

# Refund & Cancellation Policy

## **Cancellation Rights**

Your right to cancel a place on a course

1. As a consumer, you have the right to cancel your order/place on a course with us for any reason during a 14-day cancellation period (the "Cancellation Period"). This right will expire after the Cancellation Period, and no refund will be due after this expiry date
2. To cancel your order, you must clearly inform us in writing of your decision to cancel before the Cancellation Period has expired. You may do this by sending an email to [admissions@condenastcollege.ac.uk](mailto:admissions@condenastcollege.ac.uk), stating your name, course, and applicant/student ID.
3. The deposit is non-refundable in all circumstances, outside of the 14-day cancellation period.

## **Cancellation Periods**

*All MA programmes | BA (Hons) Fashion Communication & Industry Practice | VOGUE Fashion Foundation Programme | VOGUE Diploma in Fashion Communication | VOGUE Certificates | VOGUE Summer School Courses*

Full Fee Payers:

1. If you wish to withdraw your paid booking for one of these courses, the Cancellation Period ends 14 days after the day on which the contract is entered - the day you accepted your offer of a place and paid your non-refundable deposit.
2. For cancellations affected during the Cancellation Period, you will be entitled to a full refund of any fees paid to us.
3. If you request to withdraw or cancel your enrolment after the Cancellation Period has ended, but before a term has started, you will not receive any fee refund for the upcoming term. A pro-rata refund of the subsequent terms will be granted.
4. Similarly, if you request to withdraw or cancel your enrolment after the Cancellation Period has ended, but part way through the course, you will not be entitled to any full or pro-rata refund amount of any tuition fees paid for that current term. A pro-rata refund of the subsequent terms will be granted.
5. The deposit is non-refundable in all circumstances once the Cancellation Period has expired.

Instalment Fee Payers:

1. If you wish to withdraw your paid booking for one of these courses, the Cancellation Period ends 14 days after the day on which the contract is entered - the day you accepted your offer of a place and paid your non-refundable deposit.
2. A termly recurring Cancellation Period ends 14 days after the day on which the termly instalment is paid to us.

3. For cancellations made during a recurring Cancellation Period, you will be entitled to a full refund of any fees paid to us relating solely to that term, excluding the non-refundable deposit, and will not apply to any previous instalment amounts where the related Cancellation Period has already expired.
4. Any request to withdraw/cancel after each Cancellation Period expires will not entitle you to any refund of fees paid up to that point in time.
5. Withdrawal requests made part-way through the course will not entitle you to any full or pro-rata refund amount of any tuition fees paid
6. The deposit is non-refundable in all circumstances once the initial Cancellation Period has expired.

***VOGUE Teen Festival | 5 Days of... | Online Courses | Big Beauty Festival (Short & Online Courses):***

1. If you wish to withdraw your paid booking for one of these courses, the Cancellation Period ends 14 days after the day on which the contract is entered - the day you made your booking and paid the relevant course fee.
2. For cancellations made during the Cancellation Period, you will be entitled to a full refund of any fees paid to us.
3. Any request to withdraw/cancel after the Cancellation Period expires will not entitle you to any refund of fees paid.
4. Withdrawal requests made part-way through the course will not entitle you to any full or pro-rata refund amount of any fees paid

**Effects of Cancellation for Short & Online Courses only**

1. Where you have cancelled an order for one of our courses or digital content within the cancellation period we will reimburse you as soon as we can, and in any event no later than 14 calendar days after the date on which you inform us of your decision to cancel or withdraw..
2. We will reimburse you using the same means of payment you used for the initial transaction. We will not charge you any fees for reimbursement.
3. If you cancel an order you must immediately delete any and all digital content relating to the cancelled course which we have supplied to you (including any pre-reading and/or course material).
4. Should any prospective international student's Student Visa application be refused for any reason outside of your control, the College will refund the fees paid (less the non-refundable deposit if outside of the Cancellation Period) only if all compliance checks have been satisfactorily completed. These compliance checks are communicated to all prospective international students as part of their CAS application process.

