

PAYMENT TERMS AND CONDITIONS

Introduction

1. This document is to be read in conjunction with related policies in [University Policies](#).
2. Students beginning their studies in 2024/25 can find the tuition fees information on the course website and in the prospectus.
3. Important information for all students
 - Students agree to be bound by these Terms and Conditions as part of the Student Contract. It is therefore important that the student understands what is expected of them regarding payment of fees owed and the options they have open to them to meet their financial obligations. It is the student's responsibility to ensure that their finances are in order and that they are able to meet the costs of their fees before enrolling.
 - Students have a grace period (see section paragraph 46) to change their mind and cancel their acceptance by informing the University in writing. Withdrawal without formal notification may result in liability of full fees.
 - Full-time International students must pay a minimum of CAS deposits or 50% of tuition fee at every new Enrolment stage.
 - Home students who are eligible to apply for a student loan and who have been successful in their loan application are responsible for returning the loan agreement declaration in order to release fee payment to the University.
 - Home students who have not been successful in their loan application but wish to continue study as a self-funding student should notify Finance and make fee payment arrangements at the earliest opportunity.
 - Students are liable for fees if a Sponsor fails to pay.
 - All **self-funding students** will need to contact Finance team to set up payment plan.
 - Students are responsible for paying their tuition fees on time and accessing their university email account for any finance updates or reminders. If a student wants to check their account balance, they can contact the Finance Team or visit the Finance Team in the Student HUB.
 - Students cannot progress to the next year or graduate with an unpaid debt.
 - Students returning from a temporary withdrawal will follow the Terms and Conditions relevant to the academic year they re-enrol on to.

Purpose

4. This document sets out clearly the payment deadlines, payment plan options available to students, the liability and fees due when a student chooses to withdraw from their course.

Scope

5. This policy applies to all New and Returning students who undertake to study at Richmond American University London.

Payment Deadlines

New Students

6. New UK students:
 - Self-funded students can opt to pay in full or via an instalment plan.
 - The first payment of tuition fee of £300 is to be paid by enrolment date and the remaining balance to be paid at enrolment or arrangement for payment plan to be set up by enrolment date.
 - For students funded by Student Finance England (SFE), proof of loan approval by SFE and any shortfall between loan amount and fees will be due by enrolment date.
 - Housing fees must be paid one week before you arrive on campus.
7. New International (Non-US) Students requiring visas:
 - A deposit is required in order for a Confirmation of Acceptance of Studies (CAS) letter to be issued. The CAS deposits have to be paid within 1 week of receipt of notification of a successful application from the University.
 - The remaining tuition fees will be due at enrolment or arrangement for payment plan to be set up by enrolment date.
 - Housing fees must be paid one week before you arrive on campus.
8. New US Students requiring visas:
 - A deposit is required in order for a Confirmation of Acceptance for Studies (CAS) letter to be issued. The deposits should be paid within 1 week of receipt of notification of a successful application from the University.
 - The remaining tuition fees will be due at enrolment or arrangement for payment plan to be set up by enrolment date.
 - For students who are under the US Federal Direct Loan or Sallie Mae Loan scheme, amounts not covered by the Loan scheme will be due or arrangement for payment plan must be made by enrolment date.

Returning Students

9. Returning UK students
 - Self-funding students can opt to pay in full or via an instalment plan.
 - The full payment or first payment is due by enrolment date and the balance payment arrangement to be set up by enrolment date.

- For students funded by Student Finance England (SFE), proof of loan approval by SFE and any shortfall between loans and fees will be due at enrolment date.

10. Returning International Students

- Self-funding students can opt to pay in full or via an instalment plan.
- The full payment or first payment of 50% is due by enrolment date and the balance payment arrangement is to be set up by enrolment date.
- For US students who are under the US Federal Direct Loan or Sallie Mae Loan scheme, amounts not covered by the Loan scheme will be due or payment arrangement must be made by enrolment date.

Non-payment

11. Where a student defaults on their payment plan, they will be put on Finance stop and contacted by Finance within five working days to secure the outstanding payment.
12. If a student further defaults on their payments, the University reserves the right not to enter into further plans and to forward unpaid fees to a debt collection agency and to initiate legal proceedings.

