

## UCLAN CYPRUS TUITION FEE REFUND POLICY

### 1. Scope and Definitions

1.a The University offers Tuition Fee refunds to students who withdraw before or after Registration, subject to the conditions set out in this policy.

1.b Definitions:

- i. *Effective Date of Withdrawal*: The date used to determine the refund amount, as defined throughout paragraph 2 depending on the student's registration status.
- ii. *Non-Refundable Fees*: Fees that are not included in the Tuition Fee and are not eligible for refund. These are published in the University's website, under Fees & Scholarships, section Student Fees until Registration, and include:
  - application fee
  - visa application fees
  - annual student pass fee (if withdrawal occurs after classes start)

In addition to the above, the University charges administrative fees in the event of a withdrawal and refund request, reflecting reasonable costs incurred by the University up to the point of withdrawal, and are applied on a capped and proportionate basis.

- iii. *Offer Letter*: The formal offer issued by the University, accepted by the student upon payment of Tuition Fee.
- iv. *Registration*: The point at which a student is officially recorded in the University system and issued a student ID and/or enrolled in their programme.
- v. *Required Deposit*: the portion of Tuition Fee required to be paid to confirm enrolment which will allow the student to proceed to Registration. The Required Deposit is published in the University website, under Fees & Scholarships, under the section Student Fees until Registration.
- vi. *Student Visa*: the entry permit issued by the Cyprus Migration Authorities, allowing entry in Cyprus as a university student.
- vii. *Tuition Fee*: the tuition fee agreed in the Offer Letter for the relevant academic year.
- viii. *Withdrawal*: Termination of studies or discontinuation of the Registration process after payment has been made.

### 2. Refund Eligibility

2.a This policy applies only to Tuition Fee payments, except where expressly stated otherwise in this policy, including during the 14-day cooling-off period.

2.b Any student, whether International or EU, who has not completed Registration must notify the Admissions & Recruitment Department ([admissions@uclancyprus.ac.cy](mailto:admissions@uclancyprus.ac.cy)) **in writing** of their decision not to proceed, in order to be considered for a refund. The date the written notification is received by the Admissions & Recruitment Department is the Effective Date of Withdrawal.

2.c EU students who withdraw before completing their Registration, and who notify the University in writing of this decision, are eligible for a refund in accordance with paragraph 3.

2.d International students who withdraw before receiving a Student Visa decision, are eligible for a refund in accordance with paragraph 3.

2.e The decision to approve or reject a Student Visa rests solely with the Cyprus Migration Authorities. The University provides guidance and submits documentation but is not responsible for visa decisions. Students are responsible for complying with all requirements and deadlines set by both the Migration Authorities and the University.

2.f International students whose Student Visa has been cancelled or rejected by the Migration Authorities of Cyprus for reasons that fall outside their control, and such reasons have been supported by official documentation and verified by the Admissions & Recruitment Department, are eligible for full refund on any Tuition Fee paid, except for the Non-Refundable Fees.

2.g International students whose Student Visa has been cancelled or rejected due to fraudulent documents, false information, or material misrepresentation by the student, are not eligible for a refund.

2.h International students whose Student Visa has been approved but have not arrived in Cyprus yet, and do not wish to proceed with their Registration, are eligible for a refund as per paragraph 3.

2.i If a Student Visa is delayed and prevents the student from registering within the University deadline, the student is eligible for a refund in accordance with paragraph 3. In such cases, the student may alternatively apply for deferral to the next available intake, and any Tuition Fee paid may be credited accordingly.

If a Student Visa is issued but the student fails to arrive before the Registration deadline, no refund will be granted. The student may apply for deferral, and any Tuition Fee paid may be credited accordingly.

2.j Once students complete Registration, they cannot withdraw from their studies by merely stopping attendance. For their withdrawal to be evaluated by the University,

students **must submit a signed withdrawal form** which is provided by the Schools Administration Department ([schoolsadmin@uclancyprus.ac.cy](mailto:schoolsadmin@uclancyprus.ac.cy)). The date the student submits the signed withdrawal form is the Effective Date of Withdrawal. Once the evaluation of the withdrawal request is completed, the student will be notified of the University's eligibility decision.

2.k Students withdrawn by the University's Academic Board are eligible for refund as per paragraph 3. The Effective Date of Withdrawal is the end of the 2-week appeal period, if no appeal is submitted.

2.l No refund will be granted to students who are expelled, dismissed or suspended for disciplinary reasons, or for students who have stopped attending or engaging with their studies without completing the withdrawal form as per paragraph 2.j.

### 3. Refund Schedule

3.a Students have a statutory 14-day cooling-off period from the date of payment, during which they may withdraw and receive a full refund of all amounts paid, including Non-Refundable Fees. This right applies regardless of any other provision in this policy.

