

Fees and Cancellation Policy – *Southampton Online students only*

1 Introduction

1.1 This policy applies to all students registering for a University of **Southampton Online** course of study (details of which can be found at www.online.southampton.ac.uk). **Southampton Online*** is a recognised affiliate college of the University of Southampton, run in partnership with CEG Digital Ltd to deliver a selection of its online programmes. This policy applies in addition to the University of Southampton [Student Charter](#). Where there is a conflict between this Fees and Cancellation Policy and related content in the [Student Charter](#), this Fees and Cancellation Policy shall apply for students registered with Southampton Online.

1.2 By making any payment towards your Tuition Fees, you agree to abide by this policy. For example, this means that by paying your Acceptance Fee or an instalment of your Tuition Fees you are agreeing that this policy applies to you.

1.3 It is therefore important to make sure you have read and understood this policy before you make a payment. If you have any questions, please contact onlinefees@southampton.ac.uk

2 Acceptance Fee

2.1 In order to accept your offer of a place on your **Southampton Online** course you will be required to pay a £350 fee (the 'Acceptance Fee').

2.2 The Acceptance Fee must be received within two weeks of the date at the top of your offer letter to guarantee you a place on your chosen **Southampton Online** course.

2.3 The Acceptance Fee will be offset against your overall Tuition Fees.

2.4 If you withdraw within 14 days of payment of the Acceptance Fee (the 'First Cooling Off Period') you will be eligible for a full refund of the Acceptance Fee regardless of when you start the course. Once this period has expired, you will not be eligible for a refund of the Acceptance Fee in the event you do not take up your place or do not meet the entry conditions set by the University.

2.5 If you wish to withdraw within 14 days of payment of the Acceptance Fee, and have not yet enrolled on your course, you should email written confirmation of your withdrawal to the Fees Office at onlinefees@southampton.ac.uk copied to the Student Adviser team at studentadvising@southampton.ac.uk.

3 Tuition Fee Levels

3.1 Tuition Fees will be charged at the rate advertised on the relevant course page of the **Southampton Online** website on the date the Acceptance Fee is received and subsequently confirmed in your offer letter. Tuition Fees do not differ depending on your country of origin.

3.2 Discounts or bursaries may be applied to the Tuition Fee in accordance with the terms advertised on the Discounts and Bursaries web page on the Southampton Online website. No bursary or discount, either individually or collectively, may amount to more than 25% of the total tuition fees due for a course.

3.3 Tuition Fees are reviewed annually and are liable to increase each academic year.

4 Payment Options

4.1 All tuition fee payments must be made to Southampton Online, who will provide each student with a personalised link to make payment. Please refer to your invoice for details on how to make payment. Any deviation from this method of payment may cause delay to your registration.

4.2 Tuition Fees are payable by either by a single upfront payment in full or by pre-arranged instalments.

4.3 If paying by pre-arranged instalments the remainder course fees will increase every year to take inflation into account (currently set at 3% yearly).

4.4 A schedule of payments and payment options ('Payment Schedule') will be provided once we have received your Acceptance Fee.

4.5 Payments can be made online or by phone, using a credit or debit card, or by bank transfer.

4.6 All fees are to be paid in Pounds Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.

5 First payment of Tuition Fees

5.1 Unless you receive funding from the Student Finance organisations in the UK ('SF'), the first payment of your Tuition Fees can be paid at any point once you have paid your Acceptance Fee but **MUST** be received three weeks before the course starts.

5.2 If your Tuition Fees are not received by this date, you will not be able to start your course, and your place may be offered to someone else.

5.3 If you receive funding from SF, the timing of your first payment will be deferred to two weeks after you receive your first SF instalment.

5.4 For SF students, if we have not received payment by the deadline in section 5.3 above, access to your online course will be withdrawn.

6 Subsequent payment of Tuition Fees

6.1 Unless you receive funding from SF, all subsequent payment instalments **MUST** be received by the agreed deadlines in your Payment Schedule

6.2 If you receive funding from SF, the timing of your subsequent payments will be deferred to two weeks after you receive your next SF instalment.

