



# Student Fee Regulations

2026-27

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## Introduction

1. As a publicly funded institution operating within a state-supported student finance system, Royal Holloway has a responsibility to remain financially sustainable so it can continue to provide a world-class education and experience to all students, present and future. This sustainability depends, in part, on students meeting their own obligations under the terms of their enrolment. The Student Fees Regulations underpin the contract between students and Royal Holloway, University of London (the University), requiring students to be responsible for their own finances, including the responsibility to seek help from the University and/or external funding services as required. Students are responsible for ensuring that their tuition fees, accommodation fees and any other contractual payments are paid to the University on or before the due date. This responsibility extends to students proactively seeking help from the relevant University and/or external funding support services, if and as needed.
2. These Regulations specifically cover the collection of fees and charges payable for tuition, accommodation, and miscellaneous charges and fees.
3. Non-payment of tuition fees may result in the discontinuation of a student's registration with the University. A delay in the payment of tuition fees by international students on a Student Visa could put their visa at risk of being cancelled. Non-payment of accommodation fees may result in a requirement to leave their accommodation in the University halls of residence.
4. Where the University has good reason to believe that a student:
  - a) Has not paid; or
  - b) Is not intending to pay; or
  - c) Is not able to pay sums owed to the University;

the University will take action as outlined in these Regulations.

## Definitions

5. The table below outlines the key terms used in these Regulations:

Academic debt	Debt related to tuition fees or any other tuition-related charges.
Accommodation fees	Contracted charges for accommodation in the University halls of residence.
Additional fees	Includes, but is not limited to, late payment charges, disciplinary fines, and short-term loans.
Tuition fees	The fee payable for the teaching, facilities, provision of services and standard materials relating to a course of study. This includes bench fees.

Additional essential costs related to course of study	Any costs payable that relate to the course of study and are not covered under 'tuition' above. For example, additional fieldwork costs, specialist equipment, project costs and course specific costs.
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## Scope of these Regulations

6. These Regulations apply to all students registered at the University.
7. These Regulations do not cover:
  - a) Debt owed to the Students' Union at the University.
  - b) Library costs, fees or charges.
  - c) The requirement for applicants to pay a deposit to secure an offer of study; this requirement is governed by the University's Admissions Policy. However, once a deposit has been paid its financial treatment – including allocation to the student account, conditions under which it may be forfeited, and refunded processes – is governed by these Student Fee Regulations.

### General principles

8. Upon accepting the University's offer of a place and submitting their acceptance of the Admission Terms and Conditions, students agree to be bound by and to comply with the University's Regulations which includes these Student Fee Regulations.
9. The University recognises that on occasion students may encounter financial difficulties. Students are expected to take responsibility for their own finances, and as such are required to contact the Student Fees team ('Student Fees') or the Money Advice team ('Money Advice') should they wish for guidance or support. The University will be as supportive as possible where students have encountered difficulties but must operate within the limits of these Regulations.
10. Academic-related fees, including tuition and bench fees, will be subject to appropriate sanctions for non-payment, which may include discontinuation of registration as outlined in sections 37 to 44 of these Regulations. Non-academic related fees, including accommodation fees and late payment charges, will be subject to non-payment sanctions appropriate to the invoice type as outlined in sections 51 to 53 of these Regulations.

The University is required to comply with anti-money laundering legislation. In accordance with this legislation the University reserves the right to refuse or reject any financial transaction for which the origin cannot be adequately traced and aims to ensure that all refunds are issued back to the original source.

Any student attempting to make a payment believed to be fraudulent may be subject to disciplinary procedures, which may result in the closure of a student's record. Any such suspected payment will be reported to the appropriate authorities.

For more information about common frauds and scams see [here](#).

## Tuition fees

11. The University charges annual tuition fees for undergraduate and postgraduate courses. The fees for international students are reviewed annually and subject to increase in line with inflation, up to a maximum of 5% for continuing students who joined up to and including the academic year 2025/26.

For students joining from the academic year 2026/27 onwards, the annual increase will be determined as part of the annual fees setting exercise and will be based on the UK's Retail Price Index (RPI) up to a maximum of 7.5%. Home/UK student tuition fees are subject to amendment pursuant to and in line with Government policy and could be amended up to a maximum of 7.5%. Any amendment to fees will be notified to students in advance of the change which will commence the following academic year from the date of notification.

