

## Advance Tuition Fee Instalment / Proof of Sponsorship

You have been sent this information sheet because you have accepted an Unconditional offer of admission to Heriot-Watt University. This offer is subject to payment of an Advance Tuition Fee Instalment or providing proof of sponsorship.

If you have been assessed with international student fee status, and you are paying your own fees, you will need to pay a £4,000 Advance Tuition Fee Instalment before you enrol. This Advance Instalment is an advance payment of part of your tuition fees. It is non-refundable except in some special cases. These special cases and your cancellation rights are explained below.

If you have been assessed with international student fee status, and your fees are being paid by your government or a company or other organisation, you must send us proof of this. This arrangement is known as sponsorship.

Please note - the Admissions Office cannot provide you with your acceptance to the University or required visa documentation (CAS), until the University receives your £4,000 advance instalment or you have sent proof of sponsorship.

This information sheet tells you how you can pay the advance instalment or provide proof of sponsorship.

### Payment of the Advance Instalment

**By When?** You must pay it before **31st July 2020**.

**If you do not pay it before this date your study place might be given to somebody else.**

**How?** **Pay online by the University's secure online payment facility or bank transfer via Western Union Business Solutions:**

- There are no extra charges
- The University gets your payment within a few working days
- You get your confirmation of studies letter quicker

**DO NOT PAY DIRECTLY TO THE UNIVERSITY'S BANK ACCOUNT. If you do this there will be delays in issuing your confirmation of studies letter:**

- The University cannot issue a confirmation of studies letter until the payment is received (this may take up to 10 working days after the date of payment) and the receipt is identified as your advance instalment.
- Because the identification of the payment as your advance instalment is outside the University's control, the University cannot accept responsibility for late- or non-issue of confirmation of studies letters.

**Paying Online** If you pay online using a credit or debit card we can find your payment easily and process your acceptance and CAS quickly. The University does not charge you extra if you pay this way.

To pay this way:

1. You will need your Certificate of Acceptance or Offer Letter.
2. Go to <https://my.hw.ac.uk/payments/faces/Start.jsp> and select the Applicant option.
3. Enter your Application Reference. For undergraduate applicants this is the 9 digit HWU Person ID on your Certificate of Acceptance sent to you by the University. For postgraduate students this is the 10 digit Applicant Number shown in your Offer Letter sent to you by the University.
4. Enter the Year of Entry. This is the year you begin studying at the University, for example 2020.
5. Enter the Qualification Code. For undergraduate applicants applying through UCAS this is the UCAS course, for example NN23. For all other students this is the four or eight character code shown in your Offer Letter sent to you by the University.
6. Confirm that you want to pay the advanced instalment.
7. Enter your email address so we can send you an email confirming your payment.
8. You can then enter your credit or debit card details and make the payment.
9. If your payment is successful a confirmation email will be sent to the email address you entered.
10. **Important:** print-out and/or save the confirmation email as you may need it as a proof of payment.

**Paying by Bank Transfer** The University has partnered with Western Union Business Solutions to offer a bank transfer method to all its students. This lets international students pay in their home currency via a local bank and avoid costly international payment transfer fees. Western Union will also ensure that the full amount you pay is passed on to the University. This is usually within two days and we can find your payment easily and process your acceptance and CAS quickly.

Neither the University nor Western Union charge you extra if you pay this way.

To pay this way:

1. You will need access to a printer and your Certificate of Acceptance or Offer Letter.
2. Click on **Heriot-Watt GlobalPay** for students at <https://www.hw.ac.uk/services/payment/bank-transfer.htm>.
3. Enter your Student/Applicant ID. For undergraduate applicants this is the 9 digit HWU Person ID on your Certificate of Acceptance sent to you by the University. For postgraduate students this is the 10 digit Applicant Number shown in your Offer Letter sent to you by the University.
4. Enter your name and other details
5. Select the Tuition Fees box and enter the £4,000 that you need to pay
6. In the Notes box, enter 'Advance Fee Instalment'
7. Select your home currency (many currencies are offered; if your currency is not offered please see below)
8. Complete the payment and bank details for the person whose account is making the payment.
9. Print-out and/or save the confirmation page. There are options to print the page in other languages. The page

shows a 'Payment Reference Number' and the currency exchange quote.