3.b Refunds are calculated based on the Effective Date of Withdrawal according to the schedule below, per semester intake.

<u>September Intake</u>	<u>January Intake</u>
<p><i>EU Students:</i></p> <ul style="list-style-type: none"> <li>&gt; <b>Until 30 Sept.:</b> Full refund minus €500.</li> <li>&gt; <b>1 Oct. - 31 Oct.:</b> Full refund minus the Required Deposit.</li> <li>&gt; <b>1 Nov. - 31 Jan.:</b> 50% refund on the year's Tuition Fee.</li> <li>&gt; <b>From 1 Feb.:</b> No refund.</li> </ul>	<p><i>EU Students:</i></p> <ul style="list-style-type: none"> <li>&gt; <b>Until 31 Jan.:</b> Full refund minus €500.</li> <li>&gt; <b>1 Feb. - End of Feb.:</b> Full refund minus the Required Deposit.</li> <li>&gt; <b>1 Mar. - 31 May:</b> 50% refund on the year's Tuition Fee.</li> <li>&gt; <b>From 1 June:</b> No refund.</li> </ul>
<p><i>International Students:</i></p> <ul style="list-style-type: none"> <li>&gt; <b>Until 30 Sept.:</b> Full refund minus €1500.</li> <li>&gt; <b>1 Oct. - 31 Oct.:</b> Full refund minus the Required Deposit.</li> <li>&gt; <b>From 1 Nov.:</b> No refund.</li> </ul>	<p><i>International Students:</i></p> <ul style="list-style-type: none"> <li>&gt; <b>Until 31 Jan.:</b> Full refund minus €1500.</li> <li>&gt; <b>1 Feb. - End of Feb.:</b> Full refund minus the Required Deposit.</li> <li>&gt; <b>From 1 March:</b> No refund.</li> </ul>

3.c Refund percentages are calculated based on the annual Tuition Fee stated in the Offer Letter. For part-time students, calculations are adjusted proportionally based on enrolled ECTS credits.

3.d Where a student withdraws and a refund is requested, the University may deduct an administrative fee reflecting reasonable costs incurred up to the point of withdrawal. The fee is assessed proportionately based on the stage reached and will be communicated to the student as part of the refund outcome. This fee forms part of the Non-Refundable Fees (see Definitions). This does not apply during the 14-day cooling-off period.

3.e Any bank charges or currency exchange differences will be borne by the student.

3.f The University reserves the right to reconsider the eligibility of a refund request outside this policy, in documented and exceptional circumstances, on a case-by-case basis, such as:

- serious medical conditions
- compassionate grounds
- other documented extenuating circumstances

For such cases, the final decision on refund eligibility is at the University's discretion.

#### **4. Refund Process**

4.a Refund requests must be submitted in writing as follows:

- Before Registration, the request must be submitted to the Admissions Department at [admissions@uclancyprus.ac.cy](mailto:admissions@uclancyprus.ac.cy)
- After Registration, the request and withdrawal request form must be submitted to the Schools Administration Department at [schoolsadmin@uclancyprus.ac.cy](mailto:schoolsadmin@uclancyprus.ac.cy)

4.b All refund requests will be evaluated by the University's relevant departments within 14 business days from the date the complete withdrawal request is received in writing, including all required information reasonably requested by the University. Once eligibility is confirmed, the Finance Department will process refunds within 14 business days subject to receipt of any additional required information. Delays may occur if updated or correct information is not provided on time by the student, or due to banking procedures outside the University's control. Refunds will be made to the original payer of the Tuition Fee. Credit balances held on a student's account may not be transferred to, or applied against, the account of any other student or third party.

4.c Any queries on the Refund Policy should be directed to the Finance Department at [accounting@uclancyprus.ac.cy](mailto:accounting@uclancyprus.ac.cy).

4.d Students may appeal a refund decision within 14 business days by submitting written justification and supporting evidence to the Finance Department.

4.e Personal and financial data will be processed solely for refund administration in accordance with the University's Data Protection Policy.

4.f This Refund Policy complies with all applicable financial, consumer protection, and corporate regulations of the Republic of Cyprus and of the European Union, as amended from time to time, including any relevant directives issued by the Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA) and applicable guidelines issued by the Central Bank of Cyprus.

4.g This Refund Policy is governed by the laws of the Republic of Cyprus. Any disputes arising from or in connection with this policy fall under the jurisdiction of Cyprus courts.

4.h The University reserves the right to amend this Refund Policy prospectively without affecting existing students unless legally required. Any amendments will take effect upon publication on the University's official website. Students are encouraged to review this policy periodically to remain informed of any changes.