12. Tuition fees will be invoiced annually, usually by the start of the academic year, and a copy of the invoice can be accessed via the Invoice Card within the Campus Connect student portal. An email notification will be sent to the student's University email address only.
13. Student fee status is assessed during application and determined as either 'Home', or 'International' based on information provided.
14. Students may appeal the fee status decision before completing enrolment and should contact the Admissions team for further advice. Details of the fee status process can be found [here](#). Decisions of the Admissions team are final. The University reserves the right to revisit a student's fee status if submitted information was later found to be fraudulent. In the case where Home fees were previously assessed based on fraudulent information and the student was then found liable for International fees only post the reassessment in line with Department of Education guidelines, the University reserves the right to retroactively apply International fees.

Students are personally liable for tuition fees for the duration of their studies. This includes students who have a sponsorship or tuition fee loan via Student Finance (Student Loans Company, SLC), or whose fees are to be paid by a nominated family member (see section 22). If a sponsor or SLC fail to settle the fees, or the payment is withdrawn, the student will be invoiced immediately for payment.

Enrolment is not permitted unless:

- a) At least 50% of the full year personal tuition fee liability is paid in advance of the start of the course; or
- b) Confirmation of an approved sponsor is held by the University; or
- c) The student is receiving an approved external or University scholarship to cover the full fee; or
- d) The student holds an approved tuition fee loan from Student Finance relating to the correct university, academic year, course and course year; and
- e) Prior year tuition fees are paid in full.

For the avoidance of doubt, no individual will be permitted to enrol who has declared

themselves bankrupt where that included debts owed to the University.

Students with prior year accommodation and other debts (e.g. Principal's Loan Facility or hall fines) will not be precluded from enrolment. However, those with accommodation debts will not be offered further University accommodation. The students remain fully liable for those debts which will be enforced in accordance with these Regulations, including collection through external agents.

**Please note that students must pay at least 50% of the full year personal tuition fee liability in order to enrol. Instalment plans will not be agreed in relation to this payment.**

15. Foundation and undergraduate Home tuition fees may be funded via a tuition fee loan paid directly to the University by the SLC. Applications for tuition loans should be made directly to Student Finance England for residents of England. Residents of Wales, Northern Ireland and Scotland should apply through Student Finance Wales, Student Finance Northern Ireland and the Student Awards Agency for Scotland. Full eligibility requirements can be found on the [Student Finance webpages](#).

With the exception of fully sponsored/funded students, where those sponsors have been approved and due diligence has been completed by Student Fees in accordance with the [Admissions Policy](#), all International students (undergraduate, postgraduate taught and postgraduate research) are required to pay a deposit of £3,000 or £10,000, depending on their region, at the earliest opportunity to secure their place and as part of the Confirmation of Acceptance (CAS) issuing process where applicable, subject to meeting any conditions of offer.

This will contribute towards the overall fees charged. Please note that this deposit will only be refunded in exceptional circumstances. The University may request supporting documentation to assess any refund request. For absolute clarity, for international students requiring a CAS, this deposit will not be refunded once the University has issued the CAS, unless the visa application has been rejected by the UK Visas and Immigration (UKVI) authority, the University is at fault or further exceptional circumstances. Deposits will only be refunded in specific circumstances after the 14-day cooling off period, which commences from the date on the student's offer acceptance and agreement to the University's Terms and Conditions. Exceptions may be considered in cases such as significant visa issuance delays that unreasonably prevent the student from starting their course beyond the start of the term.

Postgraduate (taught and research) Home students, who are not fully sponsored by approved sponsors, are required to pay a deposit of £100 at the earliest opportunity to secure their place, subject to meeting any conditions of offer. This will contribute towards the overall fees charged.

16. Unless they meet the requirements of the refund policy, students who have applied to study at the University and paid a deposit to secure their place but subsequently fail to arrive or arrive and fail to complete enrolment, will forfeit their deposit after the 14-day cooling off period, which commences from the date the student signed their contract with the University and paid their deposit to secure their place.
17. Students with tuition fees or sponsorship/tuition loan confirmation outstanding 21 days

after the start of the course may have their registration discontinued in accordance with the [Failure to Enrol policy \(Our University policies and regulations - Royal Holloway Student Intranet\)](#).

