

Reason	Registration Fee	Deposit	Tuition Fee (#1)	Insurance Fee (if applicable)	U18 Supplement (if applicable)
Where a student receives a Visa rejection					
Standard visa refusal (any visa refusal not including the items below)	x	✓	✓	✓	✓
Due to Immigration Authorities error (#2)	x	✓	✓	✓	✓
Due to CEG processing error	✓	✓	✓	✓	✓
Due to suspected fraud or misrepresentation or ignoring CEG visa advice/UKVI requests (#3)	x	x	x	x	x
Where a student withdraws from their course before arrival					
Withdrawal in writing within 14 days after payment (cooling-off period)	✓	✓	✓	✓	✓
Due to exceptional circumstances (#4)	x	Subject to your own insurance claim	Subject to your own insurance claim	x	Subject to your own insurance claim
With no exceptional circumstances and having been issued with a CAS	x	x	x	x	x
If a student withdraws (prior to issue of their CAS)	x	✓	✓	✓	✓
If a student defers (after issue of their CAS) and then withdraws	x	x	x	x	x
Where a student is refused a CAS/CoE/I20 by CEG					
Where a student can't achieve the academic entry requirements on the conditional offer	x	✓	✓	✓	✓
Due to misrepresentation (at CEG's reasonable judgement) of personal circumstances	x	✓	✓	✓	✓
Due to suitability/credibility concerns following interview by CEG e.g. level of English or course aims	x	✓	✓	✓	✓
Where a course is cancelled by CEG					
An alternative study plan is accepted then subsequently cancelled by the student	x	x	x	x	x
An alternative study plan is offered which is rejected by the student	✓	✓	✓	✓	✓
Where it is not possible to offer an alternative study plan suitable for student	✓	✓	✓	✓	✓
Accommodation					
Where the student also has accommodation with CEG, any refund of the accommodation fees will be payable in accordance with the refund policy set out in the Residential Licence Agreement.					

(#1) Including any additional course fees e.g. Laboratory fee or Art & Design fee.

(#2) An Administrative appeal with Immigration Authorities must be submitted to enable a refund.

(#3) Fees and monies paid may be forfeited where documents have been assessed and approved by CEG before your CAS is assigned to you and you subsequently use or share different or alternative documents with UKVI and visa refusal is linked to those alternative or different documents.

(#4) Exceptional circumstances for withdrawal are at the discretion of your insurance company and may include: Illness which prevents the student from studying & close family bereavement. Evidence will be required.

In instances where CEG suspects fraud or misrepresentation by the student, CEG shall act reasonably in making such judgement or decision and the student will have 30 days from our decision to appeal that decision (but you will need to provide such other reasonable evidence to support your claim).

In the event a Student is temporarily or permanently excluded from their course or the Centre, no refund will be made of Fees (whether paid or payable) and Fees in lieu of notice will be charged.

Students must provide ONCAMPUS with copies of any letters, notices or documents from UKVI relating to any refusal, administrative review or otherwise, within 48 hours of their receipt, if a refund is requested.

We aim to make any refunds within 28 days of receiving full refund paperwork (unless you withdrew within the cooling off period in which case the refund will be made within 14 days) – Bank charges pertaining to any refund will be payable by the beneficiary. Refunds can only be made to the original fee payer and original account.