Payment Plan Options and Deadlines

13. Students have the option to pay their tuition and fees either in full or through an instalment plan. The University offers a flexible payment plan to accommodate the students' needs. Below are the tables detailing the deadlines and amounts for tuition fees.

14. New Home Undergraduate – Student Finance England

- For UG students who are funded by Student Finance England (SFE), the payments will be made by SFE to the University in October, February and May.
- Students will need to show proof of loan application by enrolment date.

Term	To enrol	1 st Payment	2 nd Payment	3 rd Payment
Fall 2024	Proof of loan	October 2024	February 2025	May 2025
Spring 2025	Proof of loan	February 2025	May 2025	October 2025

15. Returning Home Undergraduate – Student Finance England

- For UG students who are funded by Student Finance England (SFE), the payments will be made by SFE to the University in October, February and May.
- Students will need to show proof of loan application by enrolment date.

Term	Start of term	1st Payment	2nd Payment	3rd Payment
Fall 2024	Proof of loan	October 2024	February 2025	May 2025
Spring 2025	Proof of loan	February 2025	May 2025	October 2025

16. New Home Postgraduate – Student Finance England

- For PG students who are funded by Student Finance England, the payments will be made by SFE to the Students, and therefore the Students will need to arrange payment to the University within 5 working days of receipt of the loan.
- Students will need to show proof of loan application by enrolment date.
- If the loan amount is less than the tuition fees, the balance payment will need to be made at enrolment or a payment plan to be set up by enrolment date.

Term	To enrol	1st Payment	2nd Payment	3rd Payment
Fall 2024	Proof of loan	October 2024	February 2025	May 2025
Spring 2025	Proof of loan	February 2025	May 2025	October 2025

17. Returning Home Postgraduate – Student Finance England

- For PG students who are funded by Student Finance England, the payments will be made by SFE to the Students, and therefore the Students will need to arrange payment to the University within 5 working days of receipt of the loan.
- Students will need to show proof of loan application by enrolment date.
- If the loan amount is less than the tuition fees, the balance payment will need to be made at enrolment or a payment plan to be set up by enrolment date.

Term	Start of term	1st Payment	2nd Payment	3rd Payment
Fall 2024	Proof of loan	October 2024	February 2025	May 2025
Spring 2025	Proof of loan	February 2025	May 2025	October 2025

18. New and Returning US Undergraduate and Postgraduate – US Loan Scheme

Students who are funded by US Federal loan or Sallie Mae schemes will need to produce a proof of loan confirmation at enrolment. Students may be considered to have a valid payment plan if they are eligible participants of the US Federal Direct Loan programme or loans via Student Finance England and eligibility has been certified and approved by the Financial Aid Office by the due date for payment.

US Federal Loan Scheme:

Under this scheme, excess of loan and tuition fees will be paid over to the students within 10 days of loan being approved. If the loan amount is less than the tuition fees, the balance payment will need to be made at enrolment or a payment plan to be set up by enrolment date.

Sallie Mae Scheme:

Under this scheme, students will be paid the excess of loan and tuition fee when the fund is paid to the University in August and January of the academic year.

If the loan amount is less than the tuition fees, the balance payment will need to be made at enrolment or a payment plan to be set up by enrolment date.

19. New Home Undergraduate - Self-Funded

Home students will need to pay a deposit in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before the Christmas break.

Term	To enrol	Remaining balance of 3 equal instalments due by		
Fall 2024	£300	14 October 2024	18 November 2024	9 December 2025
Spring 2025	£300	10 February 2025	17 March 2025	14 April 2025

20. Returning Home Undergraduate – Self-Funded

Home students will need to pay a deposit in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before the Christmas break.

Term	Start of term	Remaining balance of 3 equal instalments due by		
Fall 2024	£300	14 October 2024	18 November 2024	9 December 2025
Spring 2025	£300	10 February 2025	17 March 2025	14 April 2025

21. New Home Postgraduate - Self-Funded

Home students will need to pay a deposit in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before the Christmas break.

