

## PAYMENT PROCEDURES

All students are expected to pay their tuition fees bond\* and accommodation for the first term prior to registration. During the first few weeks of term students will receive a receipted invoice for both tuition and the bond. A separate invoice will be issued by the accommodation office detailing all payments due within the accommodation contract. This invoice is only issued once for the duration of the contract and is to be kept as it details amounts and dates of payments due.

For all continuing students, invoices will be raised just before the end of each term for the following term and sent to the students email address. A follow up email is sent advising that the invoice has been sent and students will need to forward this to their sponsor if not paying the fees themselves. Within this email we also remind students that any accommodation fees are also due at the beginning of each term and that if students foresee any difficulties in meeting the payment date they contact the Fees Office to discuss.

An instalment plan whereby students are allowed to pay in instalments (maximum of four instalments per term) for the terms fees can be offered, however we would require the first instalment, normally 50% at the beginning of term, clear dates and amounts of further payments. The whole balance must be cleared by two weeks before the end of term. No balance can be rolled over to the next term. At this point students are asked to sign the financial agreement agreeing to the terms below:

- Payments must be paid within the agreed dates
- Any alteration to the sums or dates must be agreed to by the Fees Office
- If the terms of the agreement are not met, the University has the right to cancel the agreement and future agreements may not be considered.
- That no balance can be carried over to the following term
- An administration fee of £50. A further £50 will be charged if the agreement is not met and students are placed on stop.

At the end of week one/beginning of week two, a reminder email is sent to any student that still has an outstanding balance. This balance relates to all fees, accommodation and any other university charges that have been applied to their account. Students are invited to call in to discuss any financial difficulty they may be experiencing and will discuss a financial agreement at this time.

### **Tuition Fee Debt**

If the balance of tuition fee debt is still not settled or no financial agreement made, a further email is sent one week later reminding students that the balance is still outstanding and that we have also informed their Head of Department. The Head of Department will then contact the student advising that they have been made aware of the financial position and urge them to either speak the Fees Office or Department.

*Stop Procedures:* Students will be made aware that if they have neither paid nor made a suitable arrangement by a specific date, the stop sanctions detailed in our General regulations will be applied and an administration charge of £100 will be added to the outstanding balance.

The stop will only be lifted when the outstanding tuition fee balance is paid in full.

### **Non-Tuition Fee Debt**

If the balance of non-tuition fee debt is still not settled or no financial agreement made, a further email is sent one week later reminding students that the balance is still outstanding. Students will be made aware that if they have neither paid nor made a suitable arrangement by a specific date, this may result in:

- The removal of rights to Student Accommodation
- Other sanctions as outlined in student accommodation agreements or policies

\*The bond is a deposit held by the University for the duration of students' studies. On completion of studies or ceasing to be a member of the University the bond will be refunded less any balance remaining on the students' account.