

Bangor International College (BIC)

Oxford International Refund & Cancellation Policy

Summary:

Key:

- R = refundable
- O = non-refundable

1. Confirmed student where a Confirmation of Acceptance for Study (CAS) has been assigned

	Admin Fee (£150)	Advanced payment of fees (£500)	Pre-CAS deposit (50% of tuition fees or three terms fee if requested)	Any other additional payments
Confirmed student once CAS has been assigned and/or student has enrolled on course				
No exceptional circumstances	O	R**	R**	R
Exceptional Circumstances e.g. illness, bereavement (documentation will need to be sent to bic@bangor.ac.uk for final decision)	O	R	R	R
Visa Rejection				
UKVI error (full refund will be considered where student has submitted for Administrative Review)	R	R	R	R
OIEG/University error	R	R	R	R
Agent error	R	R	R	R
Student Error*	O	R**	R**	R

2. Conditionally confirmed/fully confirmed student where a Confirmation of Acceptance for Study (CAS) has NOT been assigned (& for students who do not require a CAS)

	Admin Fee	Advanced payment of fees	Pre-CAS deposit	Any other additional payments
More than 8 weeks prior to enrolment	O	R	R	R
Less than 8 weeks prior to enrolment	O	R	R	R

Notes:

Where refunds are offered once a student has been granted a visa, such refunds are always conditional upon full cooperation by the students in providing the evidence needed by the UKVI such as (without limitation) that the student has remained in their home country OR has/enrolled at another institution (in the UK or elsewhere)..

*Student error includes:

- a) Student unable to communicate with visa officer to the level of their SELT/Approved English Test
- b) Student submitting fraudulent documentation
- c) Student failing to submit full and correct supporting documentation for their visa application

Other cases of Visa refusals will be investigated on a case-by-case basis and the relevant refund will be issued.

**Only refundable at the discretion of OIEG/the University and subject to proof that the student error does NOT include either (a) or (b) above.

The refund of insurance fees is subject to the refund policy of the student's insurance.

There are other circumstances where fees paid by the student are refundable, these are described in the BIC student terms and conditions available here: [link](#)

Refund and Cancellation Policy – Bangor International College

The Refund and Cancellation Policy has been developed to provide clarity to staff and students on the circumstances where a refund of fees or cancellation of fees will be considered. This policy applies to your Stage 1 study at Bangor International College (BIC). For policy relating to stage 2 (onwards) of your degree course at Bangor University please find the relevant policy here:

<https://www.bangor.ac.uk/ar/main/fees/other1112.php.en>

1. Refund of Fees where a Confirmation of Acceptance for Study (CAS) has not been assigned

- 1.1 If we do not accept you on the BIC Course or you fail to meet the conditions stipulated in your conditional offer (if applicable), we will refund any Fees (including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be)) (but not the Administration Fee) already paid by you (or your Sponsor).
- 1.2 If you withdraw from the BIC Course and a CAS has not been assigned to you:
 - 1.2.1 more than eight (8) weeks prior to the BIC Course start date, we will refund the Fees, including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be) already paid to us; or
 - 1.2.2 less than 8 weeks prior to the BIC Course start date but before Enrolment, subject to clause 1.4, we will refund the Fees, including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be) already paid
- 1.3 Subject to clause 1.4 below, if you or we terminate our Agreement for any reason, we will refund any Fees, including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be) but not the Administration Fee) already paid by you, in full.
- 1.4 If we refund Fees for any reason, we may deduct all costs reasonably incurred and losses suffered as a result of any withdrawal, dismissal, cancellation or termination, including without limitation bank charges; any payment by us to agents and other third parties for assisting in your recruitment; and your tuition and assessment costs up to the date of such cancellation or termination.
- 1.5 Unless otherwise specified in our Agreement, Additional Costs payable during the course of our Agreement are non-refundable.
- 1.6 If you fail to complete your BIC Course you will not be eligible for a refund, discount or credit and you will be responsible for your outstanding Fees for the remainder of the BIC Course. This clause doesn't apply if:
 - 1.6.1 we change BIC Course dates, cancel BIC Courses, change tutors and locations from the published timetables for reasons such as non-availability of venues, insufficient take-up of the relevant BIC Course, and sickness or other absence of tutors
 - 1.6.2 your visa application is refused
 - 1.6.3 your visa application is refused because of OIEG or UKVI error
 - 1.6.4 you are within the 14 days Cancellation Period
 - 1.6.5 you need to withdraw due to exceptional circumstances
 - 1.6.6 you fail to meet the conditions stipulated in your Offer Letter

