



HARTPURY

UNIVERSITY REFUNDS POLICY

Applies to students who have officially enrolled at the University.

GENERAL TERMS:

1. REFUND PAYMENTS

To ensure compliance with the 'Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017' the following precautions must be taken in respect of any refund requested: every effort **MUST** be made to issue a refund of any payment to the University using the same payment method and to the original payer.

Following a payment by credit/debit card or bank transfer, refunds must only be made using the same method to the same credit/debit card or bank account. In the event of an attempted refund payment being rejected or not possible, the reason will be checked prior to accepting alternative details (for students accounts this will be in the student's name only, we are unable to process refunds to a third party).

2. APPEALS

If you want to make an appeal against any aspect of our Refund Policy, you should do so in writing. Please address your appeal to the Head of Finance, and email it to FeeQuestions@hartpury.ac.uk. Appeals which relate to our refund policy must be made within six months of your official date of withdrawal from the University.

3. TUITION FEE REFUNDS

i. Requesting a Refund

Where a student withdraws or is required to withdraw from their course part way through the academic year for whatever reason, subject to a student observing the procedure for withdrawal, Hartpury will adjust the liability for tuition fees, or refund tuition fees already paid in accordance with the table below. Any reduction in tuition fees will be calculated from the official withdrawal date.

The following fee liability applies to all students undertaking study that is:

Full-time or part-time lasting for one or more academic years where fees are charged by academic year.

Part-time where the fees are charged per module and the module length is between one teaching block (normally 15 weeks or less) and 1 year (or more).

Students withdrawing or suspending studies during	Fee Liability
First term (from the first day of first term but before the start of second term)	25% of full fees
Second term (from the first day of second term but before the start of third term)	50% of full fees
Third term (from the first day of third term or if no third term in academic calendar on University's website for student's point of enrolment then the third term starts the day after the end of the second term)	Full Fees

Students have a statutory right to a cooling off period to cancel their application within 14 calendar days from the formation of the contract.

ii. International Student Deposit

Where international students have paid a deposit, once the student has satisfactorily completed enrolment the fee liability following withdrawal from the course will be as set out as above. The calculation of fee liability in the case of a withdrawal is based on the full tuition fee, including any deposit.

iii. Refund due to Withdrawal / Suspension

Students wishing to temporarily suspend or withdraw from their course of studies may do so as described within the Academic Regulations in Part B. For full details please refer to the Tuition Fee Policy and Academic Regulations.

Note:

- If you have been awarded a University bursary to cover part/full fees the bursary will be adjusted pro-rata using the same calculation methods as set out in the section below.
- If after a period of suspension, you resume studies at the start of the next academic year you will become liable for the full course costs for that year.

iv. How Your Fees are Adjusted

The calculation of fee liability in the case of a withdrawal is based on the full tuition fee, including any deposit.

A refund in excess of the levels set out in the table above will be considered only if a withdrawal is due to serious and unforeseen exceptional circumstances. Students in such circumstances should seek advice from the Finance office.

Please refer to the Tuition Fee Policy for full details.

4. HARTPURY STUDENT ACCOMMODATION REFUNDS

Students who withdraw from residence before the end of the academic year with agreement from Hartpury will be required to pay an accommodation charge for a period (as set out below) following the date on which Hartpury agrees that the student may leave residence and the student vacates their room and the room key is returned and if Hartpury is unable to immediately re-let the room to another student (transfers from other Hartpury accommodation excluded).

Withdrawals made on or before 1st November will be charged an accommodation charge for a 4 week period, withdrawals made after 1st November will be charged an accommodation charge for a 6 week period and for withdrawals made after 2nd January there will be no refund and payment is due for the full academic year. In exceptional circumstances these charges may be waived by the Chief Operating Officer.

A decision by the Chief Operating Officer (or nominee) given under this section may be the subject of appeal to the Vice-Chancellor, Principal & CEO (or nominee). Such an appeal must be lodged in writing to the Head of Residential Life and Residential Services within seven days of being notified of that decision.

Any student who is asked or required by Hartpury to vacate his/her accommodation following a non-academic behaviour management outcome meeting will be liable for the remainder of that academic year's accommodation charge.

5. LIVERY FEE REFUNDS

Students who withdraw their horse from Hartpury Livery before the end of the academic year will remain liable to pay the livery charge in full for the remainder of the academic year. If the University is able to enter into a new livery agreement in respect of the livery place with another student on the University's waiting list, in which case the student will be refunded livery fees paid for any period after the date on which the new livery agreement takes effect. If the student terminates this agreement in writing prior to the start of the summer term, then an allowance of £20 per week will be given for unutilised bedding and hay for that term.

6. GYM FEE, SPORTS ACADEMY FEE and CAR PARK FEE REFUNDS

The Gym Membership Fee, the Sports Academy Fee and Car Parking charge are all one-off fees and are non-refundable.

7. EQUALITY, DIVERSITY AND INCLUSION

As with all Hartpury policies and procedures, due care has been taken to ensure that this policy is appropriate to all students regardless of their age, disability, ethnicity, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and transgender status.

The policy will be applied fairly and consistently whilst upholding Hartpury's commitment to providing equality to all.

Hartpury is committed towards promoting positive mental health and aims to create a culture of support where students can talk about mental health problems without the fear of stigma or discrimination.

APPROVAL & REVIEW CYCLE		
Reviewed By	Chief Operating Officer	January 2025
Approved By	SMT	21 January 2025
	Strategy, Finance & Resources Committee	February 2025
Interim-Review	No	n/a
Next Review Date		December 2026