

Cancellation and Refund Policy



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Cancellation and Refund Policy

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1. Tuition Fees (General)

- 1.1 Students who wish to temporarily suspend or withdraw from their studies should notify their tutor in writing, only once this official notification has been received will the withdrawal be processed and College records amended.
- 1.2 The official withdrawal (suspension) date will be the last recorded date of attendance as recorded on the registers.
- 1.3 Cancellation of a course by the College will generate an automatic full refund.
- 1.4 Where student fees are paid through a sponsor, the student will remain liable for the payment of fees should the sponsor cease paying following withdrawal.
- 1.5 Where a student is asked to leave the course they will be charged tuition fees up until the week of their withdrawal date.
- 1.6 There are no cancellations/refunds on examination fees unless a learner withdraws before the start of the academic year.

2. Higher Education and Masters Tuition Fees (Full and Part time study)

- 2.1 Students have a statutory right to a cooling off period to withdraw their application within 14 calendar days of their first date of attendance (as recorded on their attendance record). Withdrawals within this period will not incur any charges.
- 2.2 No charges will be made for applications withdrawn before the commencement of the course. (excluding International Students, please refer to the International Tuition Fees Deposit Refund Policy)
- 2.3 The following fee liability applies to all students undertaking a full or part time Higher Education or Master's Degree:

Withdrawal date	Fee Liability
Within term 1 (but after the 14 days cooling off period)	25% of full fees
Within term 2	50% of full fees
Within term 3	Full fees

- 2.4 Separate arrangements are in place for students who temporarily suspend their studies due to health issues or maternity leave.
- 2.5 Course fees charges for students who defer their course will be dealt with on an individual basis.

3. Further Education Full time course fees

Level 3

3.1 Students have a statutory right to a cooling off period to withdraw their application within 14 calendar days of their first date of attendance (as recorded on their attendance record). Withdrawals within this period will not incur any charges.

3.2 No charges will be made for applications withdrawn before the commencement of the course. (excluding International Students, please refer to the International Tuition Fees Deposit Refund Policy)

3.3 The following fee liability applies to all students undertaking a Level 3 Further Education course:

Withdrawal date	Fee Liability
Within month 1 (but after the 14 days cooling off period)	10%
Within month 2	20%
Within month 3	30%
Within month 4	40%
Within month 5	50%
Within month 6	60%
Within month 7	70%
Within month 8	80%
Within month 9	90%
Within month 10	Full fees

3.4 Separate arrangements are in place for students who temporarily suspend their studies due to health issues or maternity leave.

3.5 Course fees charges for students who defer their course will be dealt with on an individual basis.

Level 1 and 2

- 3.6 Students have a statutory right to a cooling off period to withdraw their application within 14 calendar days of their first date of attendance (as recorded on their attendance record). Withdrawals within this period will not incur a fee charges.
- 3.7 No charges will be made for applications withdrawn before the commencement of the course. (excluding International Students, please refer to the International Tuition Fees Deposit Refund Policy)
- 3.8 The following fee liability applies to all students undertaking a Level 1 or 2 Further Education course:

Withdrawal date	Fee Liability
Within term 1 (but after the 14 days cooling off period)	33% of full fees
Within term 2	66% of full fees
Within term 3	Full fees

3.9 Separate arrangements are in place for students who temporarily suspend their studies due to health issues or maternity leave.

3.10 Where a student defers their course before the end of the first term with the intention of returning the following academic year tuition fees will not be charged. Students who defer after this point will be dealt with on an individual basis.

4. Further Education Part time courses

Long courses, all levels

- 4.1 No charges will be made for applications withdrawn before the commencement of the course. (excluding International Students, please refer to the International Tuition Fees Deposit Refund Policy)
- 4.2 Following a student withdrawal, the fee charged will be calculated on a pro-rated basis using the number of months in attendance, compared to the duration of the course.

4.3 Separate arrangements are in place for students who temporarily suspend their studies due to health issues or maternity leave.

4.4 Where a student defers their course before the end of the first term with the intention of returning the following academic year tuition fees will not be charged. Students who defer after this point will be dealt with on an individual basis.

Short courses, all levels

4.5 No refunds will be made with the exception of where cancellation of the course is made up to 14 days before the start of the course. In this situation a full refund will be given, less a £25 admin fee.

4.6 The following fee liability applies to all students undertaking a Further Education Part time 'short' course:

Withdrawal date	Fee Liability
Cancellations made up to 14 calendar days before the start of the course	Full refund, less £25 Admin fee
Cancellations made less than 14 calendar days prior to the commencement of the course or withdrawals during the course	No refund

4.7 Separate arrangements are in place for students who temporarily suspend their studies due to health issues or maternity leave.

5. Overseas Learners HE and FE learners

5.1 Where a student is unable to attend their course and is able to notify the College prior to the commencement of their course they should refer to the International Tuition Fees Deposit Refund Policy.

