



Policy	Deposits, Fees, Cancellations and Refunds Policy
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1. Introduction

It is important that students pay their fees and any required deposits at the correct time to ensure a smooth transition into their course and prompt start to their studies. This policy outlines the expectations regarding deposits, fees cancellations and refunds. All students are encouraged to ensure they have read through this thoroughly and seek clarification should they not understand anything from this policy.

2. Deposits

All successful applicants are required to pay a minimum of 30% of their tuition fees to secure their place onto the course. Upon receiving the deposit and/or required documentation, Beyond Horizons Academy shall send a Confirmation of Acceptance Letter and any other relevant documents which are necessary for the visa application to our overseas applicants. Students can pay the deposit by either cash, bank transfer, bank draft or by debit/credit card on our website. Where a student pays directly into Beyond Horizons Academy's bank account, a reference number must be obtained from our accounts manager and must include the surname of the applicant in the reference.

2.1. Deposits paid in person:

If the students are already in the UK or if someone else pays the deposit on student's behalf, the deposits may be paid by cash to our accounts manager on campus. It is important to note that we do not accept cheques. However, students are advised about being careful not to send cash in the post and be careful in carrying large amounts of cash with them. Details of the amounts paid by deposit will be confirmed on the visa letter.

2.2. Deposits to third parties:

The tuition fees should not be paid to anyone else but the Institution. Students are reminded not to deposit tuition fee with third parties or send money to the Institution by post. Students are reminded NOT to pay any or all of their tuition fees to any overseas representatives; if any deposit or fees is requested you must inform the Institution immediately. If the students have any doubts, they should contact the Institution over phone or email.

3. Fees

Students may pay their tuition fees in a single payment at the time of enrolment or by instalments.

3.1. Single Payments

Single payment should usually be made before the course start date. Students paying tuition fees in a single payment may receive a discount.

3.2. Payment by Instalment

Students can pay by instalments, and the fees must be paid as per the agreed instalments. No supplementary charge will be added to the

tuition fees. The following conditions will apply to those paying by instalments:

- Students who choose to pay by instalment(s) must continue to do so until the full balance of the course fee is paid in full.
- A facility to pay by instalments may be withdrawn from individuals who fail to meet instalment deadlines promptly.

4. Cancellations

Cancellations may only take place if:

4.1. There are not enough students for this course to take place.

If not enough students apply and are accepted onto an Beyond Horizons Academy course, it may not be possible to run the course that academic year. This decision will be made by the management team.

In this situation, students may be offered either an alternative route for the same course, or another course if possible.

If neither of these options is possible, the student is entitled to cancel their booking and receive a full refund on all payments made.

The refund of the 30% deposit will only be made if management cannot offer an alternative to the student. For example, if that student cannot apply for any other courses or an alternative route would not allow them to progress onto their field at any university. If the student refuses a suitable alternative, the 30% deposit may not be refunded. This decision will be made by management and their decision is final.

4.2. There is a serious problem that stops the students from coming to study at Beyond Horizons Academy

Beyond Horizons Academy understands that a student can have problems in joining their Beyond Horizons Academy course.

A serious problem is:

4.2.1.1. death/severe injury/major illness of the student that means that they are not physically or mentally able to complete their course. In this case, a full refund will be issued once official proof (such as a translated death certificate) has been approved.

4.2.1.2. death/severe injury/major illness of a close family member (parent, step-parent, sibling, spouse or child only) of the student that means they are not able to complete their course. In this case, Beyond Horizons Academy will only refund any fees paid, but the deposit will not be refunded. Official proof (such as a translated death certificate) must be provided and approved.

4.2.1.3. an incident or situation in which travel to the UK is not permitted and/or forces Beyond Horizons Academy to temporarily close. In this situation, the deposit will not be refunded but any remaining paid course fees will do.

