

**Edinburgh Business School (EBS)**  
**Fee Refund Policy**

**Scope**

The purpose of this Policy is to set out clear, consistent, fair and reasonable conditions under which EBS will consider making refunds for tuition, course and other academic fees paid. It applies to applicants, students of EBS, and students studying on Heriot-Watt University programmes offered by EBS.

**Fees**

Fees are various sums that are levied in respect of the academic services offered by EBS or Heriot-Watt University. These fees are determined by EBS (with the exception of the graduation fee which is set by Heriot-Watt University). Fees are subject to annual review and revision.

Students studying with Approved Learning Partners and Collaborative Partners are charged tuition fees by the relevant partner institution. The amount of these fees, the portion being passed to EBS, and the processes for collecting the fees are determined according to individual contractual agreements. These fees are collected according to processes specified by the partner institutions and approved by EBS. Each partner institution has an approved, published refund policy which is available to students.

The payment of fees is the responsibility of the student and, in the event of a student's sponsor (if any) failing to make payment, the student will be held personally liable for payment.

All fees due to EBS are payable in advance.

In certain circumstances, EBS can charge a cancellation fee or may withhold some or all of any deposit or fee paid where a student withdraws an application or withdraws from a course or programme. Further, a refund may be set off against any fee or payment due and owing to EBS (e.g. exchange rate losses, bank charges and any non-recoverable costs incurred by EBS in making arrangements for students which form part of the programme. All refunds will be paid free of interest.

A refund will only be paid to the bank account from which the payment was originally received.

In the event of a serious medical condition, consideration may be given to an application for the refund or partial refund of a tuition fee or course fee. Any such application must be supported by medical evidence satisfactory to EBS. Any such refund will be paid at the discretion of EBS.

EBS may pursue legal proceedings in relation to non-payment of course, tuition or other academic fees.

**Decisions on Refunds**

All fee refunds shall be paid in accordance with this Policy and any relevant terms and conditions. The decision of the Director of Finance and Operations on refunds shall be final.

At the discretion of EBS a full refund of tuition fees may be made to students studying on-campus who withdraw from a programme within the first two weeks of commencing their studies.

| <b>Policy on Fee Refunds</b>   |  |
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| <b>Fee</b>   | <b>Arrangement</b>   |
| MBA/MSc Course Purchase (independent distance learning students)                     | Cancellation up to 14 days from the date of purchase of the course (subject to and as set out in the applicable distance learning terms and conditions) for an off-premises contract.  |
| MBA/MSc Course (studying with an Approved Learning Partner or Collaborative Partner) | <p>Where a course is purchased by a student directly from an Approved Learning Partner or Collaborative Partner the refund is paid by the relevant partner institution in accordance with its terms and conditions.</p> <p>Where a course is purchased by a student directly from EBS a refund will be paid by EBS in accordance with EBS's terms and conditions.</p>  |
| MBA/MSc Programme (studying on-campus, Edinburgh)                                    | <p>Cancellation up to 14 days from acceptance of a place on a programme (subject to and as set out in the applicable on-campus terms and conditions) for an off-premises contract.</p> <p>Once the foregoing cancellation period has lapsed then the following shall apply in respect of refunds:</p> <ul style="list-style-type: none"> <li>• A refund is paid on courses not studied and for which access/material has not been provided.</li> <li>• For the full-time programme, one course equals 1/9 of the programme fee after deduction of the deposit.</li> </ul> <p>One deferral of entry for one year only is permitted.</p> |
| MBA/MSc Programme (studying on-campus, Dubai)  | <p>Cancellation up to 14 days from acceptance of a place on a programme (subject to and as set out in the applicable on-campus terms and conditions) for an off-premises contract.</p> <p>Once the foregoing cancellation period has lapsed then the following shall apply in respect of refunds:</p> <ul style="list-style-type: none"> <li>• A refund is paid on courses not studied and for which access/material has not been provided.</li> <li>• For the full-time programme one course equals 1/9 of the programme fee after deduction of the deposit.</li> </ul> <p>One deferral of entry for one year only is permitted.</p>  |

