

Deposit refund policy for English for University Study programme

1. Introduction

1.1 Deposits are required to secure a place on the English for University Study (EfUS) programme. Details, including the amount payable and payment deadline will be sent to you once a formal offer of study has been issued.

1.2 The EfUS deposit refund policy is applied 14 days after payment of a deposit.

1.3 This policy should be read in conjunction with the information about [deposits for the EfUS programme](#).

2. Cooling-off period

2.1 Should your circumstances change during the 14 days after payment of a deposit you can request a full refund. After the 14-day cooling-off period, the deposit refund policy is applied.

2.2 During the 14-day cooling-off period you may request a deposit refund by emailing elp_finance@cardiff.ac.uk. On receipt, your deposit will be returned within 30 working days via the same method payment was received, minus any bank or transfer charges that were charged by the payment service you used.

2.3 If you enrol within the 14-day cooling-off period, the cooling-off period will cease at the point of enrolment, at which point the policy for withdrawal after enrolment will apply (point 2.4).

2.4 If you withdraw from the university more than two weeks after enrolment, you will, as per the standard [Cardiff University Tuition Fees policy](#), be charged a pro-rata tuition fee based on number of weeks enrolled.

2.5 By making a deposit payment you are agreeing to the terms and conditions of the EfUS Deposit Refund Policy. The deposit is non-transferable and non-refundable except under the circumstances outlined below. Refund requests must be made in accordance with the EfUS Deposit Refund procedures and deadlines. Deposits will be held at least until the start date of the course applied for, or longer, at the discretion of the University.

2.6 Refund approvals will be made in accordance with the EfUS Deposit Refund Policy. If you have any queries about the deposit payment or refund policy please email elp_finance@cardiff.ac.uk.

3. Eligibility criteria

After the 14-day cooling off period has passed, the University considers the following as eligible categories under which an applicant may request a full refund:

3.1 Student visa has been refused

In such circumstances you must provide a scanned copy of the Entry Clearance Officer's refusal letter.

Refunds requests will not be approved under this category if the reason for refusal falls under the following:

- the UKVI considers a visa application to be non-genuine
- you are found to have provided fraudulent or incorrect documentation in support of your UK student visa application

- you have been refused entry to the UK.

3.2 Loss of financial support since the deposit was paid

Under this category you will need to provide evidence of a change in financial circumstances that was not known at the time a deposit was paid. For example, evidence that sponsorship was secured prior to the deposit payment and then later withdrawn for reasons outside of your control. Evidence provided must:

- confirm that financial support covering full or partial tuition fees and living costs were in place before the deposit payment
- confirm that this financial support was withdrawn for a reason outside of your control after the deposit payment was made
- be formatted in a formal letter/contract
- be signed/stamped by the sponsor
- include your full name and date of birth
- include the programme you are applying to.

Bank statements will not be considered as acceptable evidence under this category. A failed application for sponsorship, bursaries, or loan are not considered as eligible for a refund under this category.

3.7 University substantially changes the programme

Should the University substantially change a programme after you have accepted an offer and paid the deposit, you will be entitled to a deposit refund when requested within 14 days of the notification of the change.

3.8 University cancels programme

If the university cancels the programme for which you have accepted an offer then all fees paid will be refunded.

However, if you are offered an alternative programme you will be entitled to a deposit refund within 14 days of the alternative offer being made should you decide not to accept it. If an alternative offer is accepted the original terms of the deposit policy apply and you would not be entitled to a refund should you change your mind at a later date.

4. Exceptional circumstances

4.1 Notwithstanding previous reasons, deposit refunds may be made in exceptional circumstances at the discretion of the University.

4.2 This covers matters that would prevent the applicant from continuing with their studies in the UK - for example severe ill health or a death in the immediate family after the deposit payment was made, or breach of contract on the part of the University.

4.3 Documentary proof of such circumstances which have been approved by the appropriate official must be provided and the severity of the circumstances deemed appropriate by the University. Suitable evidence must be verifiable and may include:

- a signed/stamped report from an official medical practitioner
- a death certificate
- marriage/birth certificates as proof of relationship.

4.3.1 In the case of dependent's and/or ill health, you may also be asked to provide evidence of your relationship with the dependent, such as a birth certificate. Where an applicant (or dependent) is seeking short term treatment (treatment lasting 12 months or less) and where an applicant meets the terms for a deferral (where an applicant meets the terms of their offer and has not previously deferred entry) the deposit will be rolled over to the next academic year. Where a deferral has not been approved the deposit will be refunded.

5. Invalid circumstances

5.1 A transfer to another educational institution in the UK after enrolment at Cardiff, is not considered to be an exceptional circumstance and may only be considered where there are valid academic reasons for such a transfer.

5.2 Students who choose to not study at Cardiff before enrolment will not be eligible for a full refund.

5.3 If you fail to attend the start of the programme or withdraw after enrolment, then a partial refund will be made. Where a CAS has been issued, the Home Office (UKVI) will be informed that you are not enrolled on the expected programme. In this case you may request for the deposit to be rolled forward to the next intake if a deferral is requested and approved. Deposits rolled forward will be non-refundable except when the criteria listed above are met.

6. Fraudulent information

6.1 If you are found to have provided fraudulent or incorrect documentation in support of your University or UK visa application or in requesting a deposit refund the above policy will not apply.

6.2 In such circumstances any offer from the University will be invalidated and we will notify appropriate authorities if the case of serious fraud or deception. In these cases, deposits will be retained and there will be no entitlement to a refund.

6.3 Where the University suspects fraud and may require additional checks on your qualifications, you must engage with the qualification checking process in order to be considered for a refund [Document Verification Requirements for Applicants](#).

Appendix 1: How to apply for a refund

1. Applying for a refund

1.1. To apply for a refund outside of the 14-day cooling-off period, you must email ELP_Finance@cardiff.ac.uk and provide the necessary documented evidence (as outlined in each category above) by email within 4 weeks of the programme start date (as stated in your offer letter).

1.2 If your refund request is granted, you will be told in writing via email by the English Language Programmes Team. The University Finance Team will then contact you to confirm your bank details. Once you have responded to the Finance Team, refunds will be processed as soon as possible but please note that bank processing times can vary and are outside of our control.

1.3 Payment will be returned via the same method payment was received, minus any bank or transfer charges that were charged by the payment service you used. This is a requirement under anti-money laundering laws. We cannot refund deposits to any other account or by any other mechanism of payment.

Appendix 2: Complaints and appeals process

1.1 We recognise that there may be occasions when you disagree with the outcome of your deposit refund request.

1.2 In the event of disagreement with the University's decision in the first instance you are able to provide additional evidence that was not available at the time of your original deposit refund request for reconsideration. Please send this to admissions-advice@cardiff.ac.uk within 7 days of your original refund request outcome.

1.3 Your request will not be reconsidered if additional evidence cannot be provided.

1.4 If you have evidence that the university deviated from its published refund policy in considering your request, you have the right to make a formal complaint or appeal under the Applicant [Complaints and Appeals Procedure](#).

1.5 Decisions made under the exceptional circumstances category are made at the University's discretion and are therefore not subject to the appeals process. However, if you are unhappy with how your request was handled, you can make a formal complaint.