

the Cancellation Date; or, where applicable, within 14 days of the University receiving returned physical materials or receiving satisfactory evidence that the materials have been returned,.

Where the University has already despatched learning materials to the student, the University may request the return of these materials and the student is responsible for the cost for returning these to the University upon cancellation. Where learning materials are not returned when requested, the University will deduct their value from Fees paid prior to making the refund. The refund may be reduced where the value of the materials is affected by unnecessary handling by the student, for example by marking up materials or unnecessarily accessing licensed products.

Any refund will normally be made using the same means by which the Fees were paid. The credit balance of cancelled fees can be retained on your student fees accounts for future fees instead of being refunded. You can however request a refund of cancelled fees via your [Student Portal](#)

- b. **Exceptional circumstances.** There may be special circumstances in which the University will consider reimbursing fees paid once the 14-day cancellation period has passed. Any such case will be considered on its own merit and any decision taken will be at the discretion of the University. Details and any supporting evidence should be provided through the [Student Portal](#).

If your request to cancel is outside of the cancellation period, and a refund is approved, and you are continuing to purchase products/services, the credit balance of cancelled fees can be retained on your student fees accounts for future fees instead of being refunded. You can however request a refund of cancelled fees via your [Student Portal](#)

If a student is dissatisfied with the application of this policy, the complaint will be dealt with under the policy