

# **Cancellation and Refund Policy**

**Our Mission**

To inspire learners to recognise and achieve their full potential

**Our Values**

Excellence, Passion, Team Work, Integrity, Innovation,  
Sustainability, Valuing Others and Supportiveness

**Sparsholt College Hampshire, incorporating Andover College**

The Sparsholt College Group (the College Group) includes Sparsholt College, Andover College, University Centre Sparsholt, Sparsholt College Services, Westley Enterprises and Andover Town Football Club. College Group policies apply to each part of the group unless specified otherwise.

The policy was approved by the SLT in June 2021.

Originator:	Revenue Officer
Located:	College websites College Group intranet
Due for review:	June 2024

## **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, and 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 to and including 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- 2.2 No charges will be made for applications withdrawn before the commencement of the course.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 fee 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 fee 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 charge.

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 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

3.9 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

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 the return of the travel pass, any instalment plan in place will be adjusted accordingly and an 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

## **7. Student Transport - Student Transport Cancellations**

7.1 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 via email or by letter within one week. Any deposits paid will be refunded.

7.2 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.

7.3 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.

7.4 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.

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

7.6 Where students are taking their driving test during the summer or early autumn term, and are uncertain if they want to use the campus bus, they have the choice of, committing to the bus for the entire year and paying for it, or waiting until the beginning of October. Students who decide to wait until October will need to find their own way into College prior to the beginning of October. Once numbers are confirmed, the College will be able to assess whether there are spaces on the required route and if so some students 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.

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

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

7.9 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

## 8. Student Transport – Other

8.1 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.

8.2 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.

8.3 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.

8.4 Where a 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.

8.5 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.

8.6 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.

8.7 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.

8.8 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.

8.9 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.

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

<b>Travel Pass</b>	<b>Replacement charge</b>
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)

## **9. Accommodation**

9.1 The charges for vacating onsite accommodation and Burma Road accommodation, whether by choice or at the College's request, are detailed in the below table with the following general principles applicable:

- If the College asks a student to leave accommodation, they will be charged up to the week they leave accommodation and the room has been cleared. No further charge will be made except in relation to damages, fines, library fines and previous outstanding fees.
- If a student chooses to vacate their accommodation but stay on their course, then they must give 28 days' written notice (to the accommodation team – email [accommodation@sparsholt.ac.uk](mailto:accommodation@sparsholt.ac.uk)). If notice is not given, the start of the notice period is deemed to be the date at which the college becomes aware that the student intends to vacate their accommodation. The applicable accommodation charges are detailed in the table below.
- If a student withdraws from their course, any right to accommodation is immediately forfeited and the room must be vacated, and keys returned.
- If an Onsite accommodation student chooses to leave their accommodation after the Easter break, or does not return after the Easter break, full fees are applicable with no refunds available for the Easter term, unless all rooms are let and a suitable replacement can be found for their room.
- Work Experience – the College is unable to offer any refund or discount on accommodation when a student is undertaking their work experience/placement.
- Meal cards have no monetary value. No separate refunds can be issued for unused meals.
- 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.
- The move in/ move out dates for the accommodation will be recorded as the dates that the student is issued their keys and the date that the student clears their room and hands back their keys.
- In the event of a government imposed National Lockdown that requires students to vacate their onsite accommodation, consideration will be given to issuing a partial refund for the relevant weeks. For students residing in Burma Road accommodation, the University of Winchester will determine the level of any refunds to be issued. Any such refund will require the college and University of Winchester to have been notified of the date that the accommodation was vacated and may require belongings to have been removed and/or keys returned. Guidance on these requirements will be emailed to students at the time.

## 9.2 Accommodation Charges

Reason	Onsite	Burma Road
<b>Cancellation of accommodation before 31<sup>st</sup> August (prior to the start of the academic year).</b>	Rent payments – Full Refund  Tenancy Deposit – Full Refund	Rent payments – Full Refund  Tenancy Deposit – Full Refund
<b>Cancellation of accommodation after 31<sup>st</sup> August (prior to the start of the academic year) but before their move in date.</b>	Rent payments – Full Refund  Tenancy Deposit – Retained	Rent payments – Full Refund  Tenancy Deposit – Retained
<b>Student leaves accommodation (whether they remain enrolled or withdraw) before the Easter break</b>	Rent payments – Charge calculated based on the number of weeks living in accommodation <b>Plus 4 weeks' notice</b> <b>Plus £300 Early Release Fee *</b>  Tenancy Deposit – Full Refund (subject to damages charges)	Rent payments – Full fee remains payable (unless a suitable replacement can be found for the room)  Tenancy Deposit – Full Refund (subject to damages charges)
<b>Student leaves accommodation after the Easter break (whether they remain enrolled or withdraw)</b>	Rent payments – Full fee remains payable (unless all rooms are let and a suitable replacement can be found for the room)  Tenancy Deposit – Full Refund (subject to damages charges)	Rent payments – Full fee remains payable (unless a suitable replacement can be found for the room)  Tenancy Deposit – Full Refund (subject to damages charges)
<b>Learner is asked to leave accommodation</b>	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)

\* The full Early Release Fee may not be charged in the event that all College rooms have been let and a suitable replacement can be found for the room.

### **9.3 Accommodation - Other**

9.4 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.

9.5 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.

9.6 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.

### **10. Car parking (Shepherds Spring Lane Car Park – Andover College students only)**

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

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

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

10.4 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.