



Student Fee Regulations

2022-23

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Introduction

1. The General Regulations for Students form part of the contract between students and Royal Holloway, University of London (the College). General Regulation 1.4 requires students to be responsible for their own finances, including the responsibility to seek help from College and or external funding services as required.
2. These regulations are required by General Regulation 1 in relation to student fees and debt management and specifically cover the collection of fees and charges payable for tuition, accommodation, and miscellaneous charges and fees.
3. Where the College has good reason to believe that a student is not intending to pay, or is not able to pay, the College will take action as outlined in these regulations.

Definitions

4. The table below outlines the key terms used in these Regulations:

Academic Debt	Tuition fees or any tuition related debt
Accommodation	Contracted charges for rent within Royal Holloway halls of residence.
Additional Fees	Late payment charges, disciplinary fines, short term loans etc.
Tuition	The fee payable for the teaching, facilities, provision of services, standard materials relating to a programme of study
Additional Costs Related to Programme of Study	Any fees payable that relate to the programme of study and not covered under "tuition" above. E.g., additional fieldwork costs, specialist equipment, project costs, course specific costs

Scope of these Regulations

5. These regulations apply to all students registered at the College.
6. These Regulations do not refer to:
 - a. Debt owed to Students' Union, Royal Holloway
 - b. Library costs, fees or charges

General Principles

7. By enrolling on a programme of study with the College you agree to comply with the terms of these regulations.

8. It is recognised that on occasions students may encounter financial difficulties. Students are expected to take responsibility for their own finances, and as such are required to contact the Student Fees Office should they wish to request advice or support. College will be as supportive as possible where students have encountered difficulties but must remain within the limits of these Regulations.

9. Academic related fees, including tuition fees, will be subject to appropriate sanctions for non-payment, which may include cessation of registration as outlined in sections 38 to 46 of these regulations. Non-academic related fees, including accommodation fees, will be subject to sanctions appropriate to the invoice type as outlined in sections 47 to 55 of these regulations

The College is required to comply with Anti-Money Laundering legislation. In accordance with these regulations the College reserves the right to refuse or reject any financial transaction whose origin cannot be adequately traced and aims to ensure that all refunds are issued back to the original source.

Any student attempting to make a payment believed to be fraudulent may be subject to disciplinary procedures and any such suspected payment will be reported to the appropriate authorities.

For more information about common frauds and scams see [here](#)

Tuition Fees

10. Royal Holloway charges annual tuition fees for standard undergraduate and postgraduate programmes. These fees are reviewed annually and subject to increase in line with inflation, up to a maximum of 5% for continuing students.

11. Tuition fees will be invoiced annually, usually by the start of the academic year, and a copy accessed via the Money Tab within the Campus Connect student portal. An email notification will be sent to the student's Royal Holloway email address only. Students with a personal fee liability are responsible for sending this invoice for payment to the payer e.g., parents, guardians, for settlement in accordance with these regulations.

12. Students are personally liable for tuition fees for the duration of their studies. This includes students who have a sponsorship or tuition fee loan via Student Finance (Student Loans Company, SLC). If the sponsor or SLC fail to settle the fees, or the payment is withdrawn, the student will be invoiced immediately for payment.

13. Student fee status is assessed during application and determined as either 'UK', or 'International' based on information provided. The status of continuing students who initially enrolled with a status of 'UK/EU' will be changed to either 'UK' or 'EU' from 2021-22 onwards.

Students may appeal the fee status decision before completing enrolment and should contact the Admissions Office for further advice. Details of the fee status process can be found [here](#). Decisions of the Admissions Office are final.

Enrolment is not permitted unless:

- a) the full year personal tuition fee liability is paid in advance of the start of the programme, or
- b) 50% of the full year personal tuition fee liability is paid in advance of the start of the programme, or
- c) confirmation of an approved sponsor is held by Royal Holloway, or
- d) the student is receiving an approved external or Royal Holloway scholarship to cover the full fee, or
- e) the student holds an approved tuition fee loan from Student Finance relating to the correct university, academic year, course and course year.

In accordance with the Admissions Policy, all International students (postgraduate taught and postgraduate research) are required to pay a deposit of £3,000 at the earliest opportunity to secure their place, subject to meeting any conditions of offer. This will contribute towards the overall fees charged.

All Home students (postgraduate taught and postgraduate research) are required to pay a deposit of £100 at the earliest opportunity to secure their place, subject to meeting any conditions of offer. This will contribute towards the overall fees charged.

14. Students with tuition fees or sponsorship/tuition loan confirmation outstanding 21 days after the start of the programme may have their registration ceased in accordance with the ['Failure to Enrol'](#) policy.