### **Additional costs**

18. Some additional costs, such as field trips and course specific costs may not be covered by the tuition fee and will not be eligible for a tuition fee loan. Payment of these additional costs must be made in advance as per the conditions of the department.
19. Some departments may charge a bench fee to research students for additional materials, travel and fieldwork or equipment costs. Students will be notified of these additional fees via the department and the fee added to the student fees account. Separately invoiced bench fees must be settled in full at, or before, enrolment and are not eligible for deferred/instalment payment arrangements. Bench fees will be included with the tuition fees for MSc Biological Sciences by research students only.
20. Fees for a year in industry or abroad are charged in accordance with the [Office For Students](#) (OFS) guidelines and are published annually.
21. No tuition fee liability will normally be incurred for the main course of study under the following circumstances:
  - a) If the University cancels the course; or
  - b) If an applicant declines a place on the course prior to the start of the academic year in accordance with the University's Liability Points for tuition fees upon withdrawal or interruption which can be found in Appendix I of this document.

### **Tuition fee payment policies**

22. All self-funding undergraduate and postgraduate students have the following payment options:
  - In full, i.e. ensuring payment is made to the University including any shortfall of payment relating to bank charges/deductions, before, or at, enrolment.
  - At least 50% before, or at, enrolment with the remaining 50% balance payable in the first week of the second term of the academic year.

Student Fees may, in exceptional circumstances, agree an extended repayment arrangement for tuition fee payment within the academic year. Evidence of approved funding support or income will be required to support a request for any non-standard repayment terms. Standard instalment arrangements are only available on personal fee liability greater than £2,000. Instalment periods will not exceed 6 months and all fees must be settled in full before the last day of Term 3.

All accepted payment methods are detailed on our [website](#). The University does not accept cash or cheque payments. The University welcomes domestic (free of fees and charges to payer) and international bank transfers made through epay (Flywire). International bank transfers can also be made through Convera.

The University does not accept direct bank transfers, however, bank transfers (domestic and international) can be made by selecting the bank transfer option in [epay \(Flywire\)](#), noting these domestic bank transfers (i.e. from UK bank accounts) are free of charge and so, where possible, are the recommended method to students.

Payment of fees must only be made by the student or a nominated family member. Payments by other third parties will not be accepted (with the exception of official sponsors, see section 26 below).

A family member is defined as a parent, legal guardian, grandparent, sibling, biological aunt or uncle, or spouse. The University may need to collect personal details about nominated family members to verify their identity, for example full name, address, nationality, date of birth and relationship to student. Section 10 of these Regulations provides further context.

The University cannot accept payment from any sanctioned individual or organisation.

23. **Postgraduate students holding an approved Postgraduate or Doctoral Loan from Student Finance England** will receive the funds from the SLC into their bank account and will therefore need to arrange payment of their fees to the University. Students intending to use the loan to pay fees must provide evidence of the approved loan to the Student Fees team before enrolment and arrange a payment plan in line with these Regulations.

All home postgraduate students will be able to pay their tuition fees in three equal instalments. Payment dates will coincide with maintenance loan dates depending on the course start date.

24. **Students funding their study via a Student Finance Tuition Fee Loan** must ensure an approved loan is in place prior to enrolment in the form of a Final Financial Notification Letter. Students may be asked to provide this notification during enrolment if the University has not received electronic data in advance. Undergraduate tuition fee loan payments are made directly from the SLC to the University. Students wishing to borrow less than the maximum tuition fee loan available will be required to pay their full liability at enrolment, or a minimum payment of 50%.

**If a tuition loan has not been approved**, or Student Fees believe that the student is not eligible for a loan for the forthcoming academic year, enrolment will be denied without full payment (or an agreed payment arrangement) to cover the full tuition fee for the enrolment year.

25. **American Student Federal Loans/Federal Aid/Private Loans.** Students from the United States of America may opt to make payment of their tuition and accommodation fees via a Federal or Private Loan (Sallie Mae or Earnest). This will be arranged via the International Funding Advisor in the University's Money Advice team. Federal Loan disbursements are made twice per year. Private Loan disbursements are made once, sometimes twice, per year. Tuition and accommodation fees are deducted before any surplus funds are paid to the student.

Funds can be paid to either a UK or US bank account, however, we strongly recommend a UK bank account is opened. Students who opt to provide their US bank account details should be aware that their loan will first be converted into GBP and the surplus funds will need to be converted back to USD at the live interbank rate in order

to settle funds in a US bank account; no margin will be applied by our partner Convera. If UK or US bank details are not provided, a US draft will be made payable to the student, and they will be notified once this is available for collection.

