



# Programme Deposit Refund Policy London Campus

<b>Document title:</b> Programme Deposit Refund Policy	
<b>Owner:</b> UK Director of Marketing, Recruitment, Admissions, Communications and Events	
<b>Approving body:</b> Campus Academic Board	<b>Date of approval:</b> November 2024
<b>Version:</b> 1.2	<b>Next review date:</b> June 2025
<b>Supersedes:</b> 1.1	<b>Previous review dates:</b> August 2023



## 1. Scope

The document gives information relevant to all Students and Prospective Students (“Applicants”) who are considering enrolling, are in the process of enrolling, or have enrolled through the London campus Admissions Department on one of ESCP Business School London Campus (the "School")'s Specialised Master Programmes (MScs). The “Programme Deposit” refers to the amount that the Applicant is required to pay in order to secure enrolment in the programme, which will be deducted from the total tuition fees payable. The amount of the Programme Deposit is communicated via 1) the School’s website 2) the offer letter and corresponding email 3) the enrolment certificate and corresponding email, and is supported by the Terms & Conditions and the Registration Contract documents provided to the Applicant upon admission.

The policy covers admissions for postgraduate full-time studies.

## 2. Introduction

The Programme Deposit is non-refundable in most cases (see exceptions below). The Programme Deposit refund requests will be processed by the Admissions Department and the Academic Director prior to enrolment.

Any requests for refunds should be emailed to the Admissions Department at [masterlondonadmissions@escp.eu](mailto:masterlondonadmissions@escp.eu). In line with the UK Money Laundering Regulations, the Programme Deposit will be refunded to the bank account of the person or organisation who initially paid the Programme Deposit or credited back to the credit card used for the original payment.

We cannot refund the Programme Deposit to the Applicant's account if a third party has paid the deposit on the Applicant's behalf. Where the Programme Deposit is not refunded to the Applicant's own account, the original payer's consent should be obtained before a refund can be considered.

Evidence of payment, such as a receipt or a bank statement showing payment from that account, must be provided. We will need the bank's SWIFT or BIC code. Failure to do so will delay the refund or prevent it altogether. Refunds will be paid in UK Sterling as per the exchange rates on the day of the refund.



No refunds will be made after the Programme Commencement Date. Should any Applicant be found to use fraudulent documents at the time of application or at the time of applying for entry clearance, no refund will be due.

### **3. Refund of Programme Deposit**

2.1. Applicant's right to cancel: The Applicants can request a refund of the Programme Deposit within the 14 days cooling off period without giving us any reason.

2.2. Refund of Programme Deposit: Programme Deposits are refunded in full in the following circumstances:

- a. Refunds will be made to students who have been refused a student visa/standard visitor visa. To qualify for a refund, the visa application should be:
  - genuine and meet all relevant UKVI requirements.
  - timely – students have applied for their visa at least 21 working days before the programme commencement date
  - provides proof of the official visa refusal issued by UKVI.
  
- b. Exceptional circumstances: Decisions regarding exceptional circumstance refunds are at the discretion of the Academic Director. Refund requests on the basis of exceptional circumstances should be submitted as soon as reasonably practicable and in any event within 2 months after the incident. Exceptional circumstances may include:
  - severe illness or injury to one's own self or close family member
  - death of an immediate family member (for example, partner, parent, primary carer, child)
  - medical emergency or requirement of long-term medical care for the Applicant or a close family member (such as a partner, parent, primary carer, or child)
  - direct and severe impact of natural disasters or catastrophic events such as war, earthquakes or flooding
  - significant change in financial circumstances. This would include sudden loss of your payer's or guarantor's income, high medical



expenses (not covered by insurance), or high expenses due to a natural disaster or a catastrophic event

- c. If the Applicant fails to meet the academic conditions of their offer, including any English language requirements, and they provide appropriate validating evidence.