



Tuition Fee Deposit Refund Policy London Campus

Document title: Tuition Fee Deposit Refund Policy	
Owner: Director of Marketing, Admissions, Communications and Events London Campus	
Approving body: School Management Board	Date of approval: August 2023
Version: 1.1	Next review date: September 2024
Supersedes: 1.0	Previous review dates: August 2022



a) Introduction:

The deposit is non-refundable in most cases (see exceptions below). The deposit refund requests will be processed by the Admissions team and the Academic Director prior to enrolment. Any requests for refunds should be emailed to the Admissions team at masterlondonadmissions@escp.eu (full-time MSc programme applicants) or ukexeced@escp.eu (Executive Master programme applicants). In line with the UK Money Laundering Regulations, the deposit will be refunded to the bank account of the person or organisation who initially paid the deposit or credited back to the credit card used for the original payment.

We cannot refund the deposit to the applicant's account if a third party has paid the deposit on the applicant's behalf. Authorisation from the original payer 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.

b) Refund of deposit:

1. Applicant's right to cancel: The applicants can request a refund of the tuition fee deposit within the 14 days cooling off period without giving us any reason.
2. Refund of tuition fee deposit: Tuition fee deposits are refunded in full in the following circumstances:
 - i. Refunds will be made to students who have been refused a student visa/standard visitor visa due to a mistake from the side of the Home Office. 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
 - refusal is not due to a fraudulent application
 - provides proof of the official visa refusal issued by UKVI.
 - ii. 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 the incident occurs but not later than 2 months after the incident. Exceptional circumstances may include:

- serious illness or injury to one's own self or close family member
- death of a close family member (for example, partner, parent, primary carer, child)
- medical emergency or requirement of long-term medical care for the applicant or close family member (such as a partner, parent, primary carer, or child)
- impact of natural disaster or civil disruption
- significant change in financial circumstances.

iii. School cancels a programme and is unable to provide the academic programme originally applied for.

iv. If the applicant fails to meet the academic conditions of their offer, including any English language requirements, and they provide appropriate validating evidence. If the applicant makes no attempt to meet the conditions of the offer, no refund will be given.