Term	To enrol	Remaining balance of 3 equal instalments due by		
Fall 2024	£300	14 October 2024	18 November 2024	9 December 2025
Spring 2025	£300	10 February 2025	17 March 2025	14 April 2025

22. Returning Home Postgraduate - Self-Funded

Home students will need to pay a deposit in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before the Christmas break.

Term	Start of term	Remaining balance of 3 equal instalments due by		
Fall 2024	£300	14 October 2024	18 November 2024	9 December 2025
Spring 2025	£300	10 February 2025	17 March 2025	14 April 2025

23. New International Undergraduate - Self-Funded

International students will be notified by the Finance team to make CAS deposits in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before Christmas break.

Term	To enrol	Remaining balance of 3 equal instalments due by		
Fall 2024	CAS deposit	14 October 2024	18 November 2024	9 December 2025
Spring 2025	CAS deposit	10 February 2025	17 March 2025	14 April 2025

24. Returning International Undergraduate – Self Funded

International students will be notified by the Finance team to make CAS deposits in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before Christmas break.

Term	Start of term	Remaining balance of 3 equal instalments due by		
Fall 2024	50%	14 October 2024	18 November 2024	9 December 2025
Spring 2025	50%	10 February 2025	17 March 2025	14 April 2025

25. New International Postgraduate - Self-Funded

International students will be notified by the Finance team to make CAS deposits in advance of enrolment and set up payment plan by enrolment date. The amount due will be set at 3 equal instalments to be paid in full before Christmas break.

Term	To enrol	Remaining balance of 3 equal instalments due by		
Fall 2024	CAS deposit	14 October 2024	18 November 2024	9 December 2025
Spring 2025	CAS deposit	10 February 2025	17 March 2025	14 April 2025

26. Completed payment plan agreements must be signed by the fee payer and returned to the Finance Office on a per semester basis. A separate agreement is needed for each semester. A late payment fee will be applied if a payment due date is missed. Failure to pay instalments on the due dates may also result in class registration being cancelled.

27. Semester students:

Students, mainly Study Abroad and Visiting Students who arrive to study for the semester, will have to make full payment by enrolment date.

28. Sponsored students:

Students who are sponsored by a University, organisation or government body will need to show proof of sponsorship from the respective body.

The University requires that the deposit is accompanied by a letter which states who the fee-payer is, gives their name and address, and confirms their acceptance of the liability to pay.

The University will invoice the sponsor the balance due 14 days after enrolment, and payment is to be received by RAUL within 30 days of the invoice date.

29. Housing fees:

A refundable deposit is required to reserve the accommodation. All housing fee payments must align with the tuition fee payment deadlines. For any questions, please contact the Housing team. This policy applies to both London and Leeds.

Liability to Pay and Invoicing

30. The University requires that one individual, personally or via an embassy or company, agrees to pay the student's tuition, fees, or charges as they fall due. This person is the fee-payer.

31. All invoices are sent to the fee payer once the student has registered. It is the fee-payer's responsibility to ensure that the University is kept up to date about changes of address or contact details to avoid a delay to the receipt of invoices.

32. Invoices can be requested at any time from the finance office at studentfinance@richmond.ac.uk

33. Liability for outstanding debt is removed if a student processes an official withdrawal by the university deadlines as outlined in the [Withdrawals and Refunds Policies](#).

34. For tuition and fees to be received on time, the University, or its bankers, must have received the full invoiced amount as cleared funds by the due dates. If the due date falls on a weekend or bank holiday, the following business day is the due date.
35. If the full fees are not received by the due date and a University approved payment plan has not been agreed upon after repeated attempts, the University reserves the right to pursue the debt with the Debt Collection Agency.
36. It is the student's personal responsibility to ensure that the fees are paid on time. Where a sponsor or fee payer defaults on payments or refuses to accept a fee invoice, the student becomes liable for the fees due in full.