Should the combined loan value of all Federal and Private Loans (Sallie Mae and Earnest) fail to cover fee costs, e.g. due to currency fluctuations or loan approval limit, the student is liable for payment of the shortfall. To complete enrolment, payment of 50% of the shortfall is required before, or at enrolment. Student Fees will notify the remaining shortfall amount after the second disbursement has been processed.

Disbursement of US Student Federal Aid is subject to the regulations laid down by the US Department of Education.

26. **Sponsored students** are those funded by an overseas government, UK government agency, employer, official scholarship body, company, charity or other approved organisation. Sponsored students must present a letter of sponsorship prior to enrolment. An acceptable letter must be on the sponsor's official headed paper and contain the following information:

- The name of the applicant.
- The name of the course to be studied at the University.
- The amount of the sponsorship being paid direct to the University i.e. the full course fee.
- The period of sponsorship i.e. which academic years the funding relates to.
- The name and address or email address to which the invoice should be sent.
- A purchase order where available.

Sponsors are expected to pay within 21 working days of the course start date after which, if payment is not received, the liability will pass to the student. Students will be notified in such instance.

The University reserves the right to reject sponsorship that does not meet the above criteria or sponsors that are not approved organisations.

**Note:** parents, guardians and family members are not considered to be official sponsors.

27. **Postgraduate research students** self-funding all, or part, of their tuition fees are required to make payment either at the start of the academic year for September/October commencements, or on the anniversary of their start date. For the latter, an invoice will be issued in advance of the anniversary with a due date to be observed.

Postgraduate research fees for students not commencing at the start of the academic year will be charged the rates prevailing at the start of their study year.

28. **Postgraduate research students enrolling on a Writing Up year** will be charged a fee in accordance with their previous mode of study (full or part time). Where a student submits their thesis during the Writing Up year, they may be eligible for a pro-rata refund based upon the date of the thesis submission.

29. Extensions agreed to the Writing Up year are charged in line with the extension fee confirmed for the academic year. Fees are pro-rated for each additional month.

30. Postgraduate research students required to resubmit their thesis will be charged a re-submission fee which covers an 18-month period (12-month for MPhil / 9-month for Masters by Research). An additional fee may also be charged if a second viva is required and this will be based on the rate applicable in the academic year in which the second viva is confirmed.

### **Withdrawal, interruption of study and termination of registration**

31. Any changes in fee liability, due to requests to changes of study mode, will not occur until the formalities have been completed. View the process and access forms [here](#).

Liability points for tuition fees upon withdrawal or interruption can be found in Appendix 1 of these Regulations. Students holding a SLC Tuition Fee Loan for the period of study should make any repayments directly to the SLC.

If a student is in receipt of a scholarship, bursary or other discount, this will only apply up to the date of withdrawal or interruption. The scholarship, bursary or other discount will be pro-rated to the date of withdrawal or interruption.

Any previously agreed instalment arrangements will be invalidated on withdrawal of study.

32. When a student is suspended or asked to leave the University under the Student Conduct Regulations, they will remain liable for the tuition fees due in relation to the Term during which they are dismissed from the University, as per a Withdrawal From Study as detailed in section 31 of this Regulation.
33. Where tuition fees have been paid via American Student Federal Aid, the University may have to make a payment to the US Department of Education in line with refund rules in respect of Title IV Funds for Foreign Schools. View the policy [here](#).

Where a deficit remains on the student's fees account with the University as a result of the application of these Regulations, the student will be expected to reimburse the University in full within 28 days of being advised of the funding shortfall, or the date of the refund to the US Department of Education, whichever is later.

34. Students interrupting study will have a pro-rata fee calculation according to their level of study (undergraduate/postgraduate) and in accordance with the [Interruption form guidelines](#). Any overpayment of tuition fee at the point of interruption is held on account and offset on resumption of study. If the invoice has been underpaid at the point of interruption, students will be required to settle these fees immediately and may not be settled on return.

**Note:** the rate of tuition fee will be charged at the rate set for the academic year on return to study and not that of the year of interruption.

35. Students who do not return from a period of interruption and subsequently withdraw will incur a withdrawal liability from the date of their original interruption of study. This will be subject to withdrawal liabilities as detailed above.
36. Where a student transfers to or from another institution within an academic year, they may incur a personal tuition fee liability should the balance of a fee loan fail to cover the tuition fee invoiced (where a partial payment has been made to another institution).