6. Student Transport - Withdrawals from College

6.1 Where a student withdraws from College their travel pass will be automatically cancelled.

6.2 All travel passes must be returned to the Student Transport Team immediately. Students are advised to return passes via recorded delivery or deliver to the College in person and obtain a receipt. No credits can be issued without the return of the travel pass.

6.3 Following withdrawal, and if necessary the return of a public service pass, any instalment plan in place will be adjusted accordingly and your updated balance due confirmed. Instalments will continue to be collected until any balance due is paid in full.

6.4 The student withdrawal date will be used to calculate the credit required for transport.

However, in the case of public service passes, where travel passes are not returned the same day as the withdrawal date, the date the pass is actually received by the Student Transport Team will be the date used to calculate the credit required for transport.

6.5 Where a student withdraws their application prior to the commencement of their course a full credit will be issued and their deposit refunded. Cancellation must be made in writing or by email to the Student Transport team.

6.6 Where a student withdraws their application within the first 30 days of the commencement of their course a credit less the travel deposit will be issued.

6.7 Public service cancellation charges are liable to change as they are decided by the individual companies.

6.8 The following fee liability applies to all students who purchased a travel pass through Sparsholt/Andover College and have since withdrawn:

Withdrawal/Date pass returned date	Campus Bus (Sparsholt) Charge Campus Bus (Andover) Charge Campus Direct Travel Charge
Within term 1 (but after 30 days of the commencement of their course)	33% of full fees
Within term 2	66% of full fees
Within term 3	Full fees

Withdrawal/Date pass returned date	Combined South West Trains and Public Service Pass South West Train Pass Only Charge
Within term 1 (but after 30 days of the commencement of their course)	33% of full fees (Plus £10 admin fee)
Within term 2	66% of full fees (Plus £10 admin fee)
Within term 3	Full fees

Withdrawal/Date pass returned date	Stagecoach Pass charge
Within term 1 (but after 30 days of the commencement of their course)	50% of full fees
Within term 2	80% of full fees
Within term 3	Full fees

Student Transport - Student Transport Cancellations

6.9 Where a student cancels their travel application prior to the commencement of their course a full credit will be issued. Cancellations must be made in writing before the commencement of their course. Confirmation of cancellation will be sent to you via email or by letter within one week. Any deposits paid will be refunded.

6.10 Where a student cancels their application within the first 30 days of the commencement of their course only their travel deposit will be retained. **The student will remain liable for the full cost of the travel pass until it is returned to the Student Transport Team.**

Where travel passes are not returned the same day as the cancellation, the date the pass is actually received by the Student Transport Team will be the date used to calculate the credit required for transport. Students are advised to return passes via recorded delivery or deliver to the College in person and obtain a receipt.

6.11 Campus bus/Campus Direct Travel is heavily subsidised by the College and therefore no refunds can be issued unless a student withdraws from College. Partial refunds are only available for public service passes.

Following the return of a public service pass, any instalment plan in place will be adjusted accordingly and your updated balance due confirmed. Instalments will continue to be collected until any balance due is paid in full.

6.12 Where students are taking their driving test during the summer or early autumn term, and are not sure if they want to use the campus bus, you have the choice of, committing to the bus for the entire year and paying for it, or wait until the **beginning of October**. You will need to find your own way in prior to the **beginning of October**. Once numbers have settled down we will be able to assess whether there are spaces on your required route and if there are you will be able to purchase a monthly, weekly or daily ticket. Please note that temporary monthly, weekly and daily passes are not subsidised at the same rate and will be more expensive per journey than an annual pass.

6.13 Student timetables may be subject to change throughout the year but unfortunately the College is unable to offer cancellations due to these changes.

6.14 Public service cancellation charges are liable to change as they are decided by the individual companies.

6.15 The following fee liability applies to all students who purchased a travel pass through Sparsholt/Andover College and wish to cancel their pass:

Cancellation date	Campus Bus (Sparsholt) Charge Campus Bus (Andover) Charge Campus Direct Travel Charge
Within term 1 (but after 30 days of the commencement of their course)	No refund, full fees apply
Within term 2	No refund, full fees apply
Within term 3	No refund, full fees apply

Cancellation date	Combined South West Trains and Public Service Pass Train Only Charge
Within term 1 (but after 30 days of the commencement of their course)	33% of full fees (Plus £10 admin fee)
Within term 2	66% of full fees (Plus £10 admin fee)
Within term 3	Full fees

Cancellation date	Stagecoach pass
Within term 1 (but after 30 days of the commencement of their course)	50% of full fees
Within term 2	80% of full fees
Within term 3	Full fees

Student Transport – Other

6.16 Work Experience – the College is unable to offer any refund or discount on a travel pass when a student is undertaking their work experience/placement.

6.17 Cancellation or Alteration of a Proposed Route - Whilst the College has every intention of running the campus direct services, it reserves the right to withdraw a particular service, or stop, if there are insufficient numbers of passengers to make the service economically viable. Where transport is no longer available a full/partial refund will be issued.

