

## HID Refund Policy

### Contents

1.	Refund Policy .....	1
2.	International Student Refunds.....	1
3.	Fraudulent Documents .....	2
4.	The Refund Process.....	2

### 1. Refund Policy – New Students

- 1.1 If HID is unable to commence, continue or complete the delivery of a programme, tuition fees will be refunded within 28 days of HID confirming its inability to deliver the programme.
- 1.2 HID has learner protection arrangements in place with respect to enrolled learners on QQI validated programmes in accordance with the Qualifications and Quality Assurance (Education and Training) Act 2012. Refer to the policy on Protection of Enrolled Learners.
- 1.3 If an enrolment is cancelled in writing within 14 days after an unconditional offer letter is signed by the student, then all tuition fees and any deposit will be refunded. If the programme has commenced within that 14-day period, then the learner will be charged for the tuition provided up to the time the formal cancellation notice is received by the college.
- 1.4 If a booking (defined as a student holding either a conditional or unconditional offer where a deposit has been paid) is cancelled **more than 28 days prior to commencement of the programme**, the full tuition fees will be refunded, minus a cancellation fee applied, which is equivalent to €350 for students applying outside of Ireland, or €100 for students applying from within Ireland.
- 1.5 If a confirmed enrolment (defined as a student holding an unconditional offer where a full tuition fee payment has been made) is cancelled **within 28 days of commencement of the programme**, or the learner does not commence on the agreed date or withdraws from the programme once it has commenced there will be no refund.
- 1.6 Refund applications must be made to the College within six months of the start date as listed on the offer letter. Refund applications received more than six months after the start date as listed on the offer letter will not be processed.
- 1.7 A discretionary refund may be made in exceptional circumstances, e.g., because of serious evidenced illness or family death or other serious circumstance. All such requests will be considered by the Senior Management Group (SMG). Approval is at the sole discretion of HID.
- 1.8 Refund refers to the refund of tuition fees. Fees paid for medical insurance are non-refundable after an insurance booking has been made.

### 2. Additional Information for International Student Refunds

- 2.1 Where a valid student visa application has been refused and documented, the tuition fees paid will be refunded on the receipt of documentary evidence including:
  - The original Visa Refusal letter
  - The Visa Appeal Refusal Letter
  - Copy of applicant’s passport.

- 2.2 The refund will be made to the person that made the original payment in the source country where the payment originated.
- 2.3 An administration fee of €350 applies. Medical Insurance is not refundable once an insurance booking has been made.
- 2.4 Refund applications on the basis of a visa rejection need to be made to the College within six months of the visa refusal decision. Refund applications received more than six months after the visa refusal as listed on the visa refusal letter will not be processed.

### 3. Fraudulent Documents

- 3.1 Where an applicant submits documents which are found to be fraudulent at any stage of the admissions process, 50% of the fees will be withheld to cover administration costs.
- 3.2 Where an applicant holding an unconditional offer (and in the case of international students a student visa,) attempts to register at the college with documents which are found to be fraudulent, the student will not be eligible for a refund of any portion of their fees. Holmes takes the verification process very seriously and reserves the right to inform any relevant authority of the attempt to use fraudulent documents.

### 4. Refund Policy – Continuing Students

- 4.1 Students progressing from one academic stage to another (i.e students progressing from first year to second year, and from second year to third year of the Bachelors degree) are expected to pay tuition fees for their next stage of study in advance of enrolling on their next stage of study.
- 4.2 Students who are eligible to progress and who have paid tuition fees for their next stage of study will be automatically enrolled on their next stage of study.
- 4.3 In cases where a student is eligible to progress and has paid tuition fees, and the student wishes to withdraw from their next stage of study, the following refund policy applies:
  - 4.3.1 If reenrollment is cancelled more than 28 days prior to recommencement of the programme, the full tuition fees paid will be refunded, minus a cancellation fee of €350.
  - 4.3.2 If reenrollment is cancelled less than 28 days prior to recommencement of the programme, or the learner does not recommence on the agreed date or withdraws once the programme has recommenced, there will be no refund
- 4.4 A student awaiting the outcome of re-sit or re-take assessments is encouraged to pay the tuition fees for the next stage of study in order to facilitate seamless progression. Where the student is subsequently deemed ineligible to progress, on the basis that the failure has not been retrieved, the student shall be entitled to a full refund of the tuition fees paid in respect of the stage of study to which they were not eligible to progress.
- 4.5 Refund applications must to be made to the College within six months of the reenrollment date. Refund applications received more than six months after the reenrollment date will not be processed.

### 5. The Refund Process

- 5.1 All refund requests must be made on the *Refund Request Form* and must include a reason for the request. The Campus Director will manage all requests for refund as outlined in this policy.
- 5.2 When a refund is approved, the details of the approval are received by the Head of Academic Administration (or delegate) who will calculate the applicable refund and enter the refunded amount into the Student Management System.
  - A print-out from the Student Management System's Payment Requisition Form should then be completed to confirm payment authorisation.
  - The Payment Requisition Form will outline how the refunded amount was calculated and will be provided to Finance for review, confirmation, and payment.

- All refunds will only be made to the person that made the original payment in the source country where the payment originated for money laundering purposes.
- 5.3 When a refund is rejected, a letter explaining why the refund request has been rejected will be sent to the person making the application for a refund within 28 business days of the complete Refund Request being made.
- 5.4 All refund requests will be finalised within 28 calendar days of receipt of the completed Refund request.
- 5.5 Learners have a right to complain or appeal a HID decision for refund. To do so, any person applying for a refund must access HID's Appeals process.
- 5.6 This policy, and the availability of the Appeals processes, does not remove the right of the person applying for a refund to take action under the relevant consumer protection laws.