Payment Method

37. Invoices must be settled in the currency of invoicing. All payments must include the student's name and I.D. Number.
38. The University accepts the following methods of payment:
 - Via Flywire
 - Direct Debit – UK Bank Account holders only
 - Debit/Credit Cards: VISA and MasterCard – online via student payment portal
 - Bank transfers
 - US Government loan payments/Sallie Mae payments
 - Student Finance England loan payments

We do not accept any payment by cash or cheques.

Withdrawals and Refunds

39. New students who require a visa to study in the UK are not normally eligible for a refund of deposits or fees. However, if a visa denial letter from the UKVI is issued and forwarded to the Finance Department within 28 working days of date of issuance, deposits and fees shall be refunded.
40. For existing students to be eligible for a tuition fee refund, the student must have completed the University's requirements for payment and withdrawal fully and within the necessary time frame.
41. To withdraw, a student must complete the [University's withdrawal form](#).
42. Any student in receipt of U.S Federal Loans must complete the U.S government's Exit Counselling. Information on this can be requested from the University's Financial Aid office.
43. Where refunds are possible, they will be made only when the student has followed and correctly completed all of the University's rules and procedures prior to the request of a refund. No refunds of deposits or fees will be made if a student is dismissed from the University on the grounds of academic misconduct, breach of the Student Code of Conduct, or failure to make academic progress.

44. Where a student believes that they are due a refund in relation to this policy, they must formally request to do so. The refund request form can be obtained from refunds@richmond.ac.uk

Confirmation Deposits (USD students only)

45. US confirmation deposits are not refundable or transferable when a student does not enrol at the University. If a US student enrolls, the confirmation deposit may be offset against their tuition fees.

Tuition Refunds: Existing Students and New Students Without a Visa

46. Tuition is refundable for all students who complete the University’s process of withdrawal or Leave of Absence (LoA) appropriately and in the time frames specified. The amount of refund depends on when the withdrawal process is completed:

Fall and Spring Semester	
By 5pm on the Friday at the end of Teaching Week 2	100% refund
By 5pm on the Friday at the end of Teaching Week 4	50% refund
Thereafter	0% refund
Summer Sessions	
By 5pm on the Friday 1 week before the start of classes	100% refund
By 5pm on the Friday before the start of classes	50% refund
Thereafter	0% refund

- The Academic calendar is produced by Registry Services and approved by the Academic Board and published not less than 18 months in advance.
- Students on a payment plan should note that the percentage refund is the percentage of the full tuition price. Students changing from full time to part time status are liable to the refund levels and timetable as detailed above.
- Where a student has paid for a full year of tuition the above percentages are applied to each semester individually. For example, if an undergraduate student were to officially withdraw the week after the First Week of Classes in Fall, they would receive 0% for their Fall semester but a 100% semester refund for their Spring semester. This also applies to new students with a visa.

The above does NOT apply to RIASA students who are committed to an entire academic year.

Good Finance Standing

47. To be eligible to register for the next semester’s courses and to attend the University for that semester, the student must be in good financial standing. To be in good financial

standing, a student has paid all fees, fines, and penalties, ensured all deposit amounts are correct and up-to-date, or has agreed a payment plan with the University, and this is currently up to date.

48. If a student is not in good financial standing a 'Finance Stop' will be placed on their account. Official transcripts will not be issued to students, fee-payers, or others at the request of the student. Unofficial grades can still be requested from Registry Services.
49. If a debt remains unpaid the University reserves the right to pass the account details to our external debt collection agency to recover. Additional agency fees and, if necessary, legal fees will be incurred by the student.
50. Where a student's account has £100 or less outstanding, a finance stop will be removed to allow the student to register if the student is to study with the University for the following academic term.

Related Policies

51. This policy is to be read in conjunction with the related policies but please refer to the [University Policies](#) for the full list of policies.
- 2024/25 University Fees Policy Undergraduate
 - 2024/25 University Fees Policy Postgraduate

VERSION MANAGEMENT

Responsible Department: Finance			
Approving body: University Board			
Version no.	Key Changes	Date of approval	Date of effect
001	2023-24 Tuition Fee Policy was a consolidated University Fee Policy. For 2024-25 it is reverting back to separate policy as structured in 2022.	16 May 2024	1 August 2024
		Restricted access? <i>Tick as appropriate</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	