



Fees Payment Refund Policy

Reviewed: November 2025

Next review: November 2026

PROCEDURES FOR THE HANDLING OF DEPOSIT, FEE PAYMENTS AND REFUNDS

- Students are required to pay tuition fees upon admission either in full or in instalments if agreed with the admissions department of the College.
- A non-refundable administration fee and 40% of the tuition fee is payable before a confirmation of offer is issued. Fee's can be paid by Bank Draft, Cheque, Bank transfer or cash in pounds sterling only. All Bank Draft and Cheque payments should be made payable to East Midlands School of Business & Management.
- Upon the student's arrival, the full tuition fees for the course are to be paid, either in full or in a number of instalments, if agreed.
- Methods of payment are as prescribed on the College Application form, also a payment information slip is sent with any Offer Letter issued by the College.
- In certain circumstances, arrangements can be made for payments to be settled in instalments; however the initial deposit, equating to the administration fee and 40% of the tuition fees must be paid before a payment plan can be agreed.
- Students in financial difficulties are encouraged to contact the College in the first instance. The Administrator and/or Managing Director can be approached for confidential discussions.
- The College will withdraw students who continuously fail to comply with payment plans that they have agreed. Two warnings (One verbal and One written) will be issued, after which, any student will be withdrawn from their course of study and subsequently from the College. In this case, no monies will be refunded to the student.
- The College reserves the right to make the following charges:
Late Payment Penalty Charges – Administrative charges for missed payments, Assessment re-takes, and any other such charges.
Cancellation of course fees - 70% of the remainder of the course.
- Students are contractually entitled under the terms of this agreement to a full refund of all tuition fees paid, minus the non-refundable administration charge, in the following circumstances. – If the College is unable to offer an advertised course (or equivalent) on the



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advertised start date or within a reasonable period of time – If a student applying from overseas is refused a Visa and is thus unable to come to the United Kingdom in order to take up his/her course of study.

● Deposits and fees may only be returned if the student fails to obtain a valid UK visa and where it is through no fault of their own and where the student is in their home country. If a visa is refused due to an error on the part of the UKVI then the student **MUST** appeal the decision to obtain the refund which would then be paid after the outcome of the appeal. In all circumstances a student's registration fee will not be refunded.

For the avoidance of doubt ESBM is, as required and in compliance with policy detailed above fully committed to:

- *refund students in receipt of tuitions fee loan from the Student Loans Company*
- *refund students who pay their own tuition fees*
- *refund students whose tuition fees are paid by a sponsor*
- *make payment of additional travel costs for students affected by a change in the location of their course*
- *honour student bursaries*
- *compensate for maintenance costs and lost time where it is not possible to preserve continuation of study*
- *compensate for tuition and maintenance costs where students have to transfer courses or provider.*

Should you need independent advice please contact:

Citizens Advice consumer helpline: 0808 223 1133