**When You Lose Your Right to Cancel for Short & Online Courses Only**

1. You will lose your right to cancel your order with us in the following circumstances:
  - i. if you have opened the packaging of sealed audio, video or computer software.

2. If you ask us to start providing services or to supply digital content to you before the end of the Cancellation Period (e.g. booking and starting one of our courses, and paying the course fee less than 14 days before the start of the course as a late starter), the following will apply:
  - i. you will lose your right to cancel your order and receive a refund, and must pay for the services in full if we complete the services during the cancellation period;
  - ii. if during the Cancellation Period, we have only partly completed the services you may cancel your order by notifying us that you wish to do so. However, we may charge you for any services we have provided in part up to that point. The amount charged will be calculated in proportion to the overall price of the contract; and
  - iii. in the case of digital content, once you have started to download or stream any digital content, you will lose your right to cancel your order and must pay for the digital content in full.

### **Cancellation Information for All Courses**

Non-attendance due to illness, or for personal or professional reasons, does not entitle any student or prospective student to a refund or deferral/transfer. We will consider such requests on a case-by-case basis at our discretion.

The deposit is non-refundable in all circumstances beyond the Cancellation period (standard or recurring).

Refunds can take up to 28 days to be returned to the payer; refunds will be returned using the same payment method the original payment was made.

### **Cancellation of Programme by the College**

If the College cancels your programme, we will notify you in writing as far in advance as possible and refund your deposit and any programme and travel fees that you have paid. Other than refunding your fees, the College will accept no liability for expenses or losses you or any third party may incur because of a programme's cancellation.

### **Involuntary Withdrawal**

If you are asked to leave the programme as a result of failing academic work, disciplinary issues, non-payment of fees or non-attendance, as outlined in our policies and in the student handbook, the College will not refund any fees to you.

### **Withdrawal Due to Visa Issues – Non-UK Students**

You are responsible for ensuring that you have the appropriate visa to enable you to study in the UK, and the rejection of a visa application by UK Visas and Immigration does not affect the application of these terms and conditions. The College recommends that all applicants check with the British Embassy or British High Commission regarding their visa requirements before applying. If you are unable to obtain a visa and have supporting documentary evidence to show this, you can apply in writing to the Admissions Team Committee at [admissions@condenastcollege.ac.uk](mailto:admissions@condenastcollege.ac.uk) to be considered for a refund of programme fees already paid (minus the deposit); you will not be entitled to any full or pro-rata refund amount of any tuition fees paid for that upcoming first term. A pro-rata refund of the subsequent terms will be

considered, as per the section entitled “Withdrawal by you other than during the cooling off period”, unless:

- You applied for a visa that does not make you eligible to study in the UK on a course of study that leads to a qualification at level 7 of the Regulated Qualifications Framework (RQF) for a duration of nine months for the Postgraduate Diploma or twelve months for the MA.
- The visa was refused due to fraudulent, misleading or omitted information, documents or activity on your part or if you provided incorrect information.

## *Deferral of Enrolment*

Deferred entry is normally only allowed in exceptional circumstances and is not permitted for students on the VOGUE Summer School Courses, 5 Days of... courses, online courses, or VOGUE Teen Festival.

For all other courses, if you wish to defer your offer to study to the next academic year you must first accept the offer of a place in the intake you applied for by completing a non-refundable deposit payment. Failure to do this will mean that your place is not booked and you will need to re-apply for the next intake if you wish to join us in that academic year.

Following receipt of the Deposit payment, a deferral request can be submitted to [admissions@condenastcollege.ac.uk](mailto:admissions@condenastcollege.ac.uk) with your name, applicant ID, course you applied to, and the reason for deferral.

The Deposit will be held and deducted from programme fees in the following intake only. Deferral may only be granted once. Deferral of a place over more than one academic year is not permitted – if you are unable to take up the place in the following intake to that which you applied, the College will retain the Deposit, and you will need to submit a new application should you wish to be considered for entry.

Please note that you will have to pay any increase in tuition fees for the year in which you will join the programme. Any conditions listed in your offer must have been met before the deferral takes place.

### **Transfers Between Programmes**

Because of UK visa regulations, students on a Student Visa who wish to transfer to another programme at the London campus may request this only before they have initiated their visa application. After this, they will be unable to switch programmes.