A student cannot receive any refunds for:

- a visa refusal which is due to a student error or fraud.
- not meeting the minimum requirements of Beyond Horizons Academy's course.
- falsifying enrolment information or deliberately withholding relevant information on their application.
- minor illnesses or injuries of students that would allow them to still attend their Beyond Horizons Academy course.
- minor illness or injury of a family member or death/severe injury/major illness of a family member not on the list above.
- cancelling their Beyond Horizons Academy because of receiving acceptance on another course elsewhere.
- changing their mind on joining their Beyond Horizons Academy course for any reason.
- not being able to complete payments once the course place has been secured.
- not following their Payment Plan.
- cancellation of any pre-agreed sponsorship.
- cancellation of travel plans that have been against recommended travel advice from their home country.

All students are advised to plan their course carefully.

4.3. Pausing Enrolment/Deferring course

We understand that there may be situations when students will need to pause their enrolment. In this case, they must give Beyond Horizons Academy 2 weeks' notice. In this case the start date of the students can be deferred to the future cycles available for the course. If less than 2 weeks' notice is given, Beyond Horizons Academy will not be able to defer the course.

The student must use commence their course at the agreed course date that they have deferred to. A student may only defer their start date once.

4.4. Refunds

- 4.4.1. The Institution assumes that all prospective students will have thought long about taking up a course and therefore applying for admission.
- 4.4.2. However, the Institution understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, the institution's policy on refund of fees upon withdrawal is as follows:
- 4.4.3. In the event of cancellation, for whatever reason, the following will apply:

- a. Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Admissions Department. For cancellations which are received before two weeks of the course commencement date, a non-refundable registration fee of £250 will be deducted and any balance held will be refunded.
 - b. Where cancellations are received after two weeks of the course commencement date, for whatever reason, no refund will be given.
 - c. In the event that the cancellation is received within two weeks of the course commencement date, the refund will be at the discretion of the Institution.
- 4.4.4. Overseas students should note that where a statement has been sent to the Immigration Departments to support a student visa application, the Institution must notify the Immigration departments of any cancellation.
- 4.4.5. For students who are not successful in obtaining a visa a refund will be granted after a deduction of the non-refundable registration fee of £250, on the receipt of a completed Refund Request Form and a copy of the official visa refusal letter issued by the relevant immigration Consulate.
- 4.4.6. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the Institution's letters of acceptance.
- 4.4.7. A full refund of tuition fees will be made if the Institution is unable to offer an advertised course.
- 4.4.8. Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining an Institution Offer Letter, such a prospective student will not have his or her fees refunded by the Institution.
- 4.4.9. International students who fail to obtain a visa must apply for a refund within three months of their visa refusal.
- 4.4.10. Although the Institution will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to six weeks to process a refund. The process will start from the day the Refund Application Form along with other required documents are submitted to the Institution.
- 4.4.11. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:
- a) Advise the Head of Administration in writing of withdrawal from the course 2 weeks before the start date of the course.
 - b) Complete and return the Refund Application form along with Student Card and other Institution property, including all original documentation issued by the Institution.
 - c) International students or their sponsors must return all original documents issued by the Institution (acceptance / enrolment letter, receipts etc) which were issued by the Institution and proof of rejection of student visa (a letter issued by the Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport.
- 4.4.12. No refund will be given to a student under the following circumstances:
- a) Cancellation due to change in personal circumstances, including a family bereavement.

- b) If the student decides to withdraw once the course is commenced and student is fully enrolled.
 - c) If the student is asked to leave the country by UK Authorities, or if they leave the country during the programme period without permission from the Institution and are subsequently refused re-entry.
 - d) If a student is terminated from the Institution due to non-attendance/poor attendance or unsatisfactory progress.
 - e) If a visa is refused as a consequence of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student.
 - f) If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.
- 4.4.13. When the course cancellation period has ended, the student cannot request a refund. Also, they cannot request to defer the course.
- 4.4.14. Any day that a student is absent cannot be refunded and they cannot ask for any absent time to be carried forward.
- 4.4.15. We cannot give refunds for late arrival, early departure, absence during a course (including illness, COVID) or change of programme. If you are required to self-isolate during your course, please contact us with at least 24 hours' notice; you may be able to join the class remotely as a 'hybrid' lesson.