1.6.7 you or we terminate our Agreement for any reason

1.6.8 if clause 1.2.1 applies to you

2 Refund of Fees where a CAS has been assigned

2.1 Subject to clause 2.2 below, if your visa application is refused, then any Fees (including without limitation the Pre-CAS Deposit) paid will be refunded and any fees paid in respect of the OIEG Insurance Policy (provided you have not entered the UK) will be refunded. In such circumstances, the Administration Fee is non-refundable along with a fee of £14 for first CAS issued and £100 if a second CAS has been issued. In order to claim the Refund you must send us your Tier 4 refusal letter issued by UKVI, the British Embassy / High Commission.

2.2 Subject to receiving your Tier 4 Refusal Letter, if your visa application is refused due to an error by OIEG, the University, an OIEG agent or the UKVI, then any Fees (including without limitation the Pre-CAS Deposit) paid will be refunded and any fees paid in respect of the OIEG Insurance Policy (provided you have not entered the UK) will be refunded. In such circumstances the Administration Fee will also be refunded.

2.3 If you are an International Student and have been granted a visa/further leave to remain for the BIC Course, to claim a refund under our Agreement you must fully cooperate with us in providing any evidence required by the UKVI such as (without limitation) evidence that you have remained in your home country or commenced your education with another education provider.

2.4 If, prior to Enrolment, you withdraw from the BIC Course and a CAS has been assigned to you, subject to clauses 1.4 and 2.3, we will refund the Fees (including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be)) already paid to us In such circumstances, the Administration Fee is non-refundable

3 Refund in the event of BIC course changes

3.1 BIC Course start and end dates are not expected to change. However, we reserve the right to change BIC Course dates, cancel BIC Courses, change tutors and locations from the published timetables for reasons such as non-availability of venues, and sickness or other absence of tutors. We will give as much notice and explanation of any such change as is reasonably possible and, we will try to offer an alternative academic programme (visa regulations permitting).

3.2 If any change we make pursuant to clause 3.1 substantially varies our Agreement, you may withdraw from the BIC Course and terminate our Agreement immediately by written notice and:

3.2.1 if you withdraw prior to the BIC course start date, we will provide you with a full refund of the Tuition Fees (including any Advance Payment or Pre-CAS Deposit, as the case may be) and Administration Fee already paid to us; or

3.2.2 if you withdraw on or after the BIC Course start date we will provide you with an appropriate refund taking into consideration the proportion of the BIC Course at the time

of termination of our Agreement and any reasonable costs already incurred by you in relation to the BIC Course such as Visa fees and travel costs directly relating to the BIC Course.

4 Refund in the case of withdrawal

- 4.1 If you need to withdraw from the BIC Course due to exceptional circumstances, which mean that you are unable to give one academic term's notice, you should inform us immediately. If (in our reasonable opinion) we agree in writing that the circumstances are exceptional, you may terminate our Agreement immediately by written notice and we will refund your Fees (including without limitation, the Advance Payment or the Pre-CAS Deposit), less your tuition and assessment costs up to the date of such withdrawal. In such circumstances, the Administration Fee is non-refundable along with CAS fees noted in clause 2.1.
- 4.2 Unless you withdraw within the 14 days Cancellation Period or due to exceptional circumstances (clause 4.1) you must provide us with a minimum of one academic term's written notice ("Withdrawal Notice"). Subject to clause 1.3, you will remain liable to pay the Fees for that term whether or not you attend lessons during that term. If you fail to provide us with a minimum of one academic term's notice you will not be entitled to a refund of your Fees.
- 4.3 Where your withdrawal is due to illness, subject to the terms of your accident and medical insurance, you may be able to recover some or all of the Fees from your insurer.

