

REFUND REQUEST FORM

This form is to be used by learners wishing to apply for a refund of course fees. Please complete this form and return to the Registry & Data Manager, together with any supporting documentation. Refunds will only be considered in exceptional circumstances.

Name and address of learner

Telephone number..... email address.....

Course title and year.....

Fees paid £_____

Did you receive learning support funds Yes / No

Reason for refund

Type of evidence supplied

I can confirm that the information is correct.

Learners Signature

For Office Use Only:

Learner Start Date

Learner Expected End Date

Learner Last Date of Attendance

LSF Received / Refunded

Fees Paid by Learner

Fees Refunded

Less Admin Fee

Total Refund Issued

Approved by:

Boston College Refund Policy

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, as agreed by the College, such as health reasons supported by 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. 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.
2. Exceptional circumstances would normally relate to ill health that necessitates withdrawal. A change of job, address or mind would not be classed as exceptional circumstances.
3. Fees will not be refunded where course closure is temporary due to fire, flood, adverse weather conditions or industrial action.
4. Refund forms must be supported by an Assistant Principal in writing and submitted, along with any evidence, to the Registry and Data Manager for review. If approved by the Vice Principal Finance and Corporate Services, the refund will be processed by the Finance Office in line with the following criteria.
 - 4.1 The college may refund a percentage or fixed sum of fees charged as part of any college incentive initiative.
 - 4.2 Any refund will take into account the length of time the student has been on their chosen programme.
5. Refund of tuition fees will be calculated on the length of the course and the number of weeks remaining.
6. Please allow approximately 28 days for refunds to be processed.