## **Failure to pay - tuition and tuition related fees**

37. Students who fail to pay fees in accordance with this Regulation will be reminded by Student Fees once the tuition fee invoice, or agreement date, falls overdue. Initial contact is always made by email to the student's University email address.
38. A late payment charge of £100 will be applied to all invoices overdue 14 days following the due date. The University reserves the right to also charge interest on all overdue balances from the day following the invoice due date, which will be charged at The Bank of England Bank Rate (commonly referred to as the Base Rate) plus 5% to cover the University's funding and administrative costs.
39. A further attempt will be made by Student Fees to contact students. This contact may be made via email or telephone (or a combination of these). Students will be given a further seven days to settle the invoice or arrange an acceptable, short term, repayment arrangement.
40. Students with tuition/tuition-related fees remaining outstanding after this second communication will be subject to disciplinary action as below:
  - a) Those students failing to make contact, or who have failed to keep to a suitable short term payment plan agreed with Student Fees, will be advised by the Head of Student Fees (or their nominated representative) that their access to University facilities are to be restricted and their academic department is to be notified that the student has failed to comply with the University Regulations and faces disciplinary action. The department may be asked to provide an academic progress report.
  - b) The Head of Student Fees (or their nominated representative) will submit a list of students to the Chief Student Officer (as per the [Student Conduct Regulations](#)) who will be asked to discontinue the registration of the student with immediate effect.
  - c) Lists may be submitted during the following periods:
    - i. Week eight or nine of the Autumn Term.
    - ii. Week eight or nine of the Spring Term.
    - iii. During the last week in July (postgraduate students only).
  - d) A communication will be sent to the student advising them of the Chief Student Officer's decision. In line with the University's obligations to UK Visa and Immigration (UKVI), record closures for any student holding a student visa will be reported by Student Administration to the UKVI. This means their visa sponsorship will be cancelled as they will no longer be studying, and they will need to leave the UK.
41. Appeals against the discontinuation of registration may only be made on the following grounds:
  - e) That the discontinuation was not in accordance with procedures set out in these regulations or was contrary to natural justice.
  - f) That fresh evidence can be presented, which was not available, or could not reasonably have been made available.

Students are expected to be aware of, and abide by, these and other University regulations. Claims that students were not aware of University Regulations to which they have contractually agreed during the enrolment process will not be considered valid reasons for appeal.

Appeals should be made within 15 working days from the date of the discontinuation notification. Appeals should be made via the Student conduct appeal form available [here](#).

Any appeals will be processed in accordance with the Major Misconduct Appeals Process as detailed in the [Student conduct regulations](#).

42. Students with tuition fee/tuition-related debt will not be permitted to re-enrol/progress into another academic year until the debt is cleared in full.
43. Students with a tuition/tuition-related debt will not receive degree certificates, academic transcripts or official references from the University. Finalist students will be prevented from attending the graduation ceremonies with tuition or tuition-related debt.
44. The University will pass debtor accounts to a legal recovery agent, instructing them to commence formal recovery action, including court proceedings, if appropriate. This could result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

### **Accommodation and additional fees**

45. Accommodation fees for the University halls of residence are invoiced annually and payable termly in advance, usually in the first week of the billing period to which they relate. Due dates for payment are available in the accommodation contract and from the Account Details Card found on the Money tab of [Campus Connect](#).
46. In accordance with the [Accommodation Policy](#), students who are offered a room in Halls will be required to make a £120 prepayment online which will be allocated against Term 1 accommodation fees during the contract acceptance process. This will contribute towards overall fees paid.
47. Students who have previously defaulted on accommodation fee payments or who have unsettled balances, will be refused a further allocation to the University halls of residence.
48. Consideration will only be given to the refund of accommodation fees when a room move has been approved and agreed as per the [Accommodation Policy](#), and after the room has been vacated.
49. Monthly accommodation fee arrangements are not normally permitted. Students struggling to meet accommodation fee obligations should contact Student Fees to discuss repayment options. This may be flexed in exceptional circumstances where there is an evidenced issue requiring slightly more time and/or support.

### **Other fees**

50. Student Fees may raise invoices to student accounts that originate in another department. An email notification will be sent and the charge can be viewed and paid via the Invoice Card of Campus Connect. The due date must be observed.