Other students who wish to transfer to another programme at the London campus may request this up to the end of the second week of the programme for consideration by the Admissions and Academic teams

Offer-holders interested in transferring between programmes should contact Admissions at [admissions@condenastcollege.ac.uk](mailto:admissions@condenastcollege.ac.uk) in the first instance to discuss their options. No transfer will be final without the agreement of the Programme Directors of each programme.

## *The Programmes*

The College aims to ensure that the student learning experience, as described on the website and student handbooks, is delivered and maintained at all times. In some circumstances, the College may have to vary the method of delivery of your programme, and in some cases, the syllabus may be altered or updated. In the unlikely event that the College discontinues your programme or changes it significantly, whether before you start your programme or once you have begun, we will tell you at the earliest possible opportunity. If this happens before you start your course, you may wish to withdraw your application; if you do so, the College will provide you with support and guidance in finding an alternative programme either at the College or at another UK university.

## *Events Outside of Our Control*

We shall not be liable to you for events outside our control which we could not have foreseen or prevented, even if we had taken reasonable care. Such events include, but are not limited to

- severe weather, fire, flood, storm, tempest, explosion, earthquake, subsidence, or other natural disaster;
- civil commotion, riot, invasion;
- an actual, suspected or threatened act of terrorism;
- war (whether declared or not) or threat or preparation for war;
- *pandemic, epidemic or local health emergency necessitating measures to reduce the risk of illness*
- restrictions imposed by government or public authorities;
- national emergencies;
- failure of public utilities or transport systems;
- failure of public or private telecommunications networks.

Should any such circumstances arise, we reserve the right to change or cancel parts, or all, of the programme. We will take reasonable and proportionate steps to mitigate any adverse impact on you.

- Subject always to the previous paragraph, the College will make all reasonable efforts to deliver your programme as described on the College's website. There may be occasions where due to unforeseen or unavoidable circumstances it becomes necessary to make significant changes to a programme or to withdraw it or part of it, e.g. a particular unit/elective. Such action could become necessary if, for example, the following were to occur: to reflect changes in the law and/or regulatory and/or professional and/or statutory body requirements and sector regulation;
- as required by law, government policy, regulatory requirements or guidance and/or a decision of a competent court or similar body;
- to comply with any requirement set by the Home Office, Office for Students and/or any other funding or regulatory body;
- changes have to be made to reflect changes in standards set by relevant regulators

and/or in keeping with best practice or developments related to the particular discipline/subject area;

- to deal with unavoidable changes in our academic and support staff;
- to reflect material developments in academic teaching, research and /or professional standards or requirements to ensure our course/programme content is up to date and relevant;
- student feedback, External Examiners' feedback or Programme Review clearly indicates that immediate changes be made to a course or unit;
- an unanticipated external event or issue with the buildings results in disruption to delivery;
- unexpected low recruitment to a programme/course or unit/elective means it is simply no longer viable or practical to run it;
- withdrawal of relevant accreditation.

In the event that the College has to make such material changes to a programme, as described above, it will make students aware of these changes as early as possible and highlight if the College's Refund Policy applies. You can find this policy [here](#).

### *Online Programme Delivery*

Where programmes, or parts of programmes, are made available to you through the Internet, you acknowledge that you have access to the relevant IT equipment, internet speed and capacity to participate in the delivery of the programmes. Additionally, given the nature of the internet, the College cannot guarantee that access to the Programme will be uninterrupted or error-free. You also acknowledge and accept that the College cannot guarantee that materials and other information downloadable or printable from the Programme can be downloaded or printed within any specified time period.

### *Face-to-Face Delivery*

In the event that face-to-face teaching needs to be modified, reduced, or cancelled, due to health and safety concerns and government or other regulatory guidance and/or requirements, the College reserves the right to prioritise the continuity of teaching using remote online methods, with the aim of both ensuring that student learning outcomes continue to be met and the facilitation of timely completion of degree programmes. If this takes place, the College shall not be liable to students for refunds or compensation where it has delivered its obligations to students in alternative ways in such circumstances.