6.3 If your Tuition Fees are not received by the above deadlines, access to your online course will be withdrawn.

7 Liability

7.1 In the event of a student's loan provider, employer, or equivalent sponsoring body failing to make payment in respect of the Tuition Fees, the student will be held personally liable for the payment.

7.2 Students waiting for confirmation of funding from SF or equivalent bodies will be classed as self-funding until confirmation of support is received.

8 Withdrawal

8.1 Students who withdraw within 14 days of the first day of teaching on module one in their course will be eligible for a full refund of all fees paid up to that point minus the non-refundable acceptance fee (the 'Second Cooling Off Period'). For the avoidance of doubt, this deadline shall also apply to those starting later than the first day of teaching. Students who withdraw after this date will not be eligible for a refund regardless of whether they have logged in to their online course or not.

8.2. For subsequent modules, students will not be entitled to a refund if they withdraw within the first 14 days of teaching.

8.3 Students who withdraw will receive a refund for un-studied modules that they have already paid for and that have not started at the time of the student applying to withdraw. The amount of any discount that the student obtained by paying the fees upfront will be deducted from the refund.

8.4 Notification of withdrawal must be received in writing in accordance with the University's [Transfer, Pause in Study, Withdrawal, and Termination of Study](#), and should be raised via the Online Student Advising team, who will guide students on the procedure to follow.

8.5 Once a student has withdrawn from their course, they will be removed from the Virtual Learning Environment ('VLE') and will be liable for the Tuition Fee or any other monies still owed regardless of whether they have logged in to their online course or not.

9 Suspension of Studies

9.1 Where a student undertakes an approved temporary suspension of studies, Tuition Fees already paid will not be refunded but retained until studies are resumed or permanent withdrawal occurs. Students may be charged again for retaking modules and remain liable to pay any outstanding fees that may be due at the point of suspension.

9.2 Once the student returns to study the applicable Tuition Fees for the remainder of their studies will be in line with the inflationary increases described in 4.2.

10 Payment of refunds

10.1 Any refunds due will be made to the bank and account holder (or other financial institution) that originally paid the fee.

10.2 Where payment of fees was split between more than one payee, refunds will be made in proportion to the original split.

10.3 An admin charge of £50 will apply to the processing of a refund unless the application to withdraw is made during the 14 day Cooling Off Period.

10.4 We aim to process refunds within 3 weeks of being informed of your decision to withdraw. Please note at busy periods this may take longer.

10.5 All refunds will be calculated in Pounds Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations.

11 Student Debtors

11.1 Students who have outstanding financial commitments to **Southampton Online** will not be permitted to progress to their next module until the debt has been repaid or alternative arrangements made.

11.2 Students who wish to dispute a debt must submit their dispute to onlinefees@southampton.ac.uk within 7 days of receiving a payment demand.

11.3 Assessment board decisions cannot be withheld from any student who has an outstanding financial commitment, but the University of Southampton retains the right to withhold transcripts/certificates and prohibit attendance at the awards ceremony until the debt has been cleared.

11.4 Students who have outstanding financial commitments to Southampton Online will be sent two reminder emails by the Online Fees Office. If the debt remains unpaid one week after the second reminder email has been sent, the following sanctions will apply:

11.4.1 The student will be temporarily blocked from using the VLE and other resources will be withdrawn until arrangements to pay the fees are made.

11.4.2 Following the temporary block of the VLE account, the student will be sent one final reminder by the Online Fees Office with a two-week deadline for payment. Should they fail to make arrangements to pay their outstanding fees by the deadline, the formal withdrawal process will be initiated with the University, the student's record closed, and the student will no longer have access to the VLE or course materials. **In the event of permanent withdrawal, liability for the debt will remain.**

11.4.3 The debt will be referred for external collection including the use of legal action where the debt is still outstanding one month after the final reminder has been sent.

12 Variation of Conditions

12.1 **Southampton Online** may, by two weeks' written notice via the VLE, vary the terms and conditions contained in this Fees and Cancellation Policy as may be necessary to comply with any applicable laws and/or regulations or business practices.

12.2 **Southampton Online** additionally reserves the right, upon giving two week's written notice of such change via the VLE, to make an addition, amendment or alteration to these conditions as is deemed necessary.

12.3 These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

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