## **Failure to pay - accommodation and other fees**

51. Students who fail to pay fees in accordance with this policy will be reminded by Student Fees once the invoice, or agreement date, falls overdue. Initial contact is always made by email to the student's University email address.

A late payment charge of £100 will be applied to all invoices overdue 14 days following the due date. The University reserves the right to also charge interest on all overdue balances from the day following the invoice due date, which will be charged at The Bank of England Bank Rate (commonly referred to as the Base Rate) plus 5% to cover the University's funding and administrative costs.

At this time, a further attempt will be made by Student Fees to contact students. This contact may be made via email or telephone or both.

52. The University will take firm action against students failing to settle accommodation invoices. Failure to pay, without prior arrangement with Student Fees, within 30 days of the invoice due date will result in eviction from the room. A 'notice to terminate contract' letter will be issued to the occupant giving 14 days to vacate. This does not remove previous liability for the accommodation fees.

If invoices remain overdue more than 30 days after the due date or once the 'notice to terminate' has expired, the University will immediately pass accommodation/additional fee debts to a legal recovery agent, instructing them to commence formal recovery action, including court proceedings, if appropriate. This may result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

53. Students with accommodation or additional fee debts (e.g. Principal's Loan Facility or hall fines) after the end of the academic year must accept responsibility to clear all outstanding debt prior to the start of the new academic year. Where this is not possible, a financial assessment may be carried out by Student Fees and a payment plan should be agreed with Student Fees. Students with prior year accommodation and other debts will not be precluded from enrolment.

However, those with accommodation debts will not be offered further University accommodation. The students remain fully liable for those debts which will be enforced in accordance with these Regulations, including collection through external agents.

## **Refund of fees**

54. Applicant tuition deposits will only be refunded in line with the University's [Admissions Policy](#) and procedures. Please also see section 15.
55. Fee refunds occurring following withdrawal or interruption of study or for any other reason will only be actioned once the appropriate form has been completed by the student and department and processed into the student records system by the Student Administration team.
56. Refunds will be returned to the original payer (this includes sponsors) and via the original method of payment, in accordance with anti-money laundering best practices.

Refunds will not be issued in cash or by cheque. A refund by direct bank transfer will only be permitted in exceptional and substantiated circumstances, where the original payment route cannot reasonably be used. Any payments originating from the SLC will be reimbursed directly to the SLC.

If it is not possible to return the funds to the original payment source, the University will need to collect relevant evidence including to substantiate the reasons funds cannot be returned to that source and ownership of the alternative bank account. In some instances, other forms of identification and documentary evidence may be required such as passports, driving licence, recent utility bills in order to validate the details provided, and to comply with laws and regulations.

57. Overpayments of fees will, in all cases, be offset against future due invoices held on the student's fee account in accordance with the Liability Points in Appendix 1 of this Regulation before any refund will be considered.
58. Students may be asked for documentary evidence or confirmation of bank/payment card details to support a refund request. All refund requests should be made via the ['Ask Royal Holloway'](#) enquiry management system. Further guidance on refunds can be found [here](#).

Student Fees aims to process all refund requests within 15 working days, however, this is subject to the expedient response to any queries by the student.

59. If tuition fees paid initially by the student are subsequently paid in full (as cleared funds) by another person or body, (e.g. a corporate sponsor), the student's initial payment will be refunded to the account from which the student's payment originated. Any subsequent refund to the sponsor will be to the account from which the sponsor's payment originated.
60. Any refund arising from a US Federal Loan or US Private Loan will be administered in accordance with the US Department of Education or loan provider guidelines. View the guidelines [here](#).
61. At certain times, Student Fees may initiate refunds on accounts where no further invoices fall due. Email notification will be sent to the student's University email address following the refund.
62. The University reserves the right to offset overpayments on the student account against invoices due in the subsequent academic year.

### **Financial effect of course closure**

63. Where the University closes a course after its commencement, and moves students to an alternative campus or institution, the University will consider reimbursing students. This will be determined on a case-by-case basis, depending on the circumstances and in line with any mitigation offerings which will allow students to complete their period of study.
64. Reimbursement may be given in relation to the following:
  - Additional travel/relocation costs to enable completion at an alternative University campus.
  - Additional travel/relocation costs to enable a student to transfer to complete at an alternative institution.

- Maintenance costs if a student is required to lengthen their period of study to enable them to complete the course.
- Continuation of an expected bursary for the remainder of the academic year.

