

REFUND POLICY OIEG

Reason	Administration Fee (£150)	Tuition Deposit (£1000 ICD, 50% Of fees at all other centres)	Any Additional Payment
Where a CAS has been issued and USED by the student and no online tuition has been provided*			
Where a student receives a visa Refusal and no online tuition has been provided*			
Visa was refused due to no fault of the student	X	Y	Y
Due to OIEG/University Error	Y	Y	Y
Due to Student Error **	X	X	Y
Where a student withdraws from their course before arrival but the CAS was USED and visa was granted			
With exceptional circumstances for withdrawal ***	X	Y	Y
With no exceptional circumstances *** and the student chooses to defer	X	Any fees already paid are to be carried over to the new course	
With no exceptional circumstances *** and the student chooses not to defer	X	X	Y
Where No CAS has been ISSUED & Students who do not Require a CAS			
Cancellation where student meets entry requirement			
More than 8 weeks prior to start date	X	Y	Y
Less than 8 weeks prior to start date (with exceptional Circumstances ***)	X	Y	Y
Less than 8 weeks prior to Start date (with no exceptional circumstances***)	X	X	Y
OTHER			
Cancellation where the student does not meet the entry requirement	X	Y	Y
Where a course is changed or cancelled by OIEG	Y	Y	Y
Where a student cancels/withdraws during their studies	X	A full term's notice will be charged except in exceptional circumstances** at the discretion of the Operations Director/College Director	
Where a student takes an approved interruption of study	x	Fees will be charged for time spent on the course. Any fees relating to future terms (where no teaching was received) can be carried over to the new course. If the student subsequently decides to withdraw a full term's notice will be charged as per above.	
Where a student is expelled	X	X	x
Where a student is refused a CAS by OIEG/the University due to an attempt to misrepresent personal circumstances	X	X	x
Where a student is refused a CAS by OIEG/The University due to suitability concerns	X	Y	Y
Where a student fails to progress/fails all reassessment opportunities	x	The student will be charged for time spent on the course. There will be no refund for the current term but may be eligible for a refund for any payment relating to terms where no teaching was received	

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NOTES:

* Where online tuition has been provided, students will be charged for the tuition fee on a **pro-rata** basis.

**Student Error includes:

Where it is determined by the UKVI (via the Visa Refusal Letter/Notification) that the student has:

- Submitted fraudulent or otherwise incorrect or misleading documentation
- Failed to attend visa interview
- Failed to disclose information about their previous immigration history that directly resulted in a refusal (eg but not limited to: criminal convictions, previous refusals, periods of overstay etc)

***Exceptional circumstances are at the discretion of OIEG and include: illness which prevents the student from studying and close family bereavement. Evidence will be required prior to authorising refunds in such circumstances.

In case of visa refusal, refunds will only be processed once the visa refusal letter from the UKVI is provided to OIEG.

All Refunds will be processed within 21 calendar days of receiving the completed Refund Request Form and relevant supporting documentation. For a copy of the refund request form please email pathwayrefunds@OxfordInternational.com.

Finance will only refund the account that **the original funds came in from**, and **the same country of origin**

In case of original account being closed, then **the payee and country of origin has to be the same**

In order to speed up the refund process students are required to provide evidence of the original payment made to OIEG along with their refund request form and visa refusal form/other relevant documentation.