

Tuition Fees and Cancellation Policy

1 Introduction

1.1 This policy applies to all students registering for a University of Hull **Online** course of study (details of which can be found at www.online.hull.ac.uk). It applies in addition to the University of Hull [Student Terms and Conditions](#). Where there is a conflict between this Fees and Cancellation Policy and related content in the Student Terms and Conditions, this Fees and Cancellation Policy shall apply.

1.2 By making any payment towards your Tuition Fees, you agree to abide by this policy. For example, this means that by paying your Acceptance Fee or an instalment of your Tuition Fees you are agreeing that this policy applies to you.

1.3 It is therefore important to make sure you have read and understood this policy before you make a payment. If you have any questions, please contact finance-online@hull.ac.uk.

2 Acceptance Fee

2.1 In order to accept your offer of a place on your University of Hull Online course you will be required to pay a £250 fee (the 'Acceptance Fee').

2.2 The Acceptance Fee must be received within two weeks of the date at the top of your offer letter to guarantee you a place on your chosen University of Hull Online course.

2.3 The Acceptance Fee will be offset against your overall Tuition Fees.

2.4 If you withdraw within 14 days of payment of the Acceptance Fee (the 'First Cooling Off Period') you will be eligible for a full refund of the Acceptance Fee regardless of when you start the course. Once this period has expired, you will not be eligible for a refund of the Acceptance Fee in the event you do not take up your place or do not meet the entry conditions set by the University.

2.5 If you wish to withdraw within 14 days of payment of the Acceptance Fee, you can opt to use our [Cancellation Form](#) to tell us of your decision but it is not obligatory to do so. If you choose to not use our Cancellation Form, you must still clearly inform us of your decision within 14 days (for example, by email to finance-online@hull.ac.uk).

3 Tuition Fee Levels

3.1 Tuition Fees will be charged at the rate advertised on the relevant course page of University of Hull Online website on the date the Acceptance Fee is received and subsequently confirmed in your offer letter. Tuition Fees do not differ depending on your country of origin and the normal University of Hull postgraduate international student deposit scheme does not apply to University of Hull Online courses.

3.2 Discounts or bursaries may be applied to the Tuition Fee in accordance with the terms advertised on the Discounts and Bursaries web page. No bursary or discount, either individually or collectively, may amount to more than 25% of the total tuition fees due for a course.

3.3 Tuition Fees are reviewed annually and are liable to increase each academic year.

3.4 Students who are continuing to study on the same course are not subject to a Tuition Fee increase providing they complete their studies within the recommended timeframe (24 months for Masters).

3.5 Students who take longer than the recommended timeframe to complete their studies may be subject to tuition fee increases.

4 Payment Options

4.1 Tuition Fees are payable by pre-arranged instalments or as a single lump sum.

4.2 A schedule of payments and payment options ('Payment Schedule') will be emailed to you once we have received your Acceptance Fee.

4.3 Payments can be made online or by phone, using a credit or debit card, or by bank transfer.

5 First payment of Tuition Fees

5.1 Unless you receive funding from the Student Finance organisations in the UK ('SF'), the first payment of your Tuition Fees can be paid at any point once you have paid your Acceptance Fee but **MUST** be received three weeks before the course starts.

5.2 If your Tuition Fees are not received by this date, you will not be able to start your course and your place may be offered to someone else.

5.3 If you receive funding from SF, the timing of your first payment will be deferred to two weeks after you receive your first SF instalment.

5.4 For SF students, if we have not received payment by the above deadline, access to your online course will be withdrawn.

6 Subsequent payment of Tuition Fees

6.1 Unless you receive funding from SF, all subsequent payment instalments **MUST** be received no later than two weeks prior to starting your next module.

6.2 If you receive funding from SF, the timing of your subsequent payments will be deferred to two weeks after you receive your next SF instalment.

6.3 If your Tuition Fees are not received by the above deadlines, access to your online course will be withdrawn.

7 Liability

7.1 In the event of a student's loan provider, employer, or equivalent sponsoring body failing to make payment in respect of the Tuition Fees, the student will be held personally liable for the payment.

7.2 Students waiting for confirmation of funding from SF or equivalent bodies will be classed as self-funding until confirmation of support is received.

8 Withdrawal

8.1 Students who withdraw within 14 days of initial enrolment will be eligible for up to a full refund of all fees paid up to that point (the 'Second Cooling Off Period'). If you have agreed to start your course within this Second Cooling Off Period then you may be liable to pay an amount relating to the time which the course has been available to you.

8.2 Students who withdraw after this date will not be eligible for a refund regardless of whether they have logged in to their online course or not.

8.3 If you wish to withdraw within 14 days of enrolment, you can opt to use our Cancellation Form to tell us of your decision but it is not obligatory to do so. If you choose to not use our [Cancellation Form](#), you must still clearly inform us of your decision within 14 days (for example, by email to finance-online@hull.ac.uk).

8.4 Once a student has withdrawn from their course, they will be removed from the Virtual Learning Environment ('VLE') and will be liable for the Tuition Fee or any other monies still owed regardless of whether they have logged in to their online course or not.

9 Suspension of Studies

9.1 Where a student undertakes an approved temporary suspension of studies, Tuition Fees already paid will not be refunded but retained until studies are resumed or permanent withdrawal occurs. Students may be charged again for retaking modules and remain liable to pay any outstanding fees that may be due at the point of suspension.

10 Payment of refunds

10.1 Any refunds due will be made to the bank and account holder (or other financial institution) that originally paid the fee.

10.2 Where payment of fees was split between more than one payee, refunds will be made in proportion to the original split.

10.3 We aim to process refunds within 14 days of being informed of your decision to withdraw. Please note at busy periods this may take longer.

10.4 All refunds will be calculated in Pounds Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.

11 Student Debtors

11.1 Students who have outstanding financial commitments to the University of Hull will not be permitted to progress to their next module until the debt has been repaid or alternative arrangements made.

11.2 Students who wish to dispute a debt must submit their dispute to finance-online@hull.ac.uk within 7 days of receiving a payment demand.

11.3 Assessment board decisions cannot be withheld from any student who has an outstanding financial commitment but the University of Hull retains the right to withhold transcripts/certificates and prohibit attendance at the awards ceremony until the debt has been cleared.

11.4 Students who have outstanding financial commitments to the University of Hull will be sent two reminder emails. If the debt remains unpaid once the final reminder email has been sent, the following sanctions will apply:

11.4.1 The student will be blocked from using the VLE and other resources withdrawn.

11.4.2 The debt will be referred for external collection including the use of legal action where the debt is still outstanding one month after the final reminder has been sent.