

3.8 Many students receive full or partial support for their fees from an employer or other sponsoring agency. Sponsored students are required to complete an external sponsorship form (available at

- 5.1 Certain services offered by the University are subject to additional charges or repayment obligations, such as hardship loans, printing, and equipment hire. The applicable terms for these services are available via <https://www.chi.ac.uk/study-us/fees-finance/money-matters>.
- 5.2 In certain circumstances, the University may impose fines on students in accordance with its Academic Regulations. For more information, please see <https://www.chi.ac.uk/about-us/policies-andstatements/academic-quality-and-standards>.
- 6.1 **Payments can be made via the University's payments webpage at <http://onlinepayments.chi.ac.uk/>. Current students can see all outstanding invoices and make payments by selecting 'Online Payments' in the ChiView portal. For other payment options, students should visit <https://www.chi.ac.uk/studyus/fees-finance/tuition-fees/how-pay-tuition-fees> or contact the**

- 6.10 Additional accommodation nights booked outside of the standard licence agreement are payable in full in advance.
- 6.11 Unless otherwise specified, accommodation fees are non-refundable and students will remain liable for the fees even if they leave accommodation early.
- 6.12 Other charges and fines are payable in accordance with the relevant terms of service and the

7.2.2 For students on stand-alone modules; Any modules selected (irrespective of previously starting but not completing) will be charged in full.

8.1 The University may remind students of fees, fines and other charges due by means of invoices, letters and statements, however, these are reminders only and students are contractually responsible for paying fees, fines and other charges on time whether or not these reminders are received.

8.2

- 10.5 Where a student has a visa that is dependent on their continued studying, any of the above sanctions may also be reported to UK Visas & Immigration in accordance with the University's visa sponsorship licences and may affect the student's right to be in the UK.
- 11.1 Where a student qualifies for a University financial award (e.g. bursary, scholarship or hardship funds), the University reserves the right to use the monies from any award to settle any or all overdue debts which may be outstanding to the University.
- 12.1 Where a student has made a complaint relevant to any non-payment, this will not normally prevent ongoing sanctions or enforcement action. However, once notified, the Finance Department will liaise with other departments and may take the complaint into account if appropriate.
- 13.1 Fees, charges and fines are normally non-refundable, other than in the circumstances set out below. No fee waiver may be agreed other than in exceptional circumstances and with the express written agreement of the Deputy Vice-Chancellor (Student Experience).
- 13.2 All refunds are at the discretion of the University. Payments are returned to source. For fees that are paid by credit or debit card (either online or offline) refunds will be credited back to the card charged with the original payment. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred. While we attempt to administer all requests as soon as possible, during busy periods of the year, requests may take between 2 and 3 weeks to be processed.
- 13.3 In the unlikely event that the University becomes unable to deliver all or part of a programme due to circumstances beyond its control (force majeure) and/or due to insolvency or an equivalent position, it will seek alternative arrangements as set out in the University's Student Protection Plan, available at <https://www.chi.ac.uk/about-us/policies-and-statements/academic-quality-and-standards>.
- 13.4 In extreme cases, a lack of suitable alternatives may mean that the University has to terminate a student's course of study unilaterally. In such cases, a commensurate refund will be given in accordance with the University's Student Protection Plan.
- 13.5 Any such refund will be subject to any legal requirements placed on the University by any statutory or equivalent process. In calculating the amount of the refund, the above structures will apply, subject to

14.1 The Director of Finance has overall responsibility for this policy. The Financial Services Manager is responsible for the effective operation of debt management procedures. All staff are expected to be familiar with this policy and to contribute to its effective implementation.

15.1