15. **Foundation, Undergraduate UK Tuition Fees** may be funded via a tuition fee loan paid directly to Royal Holloway by the Student Loans Company (SLC). Applications for tuition loans should be made directly to Student Finance England for residents of England. Residents of Wales, Northern Ireland and Scotland should apply through Student Finance Wales, Student Finance Northern Ireland and the Student Awards Agency for Scotland. Full eligibility requirements can be found on the [Student Finance webpages](#).

16. The SLC will fund Foundation, and a first undergraduate degree for the number of years duration of the registered course plus one year only. Students will be required to 'self-fund' additional years of study.

17. Undergraduate resit fees must be paid prior to the examination(s) or prior to enrolment, whichever is the earlier. Students are not eligible for a tuition fee loan to cover resit fees.

18. Some additional costs, such as field trips and course specific costs may not be covered by the tuition fee and will not be eligible for a tuition fee loan. Payment of these additional fees must be made in advance as per the conditions of the department.

19. Fees for a year abroad are charged in accordance with OFS guidelines and are published annually.

20. Some departments may charge a bench fee to research students for additional materials, travel and fieldwork or equipment costs. Students will be notified of these additional fees via the department and the fee added to the student fees account. Separately invoiced bench fees must be settled in full at, or before, enrolment and are not eligible for deferred/instalment payment arrangements.

21. No tuition fee liability will normally be incurred for the main programme of study under the following circumstances:

- a. if Royal Holloway cancels the programme;
- b. if an applicant declines a place on the programme prior to the start of the academic year;
- c. if a student withdraws within three weeks of the start of a full-year programme (defined as the first day of the new academic session for undergraduate students), an administrative charge of £50 will be made.

Tuition Fee Payment Policies

22. All self-funding undergraduate and postgraduate students have the following payment options;

- In full i.e. ensuring payment is made to Royal Holloway including any shortfall of payment relating to bank charges/deductions, before, or at, enrolment
- 50% before, or at, enrolment with the remaining 50% payable in the first week of the second term of the academic year. Standard instalment arrangements are only available on a personal fee liability greater than £2,000.

In accordance with the Admissions Policy, all International students (postgraduate taught and postgraduate research) are required to pay a deposit of £3,000 at the earliest opportunity to secure their place, subject to meeting any conditions of offer. This will contribute towards the overall fees charged.

All Home students (postgraduate taught and postgraduate research) are required to pay a deposit of £100 at the earliest opportunity to secure their place, subject to meeting any conditions of offer. This will contribute towards the overall fees charged.

The Student Fees Office may, in exceptional circumstances, agree an extended repayment arrangement for tuition fee payment within the academic year. Evidence of approved funding support or income will be required to support a request for any non - standard repayment terms.

All accepted payment methods are detailed online. View the details [here](#).

The College does not accept cash or cheque payments. The College will not routinely accept direct bank transfers, these must be by exception only.

Payment of fees must be made by the student or a nominated family member only. Payments by other third parties will not be accepted (with the exception of official sponsors, see 26 below).

A family member is defined as a parent, legal guardian, grandparent, sibling, biological aunt or uncle, or spouse. The College may need to collect personal details about nominated family members to verify their identity, prior to accepting payment, for example full name, address, nationality, date of birth and relationship to student.

Postgraduate students holding an approved Postgraduate or Doctoral Loan from Student Finance England will receive the funds from the SLC into their bank account and will therefore need to arrange payment of their fees to Royal Holloway. Students intending to use the loan to pay fees must provide evidence of the approved loan to the Student Fees Office before enrolment and arrange a repayment plan in line with these regulations.

23. **Students funding their study via a Student Finance Tuition Fee Loan** must ensure an approved loan is in place prior to enrolment in the form of a Final Financial Notification Letter. Students may be asked to provide this notification during enrolment if Royal Holloway has not received electronic data in advance. Undergraduate tuition fee loan payments are made directly from the SLC to Royal Holloway. Students wishing to borrow less than the maximum tuition fee loan available will be required to pay their liability at enrolment, or a minimum payment of 50%.

If a tuition loan has not been approved, or the Student Fees Office believe that the student is not eligible for a loan for the forthcoming academic year, enrolment will be denied without full payment (or an agreed payment arrangement) to cover the full tuition fee for the enrolment year.

24. **Pre-sessional students** attending on campus or online are required to make full payment of the tuition fee specific to their pre-sessional programme prior to the start of their course. Payment of the tuition fee of the subsequent main degree programme is covered under paragraph 22 of these regulations.

