



Refund of Fees Policy - ACE London School

1. Policy Statement

Ace London School is committed to providing clarity, fairness, and transparency in all matters relating to the payment, cancellation, and refund of tuition fees

This policy outlines the circumstances under which a student may be eligible for a refund of fees and the procedures for requesting and processing such refunds. It applies to both UK and international students, in compliance with UK consumer protection law and UK Visas and Immigration (UKVI) requirements

2. Purpose

The purpose of this policy is to:

- Ensure fairness and consistency in managing fee refunds
- Comply with relevant legal and regulatory obligations
- Set clear expectations for students regarding refund eligibility
- Protect the financial stability and integrity of the school

3. Scope

This policy applies to:

- All enrolled and prospective students of Ace London School
- All tuition fees and associated charges paid to the school
- Both self-funded and sponsored students
- Courses of study delivered on-site, online, or through blended learning

This policy does not apply to accommodation, visa processing or third-party administrative fees

4. Definitions

- **Tuition Fees:** Payments made for academic instruction and use of school resources
- **Deposit:** The initial non-refundable payment made to secure a place on a course
- **Refund:** The return of tuition fees or part thereof under the terms of this policy
- **Withdrawal:** When a student formally leaves a course before completion
- **Deferral:** When a student delays enrolment to a later academic intake

5. Key Principles

Ace London School ensures that:

- All refund requests are handled promptly and transparently
- Refunds are issued only in accordance with clearly defined conditions
- Refund decisions are based on written evidence and approved by authorised personnel
- Students are informed of their rights and responsibilities before making payments



Ace London School Limited

UK Learning Provider (UKPRN 10096855)

Suite 302, 311, 315 & 504 Olympic House 28-42 Clements Road, Ilford. IG1 1BA

Company number 15358333 Registered in England & Wales

ASIC Accreditation no: AS95651/1124



- UKVI rules on student sponsorship and financial evidence are strictly followed

6. Non-Refundable Fees

The following fees are **non-refundable** under all circumstances:

- Application and registration fees
- Deposits paid to secure a place on a course
- Administrative and examination charges
- Fees for partial completion of a course or module

7. Refund Eligibility Criteria

Refunds will be considered in the following circumstances:

a) **Course Cancellation by the school**

- If the school cancels or discontinues a course before it begins, students will receive a full refund of all tuition fees paid, including the deposit.

b) **Visa Refusal (International Students)**

- A refund (less an administrative charge of £500) will be issued if:
 - The student's UK visa application is refused and
 - The student provides an official visa refusal letter from UKVI
 - Refunds will be payable within the 28 working days of school being notified
- No refund OR partial refund will be given if the visa refusal results from the student's false documentation, breach of immigration rules or failure to attend a visa interview

c) **Withdrawal Before Course Commencement**

- If a student withdraws at least four (4) weeks before the course start date, 50% of tuition fees (excluding the deposit) will be refunded
- Withdrawals within four (4) weeks of the start date are not eligible for a refund

d) **Withdrawal After Course Commencement**

- Once a course has begun, no tuition fees will be refunded under normal circumstances.
- In exceptional cases (e.g., serious illness, bereavement or other compassionate grounds), the school may approve a partial refund or credit upon submission of appropriate evidence

e) **Deferral**

- Students who defer their studies before the course start date may transfer their fees to the next intake, subject to approval
- No cash refund will be provided once the deferral is approved

8. Refund Procedure

Step 1 – Submission of Refund Request

- The student must complete a Refund Request Form available from the School Manager's Office or by email



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- The request must include:
 - Full name, student ID and course name
 - Reason for refund
 - Supporting evidence (e.g., visa refusal letter, medical certificate, withdrawal form)
 - Proof of payment (e.g., receipt or bank transfer record)

Step 2 – Review and Approval

- The request will be reviewed by the Finance Department and Admissions Office
- A decision will normally be made within 21 working days of receiving all required documents

Step 3 – Payment of Refund

- Approved refunds will be issued by bank transfer only to the original payer
- No cash refunds will be made under any circumstances
- International refunds may take longer due to banking and currency transfer procedures

9. Exceptional Circumstances

Refund requests submitted outside the standard conditions will be considered at the discretion of the Principal or Finance Officer, taking into account individual circumstances, evidence provided and legal obligations

10. No Refunds Will Be Granted If:

- The student is withdrawn due to disciplinary action or breach of school policies
- The student is found to have provided false information during the admission process
- The student fails to attend or discontinues the course voluntarily without formal notification
- The student's visa is revoked due to non-compliance or illegal activity

11. Communication of the Policy

- This policy will be made available to all prospective and current students on the school website, in the Student Handbook, and during pre-enrolment communications
- Students are required to confirm they have read and understood this policy before paying any fees

12. Monitoring and Review

- The Finance Department will maintain records of all refund applications and decisions
- This policy will be reviewed annually or earlier if changes occur in legislation, UKVI guidance, or institutional processes

13. Contact Information

Finance Officer – Muhammad Sajid - ACE London School - finance@acelondonschool.co.uk



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