65. In the case of a course closure students will be advised of the reimbursements claim process.

### **Help and support for students**

66. Managing student finances can be a difficult part of being a student and the University will do its best to help make students' time at university as financially stress-free as possible. Being in debt can affect people's wellbeing and can have long term implications too.

67. The University's Money and Funding Advisors, who work as part of the Student Life Directorate are available if students find themselves in financial difficulty.

They are able to offer general advice and guidance on financial matters, including [budgeting](#) for studies, and they administer a number of support funds – see [here](#) for further details. They can also be contacted by emailing [moneymatters@royalholloway.ac.uk](mailto:moneymatters@royalholloway.ac.uk).

68. Other help:

- Citizens Advice  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Adviceline (England): 0800 144 8848
- National Debtline:  
[www.nationaldebtline.org](http://www.nationaldebtline.org)  
Telephone: 0808 808 4000
- Step Change Debt Charity  
[www.stepchange.org](http://www.stepchange.org)  
Telephone: 0800 138 1111

## Appendix I: Liabilities upon withdrawal or interruption

### Withdrawals

Student Type	Start Month	Liability Period	Withdrawal date (as indicated on the form)	Fee liability for 2026/27
<b>Home/EU Undergraduates eligible for Student Finance Funding (including students studying an accelerated degree course)</b>	<b>September</b>	1	Within three weeks of the start date of autumn term (this includes Welcome Week)  <u>21 September 2026 to 9 October 2026</u>	Nil
		2	After third week of autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	25% of full year's tuition fee
		3	After week one of spring term and before the end of spring term  <u>16 January 2027 to 25 April 2027</u>	50% of full year's tuition fee
		4	End of spring term Onwards  <u>26 April 2027 onwards</u>	100% of full year's tuition fee
<b>International Undergraduates (including EU students not eligible for Student Finance Funding and students who are studying an accelerated degree course)</b>	<b>September</b>	1	Within three weeks of the start date of autumn term (this includes Welcome Week)  <u>21 September 2026 to 9 October 2026</u>	New Students: Non- refundable deposit  Continuing Students: Nil
		2	After third week of autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	New Students: Whichever is the higher of either: 33% of full year's tuition fee or the non-refundable deposit  Continuing Students: 33% of full years tuition fees
		3	After week one of spring term and before the end of spring term  <u>16 January 2027 to 25 April 2027</u>	66% of full year's tuition fee
		4	End of spring term onwards  <u>26 April 2027 onwards</u>	100% of full year's tuition fee

Home Postgraduate Taught Students	September	1	<p>Within three weeks of the start date of autumn term (this includes Welcome Week)</p> <p><u>21 September 2026 to 9 October 2026</u></p>	<p>New Students: Non-refundable £100 deposit</p> <p>Continuing Students: Nil</p>
		2	<p>After third week of autumn term and before end of first week of spring term</p> <p><u>10 October 2026 to 15 January 2027</u></p>	33% of full year's tuition fee
		3	<p>After week one of spring term and before the end of spring term</p> <p><u>16 January 2027 to 25 April 2027</u></p>	66% of full year's tuition fee
		4	<p>End of spring term onwards</p> <p><u>26 April 2027 onwards</u></p>	100% of full year's tuition fee
Home Postgraduate Taught Students	January	1	<p>Within three weeks of the start date of spring term (this includes Welcome Week)</p> <p><u>11 January 2027 to 29 January 2027</u></p>	<p>New Students: Non-refundable £100 deposit</p> <p>Continuing Students: Nil</p>
		2	<p>After third week of spring term and before end of 1st day of start of summer term</p> <p><u>30 January 2027 to 25 April 2027</u></p>	33% of full year's tuition fee
		3	<p>After first day of summer term and before end of third week of summer vacation period</p> <p><u>26 April 2027 to 2 July 2027</u></p>	66% of full year's tuition fee
		4	<p>After third week of summer vacation period</p> <p><u>3 July 2027 onwards</u></p>	100% of full year's tuition fee
		1	<p>Within three weeks of the start date of autumn term (this includes Welcome Week)</p> <p><u>21 September 2026 to 9 October 2026</u></p>	<p>New Students: Non-refundable £100 deposit</p> <p>Continuing Students: Nil</p>

