

## **AUB Online Fees and Cancellation Policy**

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### **1. Introduction**

- 1.1 This policy applies to all students registering for an Arts University Bournemouth Online (AUB Online)\* course of study (details at <https://online.aub.ac.uk>). AUB Online is a recognised affiliate college of Arts University Bournemouth, run in partnership with CEG Digital Ltd to deliver a selection of its online programmes. This policy applies in addition to Arts University Bournemouth regulations (<https://online.aub.ac.uk/regulations>). Where there is a conflict between the AUB Online Fees and Cancellation Policy and related content in Arts University Bournemouth regulations, the AUB Online Fees and Cancellation Policy shall apply.
- 1.2 By making any payment towards your tuition fees, you agree to abide by this policy. For example, this means that by paying your acceptance fee or an instalment of your tuition fees you are agreeing that this policy applies to you.
- 1.3 It is important to make sure you have read and understood this policy before you make a payment. If you have any questions, please contact [fees@studyonline.aub.ac.uk](mailto:fees@studyonline.aub.ac.uk)

### **2. Acceptance Fee**

- 2.1 In order to accept your offer of a place on your AUB Online course you will be required to pay a £350 fee (the 'acceptance fee').
- 2.2 The acceptance fee must be received within two weeks of the date at the top of your offer letter to guarantee you a place on your chosen AUB Online course.
- 2.3 The acceptance fee will be offset against your overall tuition fees.
- 2.4 If you withdraw within 14 days of payment of the acceptance fee (the 'first cooling off period') you will be eligible for a full refund of the acceptance fee regardless of when you start the course. Once this period has expired, you will not be eligible for a refund of the acceptance fee in the event you do not take up your place or do not meet the entry conditions set by AUB.
- 2.5 If you withdraw within 14 days of payment of the acceptance fee, and have not yet enrolled on your course, you should email written confirmation of your withdrawal to the Fees Office at [fees@studyonline.aub.ac.uk](mailto:fees@studyonline.aub.ac.uk), copied to the Student Adviser team at [advisors@studyonline.aub.ac.uk](mailto:advisors@studyonline.aub.ac.uk).

### **3. Tuition Fee Levels**

- 3.1 Tuition fees will be charged at the rate advertised on the relevant course page of the AUB Online website on the date the acceptance fee is received and subsequently confirmed in your offer letter. Tuition fees do not differ depending on your country of origin.
- 3.2 Discounts or bursaries may be applied to the tuition fee in accordance with the terms advertised on AUB Online website. No bursary or discount, either individually or collectively, may amount to more than 25% of the total tuition fees due for a course.
- 3.3 Tuition fees are reviewed annually and are liable to increase each academic year.

#### **4. Payment Options**

- 4.1 Tuition fees are payable by either by a single upfront payment in full or by pre-arranged instalments.
- 4.2 If paying by pre-arranged instalments the remaining course fees will increase every year to take inflation into account (currently set at 3% annually).
- 4.3 A schedule of payments and payment options ('payment schedule') will be provided once we have received your acceptance fee.
- 4.4 Payments can be made online or by phone, using a credit or debit card, or by bank transfer.
- 4.5 All fees are to be paid in Pounds Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.

#### **5. First payment of Tuition Fees**

- 5.1 Unless you receive funding from the Student Finance organisations in the UK ('SF'), the first payment of your tuition fees can be paid at any point once you have paid your acceptance fee but MUST be received three weeks before the course starts.
- 5.2 If your tuition fees are not received by this date, you will not be able to start your course and your place may be offered to someone else.
- 5.3 If you receive funding from SF, the timing of your first tuition fee payment will be deferred to two weeks after you receive your first SF instalment.
- 5.4 For SF students, if we have not received payment by the deadline in section 5.3 above, access to your online course will be withdrawn.

#### **6. Subsequent payment of Tuition Fees**

- 6.1 Unless you receive funding from SF, all subsequent payment instalments MUST be received by the agreed deadlines in your payment schedule.
- 6.2 If you receive funding from SF, the timing of your subsequent payments will be deferred to two weeks after you receive your next SF instalment.
- 6.3 If your tuition fees are not received by the above deadlines, access to your online course will be withdrawn.

