

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 Chief Operating Officer, 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. Ill health, where there has been a change in circumstance, that necessitates withdrawal would be a valid reason for a refund request. A change of job, address or mind would not be considered.
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 a Director of Learning in writing and submitted, along with any evidence, to the Chief Operating Officer for review. If approved, the refund will be processed by the Finance Office in line with the following criteria.
5. Please allow approximately 28 days for refunds to be processed.
6. Refunds will be paid via BACS upon successful completion of a Bank Details Request Form