5 Refund in the case of 14 days cancellation period

- 5.1 If you submitted your application form by fax, post or email (but not when you submit it in person) then a fourteen (14) day cancellation right will apply. You are entitled to cancel our Agreement for any reason within fourteen (14) days starting from the day after the Fee Deadline date (the "Cancellation Period"). If you decide to cancel our Agreement, you must notify us within the Cancellation Period by post, fax or email at the contact details provided on our website. You can also use our Model Cancellation Form if you wish to cancel. (see Appendix) Subject to clause 5.2 below, if you cancel in accordance with this clause 5.1 we will, refund:
- 5.1.1 any Fees, including, without limitation, the Advance Payment or the Pre-CAS Deposit (as the case may be); and
- 5.1.2 the Administration Fee already paid to us by you (or by your Financial Sponsor), less any reasonable administration costs incurred in dealing with such cancellation, within fourteen (14) days of receiving such notice of cancellation.
- 5.2 If you have expressly authorised us to provide education services to you within the Cancellation Period we are entitled to deduct a fee for the education services you have received up until the date of cancellation. If you enrol on the BIC Course within the Cancellation Period, you expressly authorise us to provide the education services to you within that Cancellation Period.

6 Refund Payments

- 6.1 All refunds will be paid within the agreed time periods noted in this document unless further time is required for investigation. If this is the case student will be notified within 7 days of receipt of refund request/cancellation.
- 6.2 All refund payments will be returned to the account monies are received by OIEG unless we receive a written request for payment to be made into an alternative bank account.

Appendix 1

Application Fee Refund / Cancellation Form

1. The application fee payment is subject to a 14 day cancellation period, during which you may receive a full refund.
2. You have the right to cancel your application without giving any reason if the cancellation request is made within 14 days (the "Cancellation Period") of the date of the payment acknowledgement email sent to you.
3. To exercise your cancellation right, it is sufficient for you to send your request to cancel to the OIEG in writing at: **OIEG Pathways Admissions Team**, 259 Greenwich High Road, London, SE10 8NB (or by email to: bic@bangor.ac.uk). You should mark the communication "Refunds and Cancellations".
4. You may use this cancellation form, but it is not obligatory.
5. OIEG will make the reimbursement without undue delay, and no later than 14 days after the day we received cancellation confirmation from you.
6. OIEG will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event you will not incur any fees as the result of the reimbursement.
7. For the avoidance of doubt, where performance of the contract has commenced during the Cancellation Period, with your express consent, you will be required to pay OIEG an amount that is in proportion to what has been performed until cancellation is communicated to us. The right to cancel the contract no longer applies in the event that the contract has been fully performed during the Cancellation Period, provided that OIEG obtained your express consent to commence the contract during the Cancellation Period.
8. After the 14 day cancellation period your application fee cannot be refunded even if your application is withdrawn or is unsuccessful.

Bangor International College Cancellation Form

To: OIEG Pathways Admissions Team, 259 Greenwich High Road, London, SE10 8NB (or by email to: bic@bangor.ac.uk), marked “*Refunds and Cancellations*”

I/We* hereby give notice that I/we* wish to cancel my/our* contract of sale of the BIC Application Fee

	PLEASE COMPLETE IN CAPITAL LETTERS:	OFFICE USE ONLY
PAYMENT MADE ON THE FOLLOWING DATE:		
PAYMENT REFERENCE NUMBER: (AZZBB etc.)		
NAME OF APPLICANT(S):		
ADDRESS OF APPLICANT(S):		
SIGNATURE OF APPLICANT(S) (ONLY IF THIS IS NOTIFIED ON PAPER):		
DATE:		

[* Please delete as applicable]