

CANCELLATIONS & REFUND POLICY

New College is fully aware that the decision to study a course here is a very important one and that there are many things to consider, including your academic/career aspirations, personal and family circumstances and financial situation. Before making your decision to enrol, please ensure that the course is right for you and that you can commit fully to the course through to successful completion. If for any reason you consider withdrawing from your course, we would encourage you to discuss your options with your course tutor first, prior to making your final decision. They are best placed to give you advice and guidance.

The College's policy outlines our position regarding cancellations and refunds, and what you will be expected to pay should you withdraw at any point. Courses require a minimum number of students in order to run and a reduction in attendees can impact both the viability of the course and the experience of other students.

This policy applies to all students who have enrolled onto a course/programme regardless of payment method i.e. in full, instalments or by Advanced Learner Loan.

Course/Programme Duration	Date of Withdrawal	
Courses lasting less than 15 weeks		NO REFUND given unless EXCEPTIONAL CIRCUMSTANCES APPLY see below *
Courses lasting more than 15 weeks but less than 24	Within first two weeks of the start date of the course	Partial refund given of 50% of the full tuition fee
Courses lasting more than 15 weeks but less than 24	At or after two weeks of the start date of the course	NO REFUND GIVEN
Courses lasting 24 weeks or more	Within first six weeks of the start date of the course	Partial refund given of 50% of the full tuition fee
Courses lasting 24 weeks or more	At or after six weeks of the start date of the course	NO REFUND GIVEN
Cancelling course before start date	Before start date of course	Refunds will be considered on a discretionary basis on whether the place can be sold to another person ** Not applicable to Access to HE courses

REFUNDS will **NOT** be made for matters of inclement weather, minor illness, changes in accommodation, domestic or work commitments.

* If you withdraw from your course and feel that exceptional circumstances prevent you from continuing, you have the right to appeal the remainder of your fees. You can e-mail your appeal to us at fees.panel@newcollege.ac.uk but this must be done within **28 calendar days** of your withdrawal letter.

** **Advance Learner Loan recipients should refer to the terms and conditions of the loan.**