5. Failing a course

Beyond Horizons Academy aims for all students enrolled to pass their courses and progress onto university. Beyond Horizons Academy has set requirements for students starting an Beyond Horizons Academy course to ensure that all students do pass, but occasionally there may be students who fail.

- 5.1. Students can request a refund if they fail their Beyond Horizons Academy course if:
 - 5.1.1. The student can prove that relevant modules were not provided by Beyond Horizons Academy.
 - 5.1.2. The student can prove that relevant exams were not provided by Beyond Horizons Academy.
- 5.2. The students themselves are responsible for ensuring they attend all classes, complete all work and progress over the course. Beyond Horizons Academy takes no responsibility if a student does not pass their course or for the grades they receive in classes, mock exams, on coursework or on exams.
- 5.3. Students cannot request a refund if they fail a module on an Beyond Horizons Academy course. Beyond Horizons Academy takes no responsibility for students' failures on any part of a course.
- 5.4. Students cannot request a refund if they do not receive any university offers or if they do not meet the requirements of a conditional offer given by a university. Students cannot get a refund if they do not receive a university offer from their chosen university. Beyond Horizons Academy takes no responsibility if a student does not progress onto university after completing their Beyond Horizons Academy course.

- 5.5. Beyond Horizons Academy has procedures and policies in place to ensure that students are adequately supported to pass all their modules. If a student feels that they were not adequately supported or that Beyond Horizons Academy failed in their duty to educate, this complaint can be passed onto our accreditors, with proof of how Beyond Horizons Academy has failed. Our accreditors will investigate, and they may decide that the student is due a refund.
- 5.6. All course fee refund requests must be made in writing and submitted to Beyond Horizons Academy management.

Student refund application form



Section 1 Student details *Please print clearly using block capital*

Mr / Ms / Mrs (please circle one)

First name	<input type="text"/>	ID number	<input type="text"/>
Surname	<input type="text"/>		
Address	<input type="text"/>		
Email address	<input type="text"/>		
Telephone no	<input type="text"/>	I am a:	Home/EU student <input type="checkbox"/> International student <input type="checkbox"/>

Section 2 Refund details

Reason for refund*

Withdrawal	<input type="checkbox"/>	Visa refusal	<input type="checkbox"/>	SFE funded	<input type="checkbox"/>	Over payment	<input type="checkbox"/>	Did not meet conditions	<input type="checkbox"/>	
Other (please specify)	<input type="text"/>									
I am requesting a refund of £	<input type="text"/>									
For overpaid fees for	tuition <input type="checkbox"/>	accommodation <input type="checkbox"/>	other <input type="checkbox"/>	Please specify	<input type="text"/>					
I want the refund to be made to:	myself <input type="checkbox"/>	third party <input type="checkbox"/>								
Student Signature	<input type="text"/>							Date	<input type="text"/>	

Please note that it is your responsibility to cancel or amend any payment instructions held by the Institution.

** Please provide supporting documentation with a letter explaining the reason.*

Section 3: Bank account details. (Please ensure that correct details are CLEARLY quoted - failure to do so may result in delay and if rejected, charges may also be incurred). Please provide details of the source bank account where the payment was originally made from. Failure to do so will delay refund payment.

Bank name	<input type="text"/>		
Account holder's name	<input type="text"/>		
Bank Branch / Address	<input type="text"/>		
Account number	<input type="text"/>	Sort code	<input type="text"/>
IBAN code <i>(For international students only)</i>	<input type="text"/>	Swift code <i>(For international students only)</i>	<input type="text"/>

Institution use only

Approved by	<input type="text"/>	Source bank account	<input type="text"/>
Date received	<input type="text"/>	Update bank details	<input type="text"/>
Debt checked	<input type="text"/>	Checked by	<input type="text"/>