

## Boston College Refund Policy 2012/2013

Fees will only be refunded in the following circumstances:

- Where the course is cancelled prior to commencement due to low enrolment (the College reserves the right to cancel courses where enrolment fails to meet the required level) – automatic refund of all fees.
- Where a course is cancelled by the College after commencement – automatic refund of all fees.
- Where a student is unable to continue owing to exceptional circumstances such as health reasons – refund upon application with supporting medical evidence
- Where a learner can demonstrate that their withdrawal from the course has resulted from the failure of the College to deliver what could have been reasonably expected. This would only be applicable where a written complaint has been upheld.
- All refunds will be subject to a £25 administration fee

### Note:

1. Resource and examination fees will be refunded only where no costs have been incurred by the College.
2. Refunds will be issued only where a Refund Request Form has been completed and received within 21 days of the last date of attendance or of the start date of the course. This must be returned to the Funding & Returns Co-Ordinator.
3. Exceptional circumstances would normally relate to ill health that necessitates withdrawal. However, a change of job, address or mind would not be classed as exceptional circumstances.
4. Fees will not be refunded where course closure is temporary due to fire, flood, adverse weather conditions or industrial action.
5. You will be required to submit evidence, so it will be helpful if you include a letter from your doctor, or other confirmation of the reasons for a refund. This must be submitted together with your Refund Request Form.
6. **Only** the Director of Finance has the authority to agree a refund.
7. Refund of tuition fees will be calculated on the length of the course and the number of weeks remaining.
8. Please allow approximately 28 days for refunds to be processed.