## 1. Introduction

When you accept an offer of a place to study at Royal Holloway, University of London a legal contract is formed between you and the university and these terms and conditions [as well as other degree programme specific written information provided at the time of your offer] forms the basis of this contract.

Royal Holloway's Admissions Policy provides comprehensive details of all aspects of admission to Royal Holloway and is available here. This document provides a summary of the most important information. You need to read it carefully and we advise that you refer to all the relevant policy documents before you accept your offer.

## 2. General regulations

The offer of a place at Royal Holloway is made on the understanding that, in accepting it, and as a condition of enrolment, you will abide by our Regulations, Codes of Practice and Policies. Further details of these can be found on our website at: https://www.royalholloway.ac.uk/ecampus/onlinestudenthandbook.aspx . We recommend that you download a copy of the Regulations for your records.

## 3. Right to cancel

Once you have accepted an offer of a place to study at Royal Holloway, you have the right to cancel and withdraw within 14 working days of your confirmation of acceptance of your place. Should you decide to cancel your contract, you should inform Royal Holloway in writing of this decision and you can do so by emailing study@royalholloway.ac.uk stating your name, student number and the course you applied for. If you have paid a deposit or any part of your tuition fees or accommodation fees at the date of your cancellation, you will receive a full refund, except where a *Confirmation of Acceptance to Study* (CAS) has already been issued (see Section 8 for further information being issued with a CAS). In such cases an administration fee of £100 will be deducted from your deposit before issuing a refund.

## 4. Degree programme

Royal Holloway will make all reasonable efforts to deliver your programme of study as outlined in the degree programme document available from here. We strongly advise that you download a copy of your degree programme document which summarises the information about your degree programme and retain a copy for your records.

Royal Holloway will make every effort to keep changes to your degree programme to a minimum. However, occasionally it may be necessary for the university to vary the content and delivery of programmes or teaching location, to discontinue, merge or combine programmes, and to introduce new programmes. Such changes will be made only where it

is unavoidable or to improve a programme to benefit students. Examples of unavoidable reasons are changes in the requirements of commissioning or accredited bodies, legislative changes, or owing to circumstances outside the control of the University which could not be anticipated. Changes to improve a programme would include where there are amendments to relevant theory or significant developments in practice. It may be necessary to make changes if too few students wish to study a course unit or programme which would make the study of the course unit or programme not viable on academic grounds i.e.: it would disadvantage student learning. The university will make every effort to keep such changes and disruption to a minimum, but there is a possibility that changes may occur before or after admission. You will be informed as soon as possible of any significant change which may affect your programme, and will be advised as to the impact and possible options for you to progress your study which may include transfer to another programme of study, withdrawal or transfer to another higher education provider where possible. Should you have already accepted an offer of a place, you have the right to cancel and withdraw within 14 working days of the notification of the changes. See Section 3 above.

If you hold an offer to study with a named supervisor and the named supervisor is no longer available to supervise you, a suitable alternative supervisor will normally be offered to you. If you do not wish to accept this change you are entitled to withdraw your application by informing the university in writing, and the university will refund any tuition fees and/or deposits paid by this date. Our policy for research degrees is that all students will have access to a main supervisor and at least one other academic.

## 5. Concurrent Programme Registration

Applicants currently completing a programme of study either at Royal Holloway or at another institution need to be aware that College regulations do not normally allow for students to be registered on two programmes at the same time. This means that if you have an outstanding assessment on your current programme of study, for example resits, you will not be able to enrol on a new programme at Royal Holloway until that assessment has been completed, and you have either been awarded or have decided not to continue with those studies. If you will only receive the results of your current studies after you have enrolled on the new programme at Royal Holloway, and are required to resit or repeat any failed courses, you may have to interrupt your studies on the new programme until the assessment has been completed on your previous programme (and you have been awarded the qualification or have decided not to continue with those studies). If you are applying for a research degree programme which is dependent on the outcome of a lower level degree but do not expect to get results from that degree until the new programme has commenced, you may commence the new programme but if you do not achieve the results required the university may ask you to withdraw.

## 6. Disclosure of information

Royal Holloway may amend or withdraw your offer of a place or terminate your registration if it determines that you have made any fraudulent, false or misleading application or statement to the university, or if you have failed to disclose relevant information to the university (including for some programmes in respect of criminal or other convictions – see below) or have produced falsified documents, whether in the course of your application or whilst studying at Royal Holloway. In such cases Royal Holloway may take action against you under its Admissions Policy, student disciplinary procedures or other relevant policy or procedure.