#### **7. Liability**

- 7.1 If your loan provider, employer, or equivalent sponsoring body fails to make payment in respect of your tuition fees, you will be held personally liable for the payment.
- 7.2 If you are waiting for confirmation of funding from SF or equivalent bodies you will be classed as self-funding until confirmation of support is received.

#### **8. Withdrawal**

- 8.1 If you withdraw within 14 days of the first day of teaching on module one in your course you will be eligible for a full refund of all fees paid up to that point, minus the non-refundable acceptance fee (the 'second cooling off period'). For the avoidance of doubt, this deadline shall also apply if you started the course later than the first day of teaching. If you withdraw after this date you will not be eligible for a refund regardless of whether you have logged in to your online course or not.

- 8.2. For subsequent modules, you will not be entitled to a refund if you withdraw within the first 14 days of teaching.
- 8.3 If you withdraw you will receive a refund for un-studied modules that you have already paid for and have not yet started. The amount of any discount that you obtained by paying the fees upfront will be deducted from the refund.
- 8.4 You should notify AUB of your withdrawal by completing the online request form via the Course Changes tile in eVision on myAUB.
- 8.5 Once you have withdrawn from your course, you will be removed from the Virtual Learning Environment ('VLE') and will be liable for the tuition fee or any other monies still owed regardless of whether you have logged in to your online course or not.

## **9. Taking time out (intermitting) your studies**

- 9.1 If you take an approved temporary suspension of your studies (intermission), tuition fees already paid will not be refunded but will be retained until your studies are resumed or you permanently withdraw from your course. You may be charged again for retaking modules and you remain liable to pay any outstanding fees that may be due at the point of intermission.
- 9.2 Once you return to study the applicable tuition fees for the remainder of your studies will be in line with the inflationary increases described in 4.3.

## **10. Payment of refunds**

- 10.1 Any refunds due will be made to the bank and account holder (or other financial institution) that originally paid the fee.
- 10.2 Where payment of fees was split between more than one payee, refunds will be made in proportion to the original split.
- 10.3 An administration charge of £50 will apply to the processing of a refund unless the application to withdraw is made during the 14 day cooling off period.
- 10.4 AUB Online aims to process refunds within 3 weeks of being informed of your decision to withdraw. Please note at busy periods this may take longer.
- 10.5 All refunds will be calculated in Pounds Sterling. AUB Online will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.

## **11. Student Debtors**

- 11.1 If you have outstanding financial commitments to AUB Online you will not be permitted to progress to your next module until the debt has been repaid or alternative arrangements made.
- 11.2 If you wish to dispute a debt you must submit your dispute to [fees@studyonline.aub.ac.uk](mailto:fees@studyonline.aub.ac.uk) within 7 days of receiving a payment demand.
- 11.3 Assessment board decisions cannot be withheld if you have an outstanding financial commitment, but Arts University Bournemouth retains the right to withhold your transcripts/certificates and prohibit attendance at the awards ceremony until your debt has been cleared.
- 11.4 If you have outstanding financial commitments to AUB Online you will be sent two reminder emails by the Fees Office. If your debt remains unpaid one week after the second reminder email has been sent, the following sanctions will apply:

- 11.4.1 You will be temporarily blocked from using the VLE and other resources will be withdrawn until arrangements to pay your fees are made.
- 11.4.2 Following the temporary block of your VLE account, you will be sent one final reminder by the Fees Office with a two-week deadline for payment. If you fail to make arrangements to pay your outstanding fees by the deadline, the formal withdrawal process will be initiated with AUB, your record will be closed, and you will no longer have access to the VLE or course materials. **In the event of permanent withdrawal, you will remain liable for your debt.**
- 11.4.3 Your debt will be referred for external collection including the use of legal action where the debt is still outstanding one month after the final reminder has been sent.

## **12. Variation of Conditions**

- 12.1 AUB Online may, by two weeks' written notice via the VLE, vary the terms and conditions contained in this Fees and Cancellation Policy as may be necessary to comply with any law, regulations or amendment thereof, of the Government of Great Britain.
- 12.2 AUB Online additionally reserves the right, upon giving two week's written notice of such change via the VLE, to make an addition, amendment or alteration to these conditions as is deemed necessary.
- 12.3 These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

\* Arts Online Bournemouth Limited is a subsidiary of Cambridge Education Group Limited and registered in England under company number 13765873 Registered Office: 51-53 Hills Road, Cambridge, CB2 1NT, United Kingdom.