

## REFUNDS AND COMPENSATION POLICY

This policy needs to be read in conjunction with our 'My Commitment' Statement, the Payment Policy, Consumer Protection Policy and the Student Protection Plan (all are available on the College website).

### Refunds

#### A. Claiming refunds

- a. If a student believes that a refund is due, because of cutting short his or her programme of study, he or she should contact the College (Academic Administration Office) as soon as possible. He or she will be notified as to whether a refund is due, and if so what it is. Please note the following limitations:
  - i. When a student withdraws from a programme of study, fees for the whole year remain payable. In such circumstances no refund of money already paid for that year is refundable.
  - ii. Because fees are inclusive of all related elements, fees for the whole year are also payable even where students are unable to participate fully in, or to take full advantage of all of the activities of the College, including attending lectures, tutorials, Missions Trips, etc. In such circumstances, too, no monies can normally be refunded, or offset against other outstanding fees.
- b. If a student considers that Mattersey Hall has not fulfilled its contractual obligations, please follow the Complaints and Appeals procedure on the College website. Please note, too, that financial compensation may not be appropriate in most cases. We will endeavour to provide what was promised, and where that is not possible will offer reasonable alternatives.

#### B. When might a refund be offered?

- a. In accordance with Consumer Protection Policy, if an applicant cancels within 14 days of accepting the offer of a place, any payments made will be refunded in full.<sup>†</sup>
- b. A full refund will be given if the College cancels a programme and cannot provide a suitable alternative.
- c. Where there are exceptional circumstances, which, in fairness to the student or students affected, require a refund of some or all of the fees paid.

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<sup>\*</sup> Full details are included in the Payment Policy (<https://www.matterseyhall.com/finance/payment-policy>)

<sup>†</sup> For further details see our Admissions Policy (<https://www.matterseyhall.com/apply/admissions-policy>)

- d. Where the College is deemed to be in breach of its contractual obligations.
- e. Please note that there will not, normally, be refunds where there are minor, unavoidable adjustments to a programme. In such cases, students will be advised of the changes in a timely way, and given a choice of alternatives.

## **Compensation**

- A. Mattersey Hall is committed to providing programmes of study that are materially as advertised, though, as noted above, some small changes may be unavoidable.
- B. In some cases, compensation may be due under our Student Protection Policy, in the event of the non-continuation of some or all of its provision. In such cases, Mattersey Hall College will offer financial compensation to students where they suffer demonstrable, material financial loss as a direct result of the disruption of their studies. This includes, but is not limited to:
  - a. A refund of fees paid for the proportion of a programme of study that no longer operates, and where no reasonable alternative can be provided.
  - b. Reasonable reimbursement, where a student needs to relocate or travel in order to continue his or her studies.
  - c. Compensation for maintenance costs and lost time, when it is not possible to find a suitable alternative and a student may not be able to continue his or her studies.
  - d. Compensation where the College is unable to offer a significant proportion of the programme, resulting in a materially different provision.
  - e. Other reasonable expenses incurred by a student as a result of the disruption of his or her studies.
- C. Any claim for compensation needs to be made, in the first instance, to the Academic Dean. This will then be reviewed by the senior leadership of the College and the Board of Governors, and a full response given, normally within 14 working days of the claim being received.

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