

Bristol Old Vic Theatre School

An Affiliate of the Conservatoire for Dance & Drama

Refund Policy for International Deposits

All new students who are classed as overseas for fees purposes are required to pay a non-refundable deposit of one term's fees in order to be able to register on their programme of study at Bristol Old Vic Theatre School (BOVTS).

A refund can only be issued in a small number of circumstances. The criteria listed below are only applicable to students who have not yet fully registered with BOVTS.

Refund criteria

A full deposit refund will be considered in the following circumstances:

- An applicant requests the return of their deposit within 14 days of receipt of payment at BOVTS under the Consumer Protection Regulations 2014.
- BOVTS is unable to provide the academic programme originally applied for, offered and accepted and the applicant does not want to take up a place on any alternative offered.
- Extenuating circumstances:
 - Serious personal accident or injury of self or close family member
 - Death of close family member (eg partner, parent, primary carer, child)
 - Medical emergency or requirement of long term medical care for the applicant or close family member (e.g. partner, parent, primary carer, child)
 - Impact of natural disaster or civil disruption
 - Significant change in financial circumstances
- If the applicant cannot take up his/her place due to failure to obtain a student visa (see visa refusal section below for full criteria).

Documentary evidence required

Please note that documentary evidence from an official source will be required before a refund can be approved and processed.

If the applicant is applying for a refund based on a visa refusal, irrevocable evidence must be provided to confirm that they are no longer in the UK (see visa refusal section below for full details).

How to apply for a refund

If an applicant meets the criteria outlined above and is eligible for a refund, they will have to complete a **request for refund form**.

All refunds will be approved by the Admissions Office as per the criteria outlined above.

Visa refusals

A refund can also be applied for if an applicant cannot take up his/her place due to failure to obtain a student visa, providing that their visa application:

- is valid - they have provided proof that they have the finance and qualifications required and documents provided are genuine as per Tier 4 requirements
- is timely - they have applied for their visa at least 15 working days before the latest start date of the programme
- provides proof of the visa refusal from a diplomatic mission or visa office

An administrative fee of £500 will be retained for a refund made as a result of a visa refusal.

No refund will be given for students whose visa is refused for the following reasons:

- Fraudulent application – if any part of the application is deemed to be fraudulent
- Insufficient funds – incorrect account type is used/not enough money is showing in the account/the money has not been in the account for the required period
- Incorrect documentation – documents have not been submitted as stipulated in the Home Office guidance

Please refer to current Home Office guidance to ensure that your visa application is valid. Appeals can be considered on a case by case basis by writing to marchia.abokie@oldvic.ac.uk and enclosing the necessary documentary evidence.

If applicants do not fit into the refund criteria detailed above then NO refund will be given and the full deposit paid will be retained by BOVTS.

Submission of evidence

To qualify for any refund, the applicant must provide irrevocable evidence that they are no longer in the UK (we may ask for a copy of the passport page containing the exit stamp) and that their CAS or Visa has been cancelled. All such refunds shall be made to the source of the original payment unless the necessary authorisation is provided.

Please note: BOVTS reserves the right to change its refund policy for international deposits at any time.

*** Exceptions to the opening paragraph:**

- Government sponsored students
- Applicants sponsored for full tuition fee by BOVTS
- Applicants sponsored by another Educational institution
- Students sponsored by an International Scholarship Agency
- Students in receipt of US Direct Loan or any other Government Financial Aid which is certified by BOVTS and received by BOVTS (see Refund and Return to Title IV Policy)