25. **American Student Federal Loans/Federal Aid.** International students from the United States of America may opt to make payment of their tuition fees via a Federal Loan. This will be arranged via the International Funding Coordinator. Disbursements are made twice per year. Tuition and accommodation fees are deducted before any balance paid (to a UK bank account). Should the loan value fail to cover fees costs, e.g. due to currency fluctuations or loan approval limit, the student is liable for payment of the balance after each disbursement. Disbursement of US Student Federal Aid is subject to the regulations laid down by the US Department of Education.

26. **Sponsored students** are those funded by an overseas government, UK government agency, employer, official scholarship body, company, charity or other approved organisation. Sponsored students must present a letter of sponsorship prior to enrolment. An acceptable letter must be on the sponsor's official headed paper and contain the following information:

- The name of the applicant.
- The name of the programme to be studied at Royal Holloway.
- The amount of the sponsorship being paid direct to Royal Holloway i.e. the full course fee.
- The period of sponsorship i.e., which academic years the funding relates to.
- The name and address or email address to which the invoice should be sent.

Sponsors are expected to pay within 21 days after which, if payment is not received, the liability will pass to the student.

The College reserves the right to reject sponsorship that does not meet the above criteria or sponsors that are not approved organisations.

Note: parents, guardians, family members, friends or other individuals are not considered to be official sponsors.

27. **Postgraduate Research students** self-funding all, or part, of their tuition fees are required to make payment either at the start of the academic year for September/October commencements, or on the anniversary of their start date. For the latter, an invoice will be issued in advance of the anniversary with a due date to be observed.

Postgraduate research fees for students not commencing at the start of the academic year will be charged the rates prevailing at the start of their study year.

28. Research Students enrolling on a 4th Writing Up year will be charged a fee in accordance with their previous mode of study (full or part time). Submissions within the 4th year is eligible for a pro-rata refund.

29. Extensions agreed to the Writing Up year are charged as per the 4th year for a 6-month period – fees for more than 6 months is pro-rated for each additional month. Students required to resubmit their thesis will be charged a resubmission fee which covers an 18-month period.

Withdrawal, Interruption of Study and Termination of Registration

Any changes in fee liability, due to requests to changes of study mode, will not occur until the formalities have been completed. View the process and access forms [here](#)

30. Students who withdraw will normally be liable for tuition fees as follows:
- a) withdrawals after the end of the third week of the first term and before the end of the 1st week of the 2nd term - the student is liable for 33% of the tuition fee
 - b) withdrawals before the end of the 2nd term -the student is liable for 66% of the tuition fee
 - c) withdrawals after the end of the 2nd term - the student is liable for 100% of the tuition fee

PELP students' liability will be as follows:

- a) Withdrawal within one week - £50.00 administration charge
- b) Withdrawal prior to completing half of the PELP programme - the student is liable for 50% of the PELP tuition fee
- c) Withdrawal after completion of over half of the PELP programme - the student is liable for 100% of the PELP tuition fee

Note: Separate liabilities and dates apply to the following:

- Modular taught programmes
- Postgraduate programmes
- Post Graduate Research programmes

Contact: [Student Services](#) to confirm liabilities for the current year.

31. UK/Overseas from EU undergraduate students eligible to hold a Student Finance tuition loan for fees at the time of withdrawal will be subject to the following liabilities:
 - withdrawals after the end of the third week of the first term and before the end of the
 - 1st week of the 2nd term - the student is liable for 25 % of the tuition fee
 - withdrawals before the end of the 2nd term -the student is liable for 50 % of the tuition fee
 - withdrawals after the end of the 2nd term - the student is liable for 100% of the tuition fee

Students holding a SLC Tuition Fee Loan for the period of study should make repayment directly to the Student Loans Company.

32. Any previously agreed Instalment arrangements will be invalidated on withdrawal of study.
33. When a student is suspended or asked to leave the College under any Disciplinary Regulations, they will remain liable for the tuition fees due in relation to the Term they are dismissed from College, as per a Withdrawal from study as detailed from sections 30 & 31 of this policy. If a student on a pre-sessional programme is suspended or asked to leave the College under any Disciplinary Regulations, they will remain liable for the tuition fees due in relation to their programme.

34. Where tuition fees have been paid via American Student Federal Aid, Royal Holloway may have to make a payment to the US Department of Education in line with refund rules in respect of Title IV funds for Foreign Schools. View the policy [here](#)

Where a deficit remains on the student's Fees Account with the College as a result of the application of these regulations, the student will be expected to reimburse the College in full within 28 days of being advised of the funding shortfall, or the date of the refund to the US Department of Education, whichever is later.

