

Refund Policy

| Policy Review | | | |
|----------------|----------------|-------------|------------------|
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| 1.0 | 10.08.2016 | Lisa Davies | First Issue |
| 2.0 | 06.04.2018 | Lisa Davies | Amend Process |
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Introduction

This policy covers refunds relating to:

- Tuition Fees
- Accommodation Fees
- Miscellaneous Payments

Refund Methods

USW only refunds monies owed using 2 methods – Bacs or by credit/debit cards, as detailed below:

| Payment Type | Refund method |
|--------------------------|--|
| Online Credit/Debit Card | Online Credit/Debit Card (if within 6 months of receipt) |
| Any other method | Bacs to original payee's bank account |

Standard Terms and Conditions

For the purpose of this policy the 'claimant' is defined as the person who made the original payment to the University of South Wales.

- Refund requests must be emailed to refunds@southwales.ac.uk.

A USW Refund Request Form must be completed electronically by, or on behalf of the claimant, and sent to refunds@southwales.ac.uk.

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- Refunds will be issued to the claimant within 15 working days of receipt of a correctly completed USW Refund Request Form.
- Refunds made to Non-UK claimants will be made in sterling to the Non-UK bank account. Any charges incurred, as a result of incorrect bank details being provided on the USW Refund Request Form will be deducted from subsequent refund attempts, thereby reducing the refund value.
- The University of South Wales can only refund the claimant (original payer), unless the claimant specifically authorises a 3rd party to receive payment. In this circumstance:
 - The claimant must forward consent to refunds@southwales.ac.uk that the refund can be made to a 3rd party i.e. the student.
 - The 3rd party must request and complete the USW DR1 form – Refund declaration form.
 - The form must be independently witnessed and forwarded to the Finance Department for processing.
 - The refund may take longer than 15 working days to process.