<b>International Postgraduate Taught Students</b>	<b>September</b>	2	After third week of autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	New Students: Whichever is the higher of either:33% of full year's tuition fee or the non-refundable deposit  Continuing Students: 33% of full years tuition fees
		3	After week one spring term and before the end of spring term  <u>16 January 2027 to 25 April 2027</u>	66% of full year's tuition fee
		4	Start of Summer Term onwards  <u>26 April 2027 Onwards</u>	100% of full year's tuition fee
<b>International Postgraduate Taught Students</b>	<b>January</b>	1	Within three weeks of the start date of spring term (this includes Welcome Week)  <u>11 January 2027 to 29 Jan 2027</u>	New Students: Non-refundable £100 deposit  Continuing Students: Nil
		2	After third week of spring term and before end of first day of start of summer term  <u>30 January 2027 to 25 April 2027</u>	New Students: Whichever is the higher of either:33% of full year's tuition fee or the non-refundable deposit  Continuing Students: 33% of full years tuition fees
		3	After first day of summer term and before end of third week of summer vacation period  <u>26 April 2027 to 2 July 2027</u>	66% of full year's tuition fee
		4	After third week of summer vacation period  <u>3 July 2027 onwards</u>	100% of full year's tuition fee
		1	Within three weeks of the start date of the course / anniversary date of the course	Home: Nil  New International: Non-refundable £100 deposit
<b>Postgraduate Research Students</b>	<b>Any Start Date</b>	2	Home and continuing International students: Fee liability for Doctoral students is calculated to the nearest month based upon the anniversary of their start date pro rata to the nearest full month studied prior to withdrawal.  New International: whichever is the higher of either the above or the non-refundable deposit.	

## Interruptions

Student Type	Start Month	Liability Period	Interruption start date (as indicated on the form)	Fee liability for 2026/27
Home/EU Undergraduates eligible for Student Finance Funding (including students studying an accelerated degree course)	September	1	Within three weeks of the start date of autumn term (this includes Welcome Week)  <u>21 September 2026 to 9 October 2026</u>	Nil
		2	After third week of autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	25% of full year's tuition fee
		3	After week 1 of spring term and before the start of summer term  <u>16 January 2027 to 25 April 2027</u>	50% of full year's tuition fee
		4	Summer term onwards  <u>26 April 2027 onwards</u>	100% of full year's tuition fee
International Undergraduates for Student Finance Funding and students who are studying an accelerated degree course)	September	1	Within three weeks of the start date of autumn term (this includes Welcome Week)  <u>21 September 2026 to 9 October 2026</u>	Nil
		2	After third week of autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	33% of full year's tuition fee
		3	After week one of spring term and before the start of summer term  <u>16 January 2027 to 25 April 2027</u>	66% of full year's tuition fee
		4	Summer term onwards  <u>26 April 2027 onwards</u>	100% of full year's tuition fee
		1	Within three weeks of the start date of autumn term (this includes Welcome Week)  <u>21 September 2026 to 9 October 2026</u>	Nil
		2	After third week of	33% of full year's tuition fee

<b>All Postgraduate Taught Students</b>	<b>September</b>		autumn term and before end of first week of spring term  <u>10 October 2026 to 15 January 2027</u>	
		3	After week one of spring term and before the start of summer term  <u>16 January 2027 to 25 April 2027</u>	66% of full year's tuition fee
		4	Summer term onwards  <u>26 April 2027 onwards</u>	100% of full year's tuition fee
<b>All Postgraduate Taught Students</b>	<b>January</b>	1	Within three weeks of the start date of spring term (this includes Welcome Week)  <u>11 January 2027 to 29 January 2027</u>	Nil
		2	After third week of spring term and before end of first day of start of summer term  <u>30 January 2027 to 25 April 2027</u>	33% of full year's tuition fee
		3	After first day of summer term and before end of third week of summer vacation period  <u>26 April 2027 to 2 July 2027</u>	66% of full year's tuition fee
		4	After third week of summer vacation period  <u>3 July 2027 onwards</u>	100% of full year's tuition fee
<b>Postgraduate Research Students</b>	<b>Any Start Date</b>	1	Within three weeks of the start date of the course / anniversary date of the course	Nil
		2	Fee liability for Doctoral students is calculated pro rata to the nearest full month based upon the anniversary of their start date. i.e. if a PGR student is interrupting for 8 months of the academic year, they are only charged for the 4 months studied, and the remainder of their fee is deferred until they resume their studies in the future.	