6.18 Students who attend Sparsholt College (at the Sparsholt campus) may not be timetabled to attend College for full days and/or every day of the week. The cost of travel passes is calculated based on use 5 days a week so that students can take part in extracurricular activities and use the other facilities on site.

6.19 Where a student is excluded from using College transport, charges will be made up until the day the student is excluded. However, in the case of public service travel passes, where they are not returned the same day as the exclusion from travel, the date the pass is actually received by the Student Transport Team will be the date used to calculate the credit required for transport. Students are advised to return passes via recorded delivery or deliver to the College in person and obtain a receipt.

6.20 Where student travel pass is funded through a sponsor or the Local Authority, the student will remain liable for the payment of travel fees should the sponsor cease paying.

6.21 Where a student has a campus bus pass or Campus Direct Travel pass and then moves into Sparsholt College accommodation during the academic year, a partial credit can be issued for the travel pass if no longer required. The charge will be calculated based on the number of weeks the pass was used.

6.22 Where a student has a public service pass and moves into Sparsholt College accommodation during the academic year, a partial credit can be issued for the travel pass however the pass must be returned. Credits will be issued on a termly basis.

6.23 Where a student relocates and would like to change their travel arrangements, an application will need to be made to the Student Transport team and will be dealt with on an individual basis.

6.24 Where a student has been identified as causing damage to any coach/ Campus Direct Travel pass the student will be invoiced directly for the cost.

6.25 Students are advised to check the bus routes, stops and pick up/drop off times to ensure they are suitable before ordering a travel pass.

6.26 Where a replacement travel pass is required the following charges will be made –

Travel Pass	Replacement charge
Campus bus/ Campus Direct Travel	£5
Stagecoach	£25
Train	£10 (Please note only one replacement pass is available, after this the full cost of the travel pass will be charged for a replacement at the non-subsidised rate)

7. Accommodation Charges (Sparsholt College learners only)

Reason	Onsite	Burma
Cancellation of accommodation before the 31st August (prior to the start of the academic year).	Rent payments – Full Refund Tenancy Deposit – Full Refund	Rent payments – Full Refund Tenancy Deposit – Full Refund
Cancellation of accommodation after the 31st August (prior to the start of the academic year) but before move in date.	Rent payments – Full Refund Tenancy Deposit – Retained	Rent payments – Full Refund Tenancy Deposit – Retained
Student leaves accommodation within 28 days of moving in (whether they remain enrolled or withdraw)	Rent payments – 10% of full cost Tenancy Deposit – Full Refund (subject to damages charges)	Rent payments – 10% of full cost Tenancy Deposit – Full Refund (subject to damages charges)
Student leaves accommodation more than 29 days after moving in (whether they remain enrolled or withdraw)	Rent payments – Charge calculated based on the number of weeks living in accommodation 4 weeks' notice £300 Admin Fee Tenancy Deposit – Full Refund (subject to damages charges)	Rent payments – Full fee remains payable Tenancy Deposit – Full Refund (subject to damages charges)
Learner is asked to leave accommodation	Rent payments – Charge calculated based on the number of weeks living in accommodation Tenancy Deposit – Full Refund (subject to damages charges)	Rent payments – Charge calculated based on the number of weeks living in accommodation Tenancy Deposit – Full Refund (subject to damages charges)

7.1 The move in/move out dates for the accommodation will be recorded as the dates that the learner is issued their keys and the date the learner clears their room/hands back their keys.

7.2 Burma Road accommodation - In the highly unlikely event that the whole of the accommodation reaches full occupancy we will contact learners regarding a possible credit/refund.

7.3 Work Experience – the College is unable to offer any refund or discount on accommodation when a student is undertaking their work experience/placement.

7.4 Meal cards have no monetary value. No separate refunds can be issued for unused meals.

7.5 The College offers meal packages of either 10 or 15 meals per week. Two weeks written notice is required to change the meal package amount.

Accommodation - Other

7.6 Room checks will be carried out monthly and where a student has caused damage to their room/block or its contents (including communal damages) they will be invoiced directly. The tenancy deposit will be used to cover any remaining charges.

7.7 Tenancy deposits will be refunded (less any damages charges) at the end of each academic year. Where the College is unable to refund the money back to the original payer, the student (or next of kin, where the student is under 18) will be contacted and asked for bank details in order to issue a refund.

7.8 Where student accommodation is funded through a sponsor or the Local Authority, the student will remain liable for the payment of accommodation fees should the sponsor cease paying.

8. Car parking (Shepherds Spring Lane Car Park – Andover College students only)

8.1 Permits cannot be cancelled once issued and must be paid for in full.

8.2 Permits purchased throughout the year will still be charged at the full rate.

8.3 A charge of £30 will be made for any lost permits.

8.4 Car Parks are patrolled regularly to check for parking permits, and any unauthorised parking may incur a parking penalty from TVBC. The College will not be liable for any penalties incurred.