## 7. Disclosure of criminal convictions

As a condition of taking up your place at Royal Holloway, you are required to disclose, on a continuing basis, any relevant unspent criminal convictions. In addition, depending on the programme you will be studying, you may also be required to disclose spent convictions. See the Royal Holloway Disclosing Criminal Convictions Policy for further information which can be found on our website at:
https://www.royalholloway.ac.uk/students/study/our-college-regulations/our-college-regulations.aspx

## 8. Visa requirements

If you require a Tier 4 Student Visa to study in the UK, failure to take up an accepted offer of a place, or withdrawal from your programme after arrival, will affect your permission to enter or remain in the UK. Royal Holloway will be required to disclose your failure or withdrawal to the relevant authorities.

In order to apply for a Student Visa, Tier 4 students must be issued with a Certificate of Acceptance to Study (referred to as a CAS). In addition to meeting the academic requirements specified in their Royal Holloway offer, Tier 4 students who wish to enrol in 2018 must make a down payment of £2 000 on their tuition fee before a CAS will be issued.

Students who are able to provide evidence that they are sponsored by a recognised sponsorship or scholarship body, will be issued a CAS without making a down payment on their tuition fees.

Royal Holloway reserves the right to refuse to issue a CAS if it is not entirely satisfied that all Tier 4 requirements have been met. Moreover, in order to comply with the UK Visa and Immigration law, Royal Holloway is required to notify the UK Visas and Immigration authorities if any Tier 4 student fails to arrive at Royal Holloway or if any changes are made to the enrolment status of a Tier 4 student.

Please note that, after a visa has been issued, should a student wish to change to a programme of study which is of a longer duration than the original programme for which a visa was granted (e.g. 4 years rather than 3 years), the student will be required to return to their home country in order to apply for a new visa. There is no guarantee that a new visa will be granted.

Where a student is going to study a second course at degree level or above in the UK and has not been issued with a formal award for the first course by the time a CAS is required for the second course, Royal Holloway will not issue a CAS until the student has successfully complete their current course. If necessary, the student will be required to defer the start of their course until the next intake.

## 9. Fees and Payments

You need to ensure that tuition and other fees and charges payable to Royal Holloway, including deposits, are paid by the required date. Your offer letter will state the tuition fees that you will be required to pay for the academic year 2018/19 and any required deposit. Tuition fees are reviewed each year and Royal Holloway reserves the right to increase tuition fees annually for all students, should this be permitted by the UK Government. Information on this is provided in your degree programme document.

If you are a sponsored student or in receipt of a scholarship, you must provide Royal Holloway with an official letter of sponsorship from your sponsor or scholarship provider. The letter should provide details of the funding you will receive and any conditions attached to this funding.

Should your sponsor or scholarship provider fail to pay your tuition fees, you will be responsible for payment and Royal Holloway's regulations on the payment of fees are available under the Regulations Section on our website at:
https://www.royalholloway.ac.uk/students/study/our-college-regulations/our-college-regulations.aspx
Information on Royal Holloway's refund policy is also available from here.
For some degree programmes there are additional costs associated with the particular degree. Information on these costs are provided on the degree programme document. Students can also contact the relevant academic department to ask for further information.

## 10. Accommodation fees

You can normally only apply for Royal Holloway student accommodation once you have firmly accepted your offer of a place on a degree programme. Once you have applied for Royal Holloway student accommodation you will be issued with a separate contract for your accommodation which will specify the terms and conditions relating to student accommodation.

## 11. Disabilities and Specific Learning Difficulties

If you have a disability or Specific Learning Difficulty the university provides a comprehensive programme of support. If you have not yet disclosed that disability, you are advised to contact the Disability & Dyslexia Services at the earliest opportunity to assist us in putting in place the appropriate support in good time. [Late disclosure of disabilities, or disclosure after your course has commenced, can make it difficult for us to provide you with the right assistance from the outset of your studies, and we encourage you to make contact as soon as possible so that we can discuss your particular needs]. Email disability-dyslexia@royalholloway.ac.uk

## 12. Data Protection

Royal Holloway uses your personal data as set out in the Royal Holloway Data Protection Policy

## 13. Intellectual property

Royal Holloway has an Intellectual Property (IP) Policy dealing with intellectual property created whilst you are a student at the university. By accepting a place at Royal Holloway, you are formally accepting the university's rights of ownership and rights to use and copy, as set out in its IP Policy.

## 14. Feedback and Complaints

We encourage applicants to provide us with feedback on their experience of applying to Royal Holloway. Applicants who are dissatisfied with their experience are encouraged to resolve any concerns informally in the first instance. Details of the process to follow are provided in the Royal Holloway Admissions Policy. If matters cannot be resolved informally, you may wish to submit a formal complaint and further information on the process to follow can be found in the Admissions Policy.

## 15. General matters

The agreement between the student and Royal Holloway is governed by English Law and subject to the jurisdiction of the English courts. Only these two parties can enforce the agreement between them and the Contracts (Rights of Third Parties) Act 1999 shall not apply.

END – UPDATED SEPTEMBER 2017