



Polasaí agus Nósanna Imeachta/Policies and Procedures

Code	QA306
Title	Fee Refund Policy
Policy Owner	Director Financial Accounts
Date	18 th December 2024
Approved By	Údarás na hOllscoile

1.0 Purpose

This policy outlines where the University may issue a fee refund.

2.0 Description

2.1 Application fees, first year non-EU Medicine fees and course deposits paid are non-refundable (exception (2.3 (vi) below).

2.2 No fee refund can be made to a student if the student owes fees¹ to the University.

2.3 Refunds may only be made in the following circumstances:

- (i) When an amount in excess of the total fees due has been paid.
- (ii) When a student has made a payment and subsequently transfers to another third level institution as a result of a higher CAO offer.
- (iii) When a student is formally withdrawn or takes leave of absence from the University and this results in a credit balance on their account.
- (iv) When a student transfers to a different course and where this results in a credit balance on their account.
- (v) When the University receives the full fee payment², from a granting authority or sponsor, on behalf of a student who has already paid their fees in full.
- (vi) International students who have paid fees to the University but are subsequently unsuccessful in their visa application will be refunded the amount they have paid, less an administrative fee³. This will be refunded within 60 days on provision of appropriate evidence of visa refusal and documentation required to issue the refund.

2.4 Where bank details are not provided then the credit balance is carried forward to the following year.

¹ Fees include any charges outstanding on the student record e.g. Tuition, Student Contribution and Student Levy

² Refund exception:

- SUSI – Refunds will be issued based on confirmation from SUSI that the student is funded. This may be in advance of full and final payment from SUSI.
- HEA – Refunds will be issued where the student is deemed eligible for Free Fees. This may be in advance of full and final payment from the HEA.

³ Administration Fee = €190



3.0 Responsibilities

Name	Responsibility
Director Financial Accounts	Policy Owner
Fees Office	To ensure that fee refunds are only issued in compliance with policy.
Students	To provide any required information to support the claim for a refund.

4.0 Related Policies

- QA287 Student Leave of Absence Policy – Undergraduate and Taught Programmes
- QA282 Student Course Withdrawal Policy
- QA252 New Entrant to First Year Fulltime Undergraduate Degree Programmes
- QA 307 Student Fee Liability and Sanctions for Late or Non-Payment of Fees
- QA312 Course Fee Establishment and Administration