission may be cancelled due to failure to enrol during the given enrolment period, very low attendance during the study period, failure to progress satisfactorily on the course, failure to submit assignments or projects by the expected dates, serious cases of academic malpractice (eg plagiarism), non-payment of tuition fee balances or failure to comply with Visa regulations .
- A refund receipt form must be completed and returned to the College once the student has received receipt of the payment refund.
- Note that EThames' international students already in the UK are fully responsible for ensuring they have a valid Visa at all times, and comply with the relevant Visa requirements. This includes ensuring that any applications to extend Visas are submitted prior to the end date of a current Visa, with all the supporting evidence required  
(see <https://www.gov.uk/browse/visas-immigration/study-visas>)