35. Students interrupting study will have a pro-rata fee calculation according to their level of study (undergraduate/postgraduate) and in accordance with the [interruption form guidelines](#). Any overpayment of tuition fee at the point of interruption is held on account and offset on resumption of study. If the invoice has been underpaid at the point of interruption, students will be required to settle these fees immediately and may not be settled on return.

Note: the rate of tuition fee will be charged at the rate set for the academic year on return to study and not that of the year of interruption.

36. Students who do not return from a period of interruption and subsequently withdraw will incur a withdrawal liability from the date of their original interruption of study. This will be subject to withdrawal liabilities as detailed above.

37. Where a student transfers to or from another institution within an academic year they may incur a personal tuition fee liability should the balance of a fee loan fail to cover the tuition fee invoiced (where a partial payment has been made to another institution).

Failure to Pay - Tuition and Tuition Related Fees

38. Students who fail to pay fees in accordance with this policy will be reminded by the Student Fees Office once the tuition fee invoice, or agreement date, falls overdue. Initial contact is always made by email to their Royal Holloway email address.

39. A late payment charge of £50 will be applied to all invoices overdue **14 days** following the due date.

40. A further attempt will be made by the Student Fees Office to contact students. This contact may be made via email or telephone (or a combination of these). Students will be given a further **7 days** to settle the invoice or arrange an acceptable, short term, repayment arrangement.

41. Students with tuition/tuition related fees remaining outstanding after this second communication will be subject to disciplinary action as below;

- a) Those students failing to make contact, or have failed to keep to an agreed suitable short term payment plan, with the Student Fees Office will be advised by the Student Fees Manager (or the nominated representative) that their access to College facilities are to be restricted and their academic department is to be notified that the student has failed to comply with the College regulations and faces disciplinary action. The School may be asked to provide an academic progress report.
- b) The Student Fees Manager (or the nominated representative) will submit a list of students to the Director of Academic Services (as per the [Student Conduct Regulations](#)) who will be asked to cease the registration of the student with immediate effect.
- c) Lists may be submitted during the following periods;
 - i. Week 8 or 9 of the Autumn Term

- ii. Week 8 or 9 of the Spring Term
- iii. During the last week in July (postgraduate students only).

d) A communication will be sent to the student advising them of the Director of Academic Services' decision.

42. Appeals against the cessation of registration may only be made on the following grounds:

- a) That the ceasing was not in accordance with procedures set out in these regulations or were contrary to natural justice.
- b) That fresh evidence can be presented, which was not available, or could not reasonably have been made available.

Students are expected to be aware of these and other College regulations. Claims that students were not aware of College regulations to which they have agreed during the enrolment process will not be considered valid reasons for appeal.

Appeals should be made within 15 working days from the date of the Termination notification on the Student Conduct Appeal form via the Legal and Compliance Directorate at compliance@royalholloway.ac.uk

Any appeals will be processed in accordance with the Major Misconduct Appeals Process as detailed in the [Student Conduct Regulations](#)

43. Students with tuition fee/tuition related debt will not be permitted to re-enrol/progress into another academic year until the debt is cleared in full.

44. Students with a tuition/tuition related debt will not receive degree certificates or official references from the university. Finalist students will be prevented from attending the graduation ceremonies with tuition or tuition related fee debt.

45. Royal Holloway will pass debtor accounts to a legal recovery agent, instructing them to commence formal recovery action - including court proceedings - if appropriate. This will result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

Where a student has significant difficulties in a number of areas of their College life, debts may be taken into consideration and addressed as a whole.

Accommodation and Additional Fees

46. Accommodation fees for Royal Holloway halls of residence are invoiced annually and payable termly in advance, usually in the first week of the billing period to which they relate. Due dates for payment are available in the Accommodation Contract and from the invoice found on the Money tab of Campus Connect.

In accordance with the Accommodation Policy, students who are offered a room in Halls will be required to make a £300 prepayment online, during the contract acceptance process. This will contribute towards overall fees paid.

47. Students who have previously defaulted on accommodation fee payments may be refused a further allocation to Royal Holloway halls of residence.

48. Consideration will only be given to the refund of accommodation fees when a room move has been approved and agreed as per the Accommodation Policy. View the policy [here](#)

49. Monthly accommodation fee arrangements are not normally permitted. Students struggling to meet accommodation fee obligations should contact the Student Fees Office to discuss repayment options.

Other Fees

50. The Student Fees Office may raise invoices to student accounts that originate in another department. An email notification will be sent and the charge can be viewed and paid via the Money Tab of Campus Connect. The due date must be observed.