10. **Important:** the confirmation page (quote) is valid for 72 hours only.
11. The confirmation page (quote) needs to be sent to the bank whose details were entered for payment. Usually, the person whose account is making the payment should take the printed confirmation page to their bank in person. Please check with the local bank to see if other methods (telephone/online) are available.
12. **Important:** the bank must include the Payment Reference Number, shown on the confirmation page, on their transfer to Western Union.

The local bank will send the payment to Western Union Business Solutions, who then send the payment to the University.

Please note:

- If your home currency is not available please choose another currency or GBP (British Pounds). This still means you will not be charged any extra by the University or Western Union Business Solutions (although the local bank may make a charge) and the University can receive and find your payment easily and process your acceptance and CAS quickly.
- Unless you are using China UnionPay, you cannot use a credit or debit card to pay by bank transfer. If you want to pay by credit or debit card please pay by online payment (see above).

Further details can be found in [the International payments to Heriot-Watt leaflet](#).

If you have any questions please contact [education@westernunion.com](mailto:education@westernunion.com) (00 44 (0) 1733 871 871).

#### **Paying by Telephone**

If you cannot pay online or by bank transfer you can telephone the University's Student Service Centre. Make sure you have your Certificate of Acceptance or Offer Letter and call: 0044 (0) 131 451 3000 Monday to Friday between 1000 – 1600 hrs (GMT)

If you pay by telephone you will not be sent a receipt unless you ask for one. If you want to ask for a receipt please send an email with your Student/Applicant ID to [StudentCentre@hw.ac.uk](mailto:StudentCentre@hw.ac.uk).

#### **Your Right to Cancel**

You have the right to cancel your contract to study with Heriot-Watt University.

If you want to cancel, you write to us to tell us this within 14 days of making an advance instalment payment. If you are an undergraduate student please write to [studywithus@hw.ac.uk](mailto:studywithus@hw.ac.uk)

If the cancellation is allowed you will be refunded any fee payments in full and your study place will be given to someone else.

#### **Our Right to Cancel**

Heriot-Watt University reserves the right to cancel study programmes for good reason.

If your study programme is cancelled, we will try and identify alternative study programmes which may be of interest to you. If you do not want a study place on one of these alternative study programmes you will be refunded any fee payments in full.

#### **Advanced Instalment Refunds**

Advanced instalments are non-refundable after the cancellation period and will **not** be repaid to you.

However, you can ask the School/Institute you applied to for a refund of the advanced instalment if you cannot get a visa. You can also do this if something else which you have no control over stops you from enrolling at Heriot-Watt.

You must do this in writing and you must include any documents which show why you cannot enrol, for example if you have been refused a visa to enter the UK, you must enclose a copy of the refusal letter.

#### **Tuition Fee Invoices and Paying the rest of your Fees**

After you enrol the University will send you an invoice. The invoice will show the amount you still have to pay after you have paid your advanced fee instalment. You must:

- Either** pay the rest of your fees within 30 days of enrolling  
**Or** set up an online recurring card payment at <https://my.hw.ac.uk/payments/faces/Start.jsp>

If you have any questions you can contact the Student Service Centre:  
Tel: 0044 (0) 131 451 3000 Monday to Friday between 1000 – 1600 hrs (GMT)  
Email: [StudentCentre@hw.ac.uk](mailto:StudentCentre@hw.ac.uk)

#### **Sending Us Proof of Sponsorship**

**By When?** You must send it before **31st July 2020**.

**If you do not send it before this date your study place might be given to somebody else.**

Alternatively, your place may be guaranteed if you organise the payment of a non-refundable advanced instalment of £4,000 by the same date (see **Payment of the Advanced Instalment** above).

**How?**

- Either** email a copy of your sponsorship letter to [sponsors@hw.ac.uk](mailto:sponsors@hw.ac.uk)  
**Or** post it to The Finance Office, Heriot-Watt University, Moyen House, Edinburgh, UK, EH14 4AP