

Tuition fee refund and compensation terms and conditions

June 2020

The Royal Academy of Music charges and collects fees in accordance with its policies, with reference to external requirements and our Governing Body as required. Students are liable for tuition fees from the point of enrolment to the end of the academic year.

You have the right to cancel this agreement in writing at any time with 14 days of acceptance of these Terms and Conditions (normally once the offer of a place has been accepted).

For further details on the payment of Tuition Fees, please see the Tuition Fee terms and conditions.

1. Withdrawing prior to enrolment (deposit refunds)

The advance payment deposit made to the Academy after you accept your offer of a place is refundable if the place is then cancelled according to the following schedule:

Withdrawal	Refund %
April	100%
May	85%
June	60%
July	up to six weeks before the start of the academic year 25%

In the event of either IELTS/Pearson failure or matriculation failure, subject to provision of the official test result: 100%

If you accept your place but then fail to enrol without notifying the Academy to cancel your place at least six weeks before the start of term, you will be liable to pay one term's worth of fees. That will be the balance between the amount already paid and 1/3 of the full annual tuition fee for the relevant programme.

2. Withdrawing after enrolment (withdrawal from study)

If you choose to withdraw completely from your programme part way through the academic year for whatever reason, subject to the student observing the correct procedure for withdrawal by notifying the Registry in writing, the Academy will adjust your liability for tuition fees as follows:

- Attendance on or after the first day of autumn term: 1/3 of the full fees
- Attendance on or after the first day of spring term: 2/3 of the full fees
- Attendance on or after the first day of summer term: full fees

If you are self-funded and have paid your fees for the year in full, we will refund the remaining amount based on the schedule above. If your fees have been paid by a third party sponsor, we would refund them directly.

Fee liability for students with tuition fee loans (Student Finance) is as follows:

- Attendance on or after the first day of autumn term: 25% of the annual tuition fee for your programme will be payable
- Attendance on or after the first day of spring term: 50% of the annual tuition fee for your programme will be payable
- Attendance on or after the first day of summer term: 100% of the annual tuition fee for your programme will be payable

In the event of the formal withdrawal procedures not being followed, you may be liable for payment of fees in full for the academic year.

Where a student has taken out a tuition fee loan, the Academy will notify Student Finance England of the last date of attendance and the student's liability for fees will be communicated to Student Finance England on the above basis.

3. Interruption of Study

If you interrupt your studies part way through the academic year for circumstances which are beyond your control (e.g illness or other serious circumstances), you may request via an email application and evidence (if appropriate) to the Registrar and Director of Student Operations, that any fees that you have already paid are carried over to the following academic year when you resume your studies.

Exceptionally on request, we may also agree to a refund of tuition fees paid for the academic year. This will be at the discretion of the Registrar and Director of Student Operations or Head of Finance. This would also apply in the event of the death of a student.

The effective date of discontinuation of studies will be recorded by the Registrar and Director of Student Operations. This will be used to determine any relevant refund amount.

If you interrupt your studies and return the following academic year or later with any fees already paid carried over, you will need to pay a pro-rated amount of the annual inflationary fee increase for the year in which you return. You will be invoiced for this amount by the Finance Department ahead of your return to the programme.

Students who either withdraw or interrupt their studies and who are funding their studies through a US Federal Loan should refer to the following page for further information on the consequence of discontinuing studies with respect to their US Loan: Return of Title IV Funds (R2T4).

Tuition fee refunds will only be made to the original fee payer, unless written authority is received to make the refund to another individual or organisation.

The Student or the Academy may terminate this agreement immediately if the other party is in material breach of these Terms and Conditions which is not capable of remedy within 28 days of the other parties' knowledge of the breach.

The Academy may terminate this agreement immediately if a studentship is terminated due to unsatisfactory academic progress or misconduct as defined in the Regulations.

4. Changing programme

If you request to change programme at any point following your enrolment onto the programme for which you applied, there will be an adjustment to your tuition fees to take account of this.

If you change to a programme with higher fees (for example from the 2-year to the 1-year MA), you will be invoiced for the difference in fees, based on the full year. If you change to a programme with lower tuition fees, we will refund the associated full year difference.

5. Compensatory action

In the event that the Academy is forced to cancel your programme of study, or your sponsor (depending on who pays your fees) will be entitled to a proportionate refund of your tuition fees paid for the whole programme.

In the event that the Academy is unable to preserve continuation of study, or in the event that a change relating to our educational delivery became necessary which had a financial impact on you in terms of costs, we would look to make provision to support you with these costs.

In the unlikely event that we were unable to continue educational delivery and alternative arrangements need to be made with another provider or through enrolment on another programme where there is a fee difference, we would undertake to compensate students for any new fees incurred.

We are committed to honouring existing bursaries made available to students in the event that the Academy was unable to continue with educational delivery which necessitated arrangements to teach via an alternative provider; as well as any compensation for tuition and maintenance costs associated with this action becoming necessary.

Please refer to the **Student Protection Plan** for further details.