

Reason	Registration Fee	Deposit	Tuition Fee (#1)	Insurance Fee (if applicable)	U18 Supplement (if applicable)
Where a student receives a Visa rejection					
Standard visa refusal (any visa refusal not including the items below)	x	✓	✓	✓	✓
Due to Immigration Authorities error (#2)	x	✓	✓	✓	✓
Due to CEG processing error	✓	✓	✓	✓	✓
Due to suspected fraud or misrepresentation or ignoring CEG visa advice/UKVI requests (#3)	x	x	x	x	x
Where a student withdraws from their course before arrival					
Withdrawal in writing within 14 days after payment (cooling-off period)	✓	✓	✓	✓	✓
Due to exceptional circumstances (#4)	x	Subject to your own insurance claim	Subject to your own insurance claim	x	Subject to your own insurance claim
With no exceptional circumstances and having been issued with a CAS	x	x	x	x	x
If a student withdraws (prior to issue of their CAS)	x	✓	✓	✓	✓
If a student defers (after issue of their CAS) and then withdraws	x	x	x	x	x
Where a student is refused a CAS/CoE/I20 by CEG					
Where a student can't achieve the academic entry requirements on the conditional offer	x	✓	✓	✓	✓
Due to misrepresentation (at CEG's reasonable judgement) of personal circumstances	x	✓	✓	✓	✓
Due to suitability/credibility concerns following interview by CEG e.g. level of English or course aims	x	✓	✓	✓	✓

Where a course is cancelled by CEG (including due to insufficient enrolments, because the course is no longer viable or due to a partner university's decision)					
An alternative study plan is accepted then subsequently cancelled by the student	x	x	x	x	x
An alternative study plan is offered which is rejected by the student	✓	✓	✓	✓	✓
Where it is not possible to offer an alternative study plan suitable for student	✓	✓	✓	✓	✓
Where a course is cancelled by CEG before it starts due to cessation of operations, insolvency, market exit, or loss of OfS registration					
(#5)	✓	✓	✓	✓	✓
Accommodation					
Where the student also has accommodation with CEG, any refund of the accommodation fees will be payable in accordance with the refund policy set out in the Residential Licence Agreement.					

(#1) Including any additional course fees e.g. Laboratory fee or Art & Design fee.

(#2) An Administrative appeal with Immigration Authorities must be submitted to enable a refund.

(#3) Fees and monies paid may be forfeited where documents have been assessed and approved by CEG before your CAS is assigned to you and you subsequently use or share different or alternative documents with UKVI and visa refusal is linked to those alternative or different documents.

(#4) Exceptional circumstances for withdrawal are at the discretion of your insurance company and may include: Illness which prevents the student from studying & close family bereavement. Evidence will be required.

In instances where CEG suspects fraud or misrepresentation by the student, CEG shall act reasonably in making such judgement or decision and the student will have 30 days from our decision to appeal that decision (but you will need to provide such other reasonable evidence to support your claim).

In the event a Student is temporarily or permanently excluded from their course or the Centre, no refund will be made of Fees (whether paid or payable) and Fees in lieu of notice will be charged. Students must provide OnCampus with copies of any letters, notices or documents from UKVI relating to any refusal, administrative review or otherwise, within 48 hours of their receipt, if a refund is requested.

We aim to make any refunds within 28 days of receiving full refund paperwork (unless you withdrew within the cooling off period in which case the refund will be made within 14 days) – Bank charges pertaining to any refund will be payable by the beneficiary. Refunds can only be made to the original fee payer and original account.

Provider-initiated cancellation and compensation

Where CEG cancels a course before it starts for reasons within CEG's control (including because the programme is not viable due to insufficient enrolments, or because of a significant operational or financial event), we will:

- notify you in writing as soon as practicable, and in any event with as much notice as possible before the intended start date;
- offer you a full refund of all tuition fees paid, including any deposit (save for the non-refundable registration fee), within 28 days of cancellation;
- offer, where possible, a suitable alternative programme at the same or a comparable centre.

Where the cancellation is caused by the cessation of operations, insolvency, administration or liquidation of CEG, OnCampus or CEG UFP Limited, or by the revocation of our OfS registration or Student Route sponsor licence, the same full refund entitlement applies in respect of **fees paid for undelivered provision (#5)**.

Compensation for additional losses (international students)

If you are an international student who has incurred additional costs as a direct result of a pre-start programme cancellation by OnCampus (such as visa application fees, travel costs, or accommodation costs you cannot recover), you may submit a claim for reimbursement of those additional reasonable costs. Claims will be assessed on a case-by-case basis and you will need to provide supporting evidence. OnCampus will not be responsible for indirect or consequential losses.

How to claim

To request a refund or submit a compensation claim under this section, please contact refunds@ceg-uk.com with written details of your claim and supporting evidence. We will acknowledge your claim within 10 working days and aim to notify you of the outcome within 30 working days of receiving full supporting evidence. Refunds will be returned to the original fee payer and original account, in compliance with applicable anti-money laundering requirements.

Disputes

If you are dissatisfied with the outcome of a refund or compensation claim, you may raise a complaint through our Student Complaints Procedure. If unresolved, you may refer the matter to the Office of the Independent Adjudicator for Higher Education (OIA) at www.oiahe.org.uk.