

HID Refund Policy

Contents

1. Refund Policy	1
2. International Student Refunds	1
3. The Refund Process	2

1. Refund Policy

If HID is unable to commence, continue or complete the delivery of a programme, tuition fees will be refunded within 15 business days of HID confirming its inability to deliver the programme.

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.

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.

If an enrolment is cancelled more than 28 days prior to commencement of the programme, tuition fees will be refunded, and a cancellation fee applied which is equivalent to 25% of tuition fees.

If an enrolment 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.

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.

Refund refers to the refund of tuition fees.

2. International Student Refunds

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:

- i. The original Visa Refusal letter
- ii. The Visa Appeal Refusal Letter
- iii. Copy of applicant's passport.

The refund will be made to the person that made the original payment in the source country where the payment originated.

An administration fee of €200 applies.

Medical Insurance is not refundable.

3. The Refund Process

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.

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.

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 15 business days of the Refund Request.

All refund requests will be finalised within 15 business days of receipt of request.

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.

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.