

Reason	Registration Fee	Deposit	First Term/Semester's Tuition Fee (#1)	First Term/Semester's Accommodation Fees (if applicable)	Insurance Fee (if applicable)
<b>Where a student receives a Visa rejection</b>					
Standard visa refusal (any visa refusal not including the items below)	✗	✓	✓	✓	✓
Due to Immigration Authorities error (#2)	✗	✓	✓	✓	✓
Due to CEG processing error	✓	✓	✓	✓	✓
Due to fraud (or deemed fraudulent by UKVI) or ignoring CEG visa advice/UKVI requests	✗	✗	✗	✗	✗
<b>Where a student withdraws from their course before arrival</b>					
Withdrawal in writing within 14 days after payment (cooling-off period)	✓	✓	✓	✓	✓
Due to exceptional circumstances (#3)	✗	Subject to your own insurance claim	Subject to your own insurance claim	Subject to your own insurance claim	✗
With no exceptional circumstances and more than 14 days prior to start of term	✗	✗	✓	✓	Partial refund
With no exceptional circumstances and less than 14 days prior to the start of term	✗	✗	✗	✗	Partial refund
<b>Where a student is refused a CAS/CoE/I20 by CEG</b>					
Where a student can't achieve the academic entry requirements on the conditional offer	✗	✓	✓	✓	✓
Due to an attempt to misrepresent personal circumstances	✗	✗	✓	✓	✓
Due to suitability/credibility concerns following interview by CEG e.g. level of English or course aims	✗	✓	✓	✓	✓
<b>Where a course is cancelled by CEG</b>					
An alternative study plan is accepted then subsequently cancelled by the student	✗	✗	✓	✓	✓
An alternative study plan is offered which is rejected by the student	✓	✓	✓	✓	✓
Where it is not possible to offer an alternative study plan suitable for student	✓	✓	✓	✓	✓

✓ Refundable ✗ Non refundable

(#1) Including any additional course fees e.g. Lab fee or Art & Design fee.

(#2) An Administrative appeal with Immigration Authorities must be submitted to enable a refund

(#3) Exceptional circumstances for withdrawal are at the discretion of your insurance company and may include: Illness which prevents the student from studying & close family bereavement. Evidence will be required.

(#4) It is not possible to withdraw from Accommodation at this point and therefore full Accommodation Fees will be due for the remainder of the relevant current academic year. The exception to this is where CEG fills the specific vacancy in the Accommodation created by the Student's withdrawal, in which case the amount of Accommodation fees due will be amended to reflect CEG's administrative costs or a reasonable estimate of those costs plus pro-rata Accommodation Fees for any period when the allocated Accommodation was vacant.

**Refunds will be issued within 28 days of receiving full refund paperwork (unless you withdrew within the cooling off period in which case the refund will be made within 14 days) – Bank charges pertaining to any refund will be payable by the beneficiary**