Failure to Pay - Accommodation and Other Fees

51. Students who fail to pay fees in accordance with this policy will be reminded by the Student Fees Office once the invoice, or agreement date, falls overdue. Initial contact is always made by email to the 'your RHUL address email address'.

A late payment charge of £50 will be applied to all invoices overdue **14 days** following the due date.

At this time, a further attempt will be made by the Student Fees Office to contact students. This contact may be made via email or telephone (or a combination of these).

52. Royal Holloway will take firm action against students failing to settle accommodation invoices. Failure to pay, without prior arrangement with the Student Fees Office, within **30 days** of the invoice due date will result in eviction from the room. A 'notice to terminate contract' letter will be issued to the occupant giving 14 days to vacate. This does not remove previous liability for the accommodation fees.

If invoices remain overdue more than 30 days after the due date or once the 'notice to terminate' has expired, Royal Holloway will immediately pass accommodation/additional fee debts to a legal recovery agent, instructing them to commence formal recovery action - including court proceedings - if appropriate. This may result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

53. Students with accommodation or additional fee debts after the end of the academic year must accept responsibility to clear all outstanding debt prior to the start of the new academic

year or face delays completing enrolment until repayment made in full or a payment plan agreed with the Student Fees Office. A financial assessment may be carried out by the Finance and Funding Office.

54. Where a student has significant difficulties in a number of areas of their College life, debts may be taken into consideration and addressed as a whole.

Refund of Fees

55. Applicant tuition deposits will only be refunded in line with the College's Admissions policy and procedures. View the policy [here](#)

56. Fee refunds occurring following withdrawal or interruption of study or for any other reason will only be actioned once the appropriate form has been completed by the student and department and processed into the student records system by Student Administration.

57. Refunds will be returned to the original payer (this includes sponsors) and via the original method of payment, in accordance with Anti-Money Laundering best practice. Refunds will not be issued in cash or by cheque. Any payments originating from these methods will be refunded by direct bank transfer. Any payments originating from the Student Loans Company will be reimbursed directly to the SLC.

If it is not possible to return the funds to the original payment source, the College will need to collect bank account details from the original payer. As part of this process the College will require a recent bank statement including the original payer's name, address and bank account details. In some instances we may require other form of ID such as a recent utility bill in order to validate the details provided.

58. Overpayments of fees will, in all cases, be offset against future due invoices held on the student's fee account before any refund will be considered.

59. Students may be asked for documentary evidence or confirmation of bank/payment card details to support a refund request. All refund requests should be made by email to the [Student Fees Office](#)

The Student Fees Office aim to process all refund requests between 5- 15 working days.

60. If tuition fees paid initially by the student are subsequently paid in full (as cleared funds) by another person or body, the refund will normally be made to the student

61. Any refund arising from a US Federal Loan will be administered in accordance within the US Department of Education or loan provider guidelines. View the guideline [here](#)

62. At certain times, the Student Fees Office may initiate refunds on accounts where no further invoices fall due. Email notification will be sent to the student's Royal Holloway email address following the refund.

63. Royal Holloway reserves the right to offset overpayments on the student account against invoices due in the subsequent academic year.

Financial Effect of Course Closure

64. Where the College closes a programme and moves students to an alternative campus or institution the College will consider reimbursing students. This will be determined on a case by case basis and will depend on the circumstances and in line with any mitigation offerings which will allow students to complete their period of study.

65. Re-imburement may be given in relation to the following:

- Additional travel/relocation costs to enable completion at an alternative College campus.
 - Additional travel/relocation costs to enable a student to transfer to complete at an alternative institution
 - Maintenance costs if a student is required to lengthen their period of study to enable them to complete the programme
- Continuation of an expected bursary for the remainder of the academic year

66. In the cases of a Course Closure students will be advised of the re-imburements claim process.

Help and advice for students

67. Managing your finances can be a difficult part of being a student and the College will do its best to help make students' time at university as financially stress-free. Being in debt can affect people's well-being and can have long term implications too.

68. The College's Student Financial Wellbeing Advisers, based in Student Advisory and Wellbeing (Founders Building) are available if you find yourself in financial difficulty. They are able to offer advice and guidance on financial matters, including [budgeting](#) for your studies, and they administer a number of support funds – see [here](#) for further details. They can also be contacted by emailing moneymatters@royalholloway.ac.uk.

69. Other help:

Citizens Advice www.citizensadvice.org.uk

Adviceline (England): 0800 144 8848

National Debtline: www.nationaldebtline.org

Telephone: 0808 808 4000

Step Change Debt Charity www.stepchange.org

Telephone: 0800 138 1111

