

REFUND POLICY

This refund policy covers Oxford International Education Group's University Partnerships (listed below and for the purposes of this policy referred to as 'OIEG'):

- Bangor University International College
- University of Bradford International College
- De Montfort University International College
- International College Dundee
- University of Greenwich International College

Your Right to Cancel

If the contract formed with the student is not made in person and is instead a "distance contract" or an "off premises contract", the student shall have the right to cancel the contract should they give notice within 14 calendar days from the day following the day the student accepted the contract terms by submitting an Offer Acceptance form, paying the Tuition Deposit/Tuition Fee or Financial Guarantee (the 'Cancellation Period'). If a cancellation is received after we have commenced providing the services but within the 14 days "cooling off" period, the student will receive a refund of all amounts already paid, including any Administration Fee, less the cost of any services already provided by OIEG. Full terms & conditions for the specific College you applied for can be found [here](#).

How to Cancel

To cancel your acceptance, you must clearly inform us before the Cancellation Period has expired. You may do this by:

- Sending a refund request via [the online form](#)
- Emailing pathwayrefunds@oxfordinternational.com

Administration Fee, Tuition Fee Deposit and Additional Payment

Please note that in other circumstances not covered by the points below, the Administration Fee, Tuition Fee Deposit and any Additional Payment are non-refundable. In circumstances where OIEG decides to grant a discretionary refund, OIEG will retain the Administration Fee already paid which reflects the incurred administrations and processing costs (except where otherwise stated).

OIEG Finance will refund within 28 days of receiving correctly completed refund request form and all the required documentation. The refund will be processed via the same method the payment was originally made and only to the account that paid the funds. In case of original account being closed, then the payee and country of origin must be the same as the original account.

Please note, refunds not covered in the below table will be considered at OIEG's discretion.

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Refunds Prior to Enrolment				
Reason	Administration Fee	Tuition Fee Deposit Payment	Additional Fees	Insurance Fee
Student at Fault				
Visa refusal (e.g. fraud or as determined by UKVI)	N	N	Y	Y
Failure to meet enrolment conditions	N	N	Y	N
OIEG/University at Fault				
Processing error	Y	Y	Y	Y
Where a programme is changed by OIEG and not acceptable to student*	Y	Y	Y	Y
No fault of Student or OIEG/University				
Visa refusal	N	Y	Y	Y
Student cannot achieve the entry requirement for their course or their CAS	N	Y	Y	Y
Refunds After Enrolment				
Reason	Administration Fee	Tuition Fees		Insurance Fee
Student at Fault				
The student cancels/withdraws to enrol at a new UK institution**	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged		N
The student withdraws, is expelled, or fails to attend	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged		N
OIEG/University at Fault				
Where a programme is changed by OIEG and not acceptable to student*	Y	Y		Y
No fault of Student or OIEG/University				
The student takes an authorised interruption of study	N	Any fees relating to future terms where no teaching was received to be carried over to the new course.		N
The student takes an authorised interruption of study but then subsequently withdraws	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged		N
The student cancels/withdraws to return to their home country due to exceptional circumstances**	N	Subject to student's insurance policy claim		

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****Compensation***

At the point of marketing its programmes, OIEG fully expects to deliver these programmes to students. However, there is a very small possibility of programme cancellations due to unexpected circumstances that can affect our current or prospective students. Should this happen, OIEG will seek to ensure that any related refund or compensation brings the affected students to the position where the student is not at loss due to the circumstances.

Students who are under 18 years and are required by OIEG to book their accommodation before receiving a CAS, are only eligible for a refund if their visa application is refused or if they have exceptional circumstances, at the discretion of the Director of Admissions. This refund would either be the deposit amount or a single month's rent deposit, depending on which of the two is the smaller amount.

**Refunds will be subject to the student providing evidence of exceptional circumstance, proof of travel to the student's home country or proof of enrolment to the new institution in the UK.