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| <p>MBA/MSc Programme (studying on-campus, Malaysia)</p> | <p>Cancellation up to 14 days from acceptance of a place on a programme (subject to and as set out in the applicable on-campus terms and conditions) for an off-premises contract.</p> <p>Once the foregoing cancellation period has lapsed then the following shall apply in respect of refunds:</p> <ul style="list-style-type: none"> <li>• A refund is paid on courses not studied and for which access/material has not been provided.</li> <li>• For the full-time programme one course equals 1/9 of the programme fee after deduction of the deposit.</li> </ul> <p>One deferral of entry for one year only is permitted.</p>   |
| <p>DBA (IDL students)</p>                               | <p>Course Stage: Cancellation up to 14 days from the date of purchase of the course (subject to and as set out in the DBA terms and conditions) for an off-premises contract.</p> <p>Research and Mentoring Stages: Where a student withdraws from the programme, the fees for the programme may be recalculated on a proportionate monthly basis to the agreed withdrawal date and any overpayment refunded. Where a student withdraws on or after the 15th day of the month the full month's fee will be charged.</p> <p>Supervised Stage: Where a student formally withdraws from a programme, the fees for that stage may be recalculated on a proportionate monthly basis to the agreed withdrawal date and any overpayment refunded up to a maximum of 50% of the fee paid. Where a student withdraws on or after the 15th day of the month the full month's fee will be charged.</p> <p>Where the fee is paid by a student directly to an Approved Learning Partner or Collaborative Partner the refund is paid by the relevant partner institution in accordance with its terms and conditions.</p> |
| <p>Tuition Fee Deposits (for on-campus programmes)</p>  | <p>The full amount of the tuition fee deposit will only be refunded in the following circumstances:</p> <ul style="list-style-type: none"> <li>• For an off-premises contract, if an applicant requests a refund of the deposit within 14 days of the date of acceptance of a place on the programme.</li> <li>• If an applicant fails to meet the conditions of the offer, including any English language qualifications required, and s/he provides appropriate validating evidence. If an applicant makes no attempt to meet the offer conditions no refund would be made.</li> <li>• If the appropriate student visa is refused or rejected (proof will be required), except where refusal is a result of:</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>○ A fraudulent visa application.</li> <li>○ Insufficient funds.</li> <li>○ Supply of incorrect documents.</li> </ul> <p>In such cases, no refund will be made.</p> <ul style="list-style-type: none"> <li>● If EBS is unable to commence the relevant academic programme.</li> </ul>   |
| <p>Examination Fee (applies to students studying by distance learning and with Approved Learning Partner)</p> | <p>The fee will be refunded where a student withdraws from a programme after paying an examination fee and the entry for that examination has been deferred in accordance with the publicised deadline.</p> <p>The fee is not transferable to another examination except in the following circumstances:</p> <ul style="list-style-type: none"> <li>● A student exchanges one course for another in line with the relevant terms and conditions. In such circumstances any fee paid for the first choice course may be transferred to the second choice course.</li> <li>● A student transfers from one programme to another offered by EBS, having already paid the examination fee. In such instances where the course is not offered on the second programme, the fee may be transferred to a course offered on the second programme.</li> </ul> <p>If the fee is paid via an Approved Learning Partner or Collaborative Partner then it will be refunded to the relevant partner institution.</p> |
| <p>On-campus intensive seminars</p>   | <p>Cancellation up to 14 days from the purchase of the seminar (subject to and as set out in the applicable terms and conditions) for an off-premises contract.</p> <p>A refund will be paid if the appropriate student visa is refused or rejected (proof will be required). The same conditions apply as for tuition fee deposit refunds.</p>   |
| <p>On-campus revision sessions</p>  | <p>Cancellation up to 14 days from the purchase of the session (subject to and as set out in the applicable terms and conditions) for an off-premises contract.</p> <p>The fee is transferable once to a subsequent revision session provided notice is given to EBS not more than 7 days before the initial revision session.</p> <p>A refund will be paid if the appropriate student visa is refused or rejected (proof will be required). The same conditions apply as for tuition fee deposit refunds.</p>  |

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| Online tuition sessions   | <p>Cancellation up to 14 days from the purchase of the series (subject to and as set out in the applicable terms and conditions) for an off-premises contract.</p> <p>The fee is transferable once to a subsequent series provided notice is given to EBS not less than 7 days before the initial revision session.</p> |
| Exemption                 | Not refundable.   |
| Exam Feedback Report      | Not refundable.   |
| Certificates and Diplomas | Not refundable.   |
| Graduation                | <p>Not refundable.</p> <p>Heriot-Watt University conditions apply.</p>  |

Policy and Version History

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| Version              | 1                                  |
| Approving authority: | Director of Finance and Operations |
| Approval date:       | 13 February 2018                   |
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| Responsible person:  | Director of Finance and Operations |