

Refund and Compensation Policy

In addition to our [Student Protection Plan](#), Université Paris Dauphine – PSL, London campus has adopted a Refund and Compensation Policy setting out the circumstances in which we will refund tuition fees and other relevant costs to students and provide compensation where necessary if the London campus is no longer able to preserve continuation of study for one or more students. If you are considering or have decided to request an interruption of studies or to withdraw entirely, this will affect your tuition fees.

This Refund and Compensation Policy applies to students who are in Full-time or Part-time attendance (including distance learners).

1. Refunds in case of Student withdrawal or expulsion from the course

Any request for cancellation or interruption of studies must be made in writing (e-mail or mail), to our Deputy General Manager, Ms Julija Jeremic at Julija.jeremic@dauphine.psl.eu.

Administration fees are included in tuition fees as specified in the programme specific tables below. The administrative fees compensate for administrative costs including application review, invoicing, registration and cancellation on our databases and Université Paris Dauphine – PSL databases and follow-up.

Although expulsion from a course has never happened at the London campus since its creation in 2015, this is a scenario our Refund and compensation policy includes. In such a case, the student shall be refunded on a pro rata basis.

Non-attendance does not equate to withdrawal from a course. We will only make appropriate adjustment to the tuition fees after receipt and recording of a formal notice of withdrawal. Without this, you are liable for the full tuition fee.

Your eligibility for a refund will depend on the fees that have been paid and the date you interrupt or withdraw. The following table outlines the London campus programmes' refund calculations.

Bachelor's Degree in Economics and Management programme – yearly enrolment

Date of withdrawal	Refundable Tuition Fees
Within cooling off period	100% of fees paid
After cooling off period, before the start of the course	100% of fees paid less administration fees of £2,000
First semester (until Christmas break)	100% of fees paid less administration fees of £2,000 and £500 per week up to the total full semester fees will be retained

Document: Refund and Compensation Policy		Version: V4.1	Authorised by: General Manager
Original issue date: Jan-2021		Latest review: Apr-2024	Owner: Operations Manager
Public use: yes	Staff use: yes	Students use: yes	Next review date: Aug-2024

From the first academic week of January until the end of the second semester	50% of total annual fees less £500 per week up to the total fees paid
--	---

BEM (semester enrolment)

Date of withdrawal	Refundable Tuition Fees
Within cooling off period	100% of fees paid
After the cooling off period (except in cases of force majeure) and before the start of the semester	100% of fees paid less administration fees of £2,000
After the start of the semester	100% of fees paid less administration fees of £2,000 and less £500 per week

LSO 2 Law track Semester

It is important to note that in the event of withdrawal after September 1, students **cannot** register for the L2 Filière Droit at Université Paris Dauphine - PSL. Students will be assigned to a classic LSO group.

Date of withdrawal	Refundable Tuition Fees
Within cooling off period	100% of fees paid
After the cooling off period (except in cases of force majeure) and before the start of the second LSO 2 Law track semester	100% of fees paid less administration fees of £2,000
After the start of the second LSO 2 Law track semester	100% of fees paid less administration fees of £2,000 and less £500 per week

Executive MBA Programme

Date of withdrawal	Refundable Tuition Fees
Within cooling-off period	100% of programme fees paid
After cooling off period, and within one month of start of programme	100% of fees paid less administration fees of £3,000
After one month of programme start date	100% of fees paid less administration fees of £3,000 and less £2,500 per month

Summer Programmes

Date of withdrawal	Refundable Tuition Fees
Within cooling-off period	100% of programme fees paid (no application fee refunded, unless unsuccessful application)
Before 1 June 2024	100% of programme fees paid (no application fee refunded, unless unsuccessful application)
Between 01 June and 16 June 2024 (incl.)	50% of total tuition fees
After 16 June 2024	No refund

- Refund terms for accommodation packages are subject to our housing partners conditions and will be mentioned in the invoice and/or registration pack.
- Application fees are only refundable where an application is unsuccessful.

2. Refund information specific to Student visas holders

Where a student requires a Student visa, it is their responsibility to ensure that they abide by the conditions as set out in our [Terms and Conditions](#). Should a student not comply with Université Paris Dauphine - PSL, London campus Terms and Conditions or the conditions of their visa, Université Paris Dauphine - PSL, London campus may terminate your registration or withdraw their sponsorship. In such situations, students will be liable for any personal costs which may have been incurred by the student. If a student visa holder requires a refund, it will be subject to the standard refund terms above (section 1) and the following:

Reason for non-registration/withdrawal*	Refundable Tuition Fees
The students' visa application was rejected due to no fault of their own	100% of tuition fees paid
The students' visa application was rejected due to fraudulent documentation/statements	No refund due
Student does not arrive for the start of the course	No refund due, UKVI will be notified
Sponsorship withdrawal or student non-compliance with visa conditions	No refund due, considerations may be given to extenuating mitigating circumstances on application**

* Note: In all circumstances evidence will be required.

** The London campus retains the right to withhold tuition fee refunds until evidence that an International Student has returned to their home country or been granted a new period of leave by the Home Office has been received.

Any refund of fees will be considered on an individual basis, depending on the **circumstances**.

Where a student has attended classes remotely while waiting for a visa decision, no refund will be made for the period they have received tuition.

3. How tuition fees refunds are applied.

- 3.1. All refunds will be made to the same account the original payment transfer was made from (be it the student or his/her sponsor's account). You will need to provide the account information along with a copy of the original bank transfer.
- 3.2. The amount of the refund will be determined by the above table or where applicable as agreed with the Operations Manager and the General Manager.
- 3.3. Where a London campus student benefits from the UK Student Loans company, students should be aware that London campus will notify course withdrawal to the Student Finance body. No provision of refunds for students in receipt of a tuition fee loan from a Student Loans Company shall be made on funding the student is eligible to receive up to the point of withdrawal.

4. Bursary and scholarship payments.

- 4.1. When you interrupt or withdraw, any bursary or scholarship awarded may no longer be valid.
- 4.2. In these circumstances, any bursary or scholarship payment made may be considered an overpayment and you may be asked to repay the money awarded.

5. Compensation if the Université Paris Dauphine – PSL London campus is no longer able to preserve continuation of study for one or more students.

The London campus is committed to ensuring that, as far as possible, all students are able to continue and complete their studies on campus and to 'teaching out' students where a programme is being discontinued, as such, we consider refunds and compensation to be a remedy of last resort.

- 5.1. We expect that students who are registered, or candidates who have accepted a place, should take all reasonable steps as suggested by the London campus to mitigate the effects of non-continuation of study.
- 5.2. In the unlikely event that the London campus is not able to preserve continuation of study we will endeavour to offer out students the option to continue their programme of study (or remaining part thereof), or transfer to a different course of study within Université Paris Dauphine – PSL or another Partner Institution. We will, where suitable, offer the following alternatives:

- An offer to retake the affected provision in the next available intake without additional charge

- An alternative programme offered elsewhere within Université Paris Dauphine – PSL or another Partner Institution
 - An offer of an alternative learning method such as online or distance learning.
- 5.3. The London campus will consider an application for compensation and whether it is appropriate to provide financial redress to a student for losses they have incurred, as a result of non-compliance by the London campus with its obligations to students, or in circumstances in which the London campus is no longer able to preserve student continuation of study.
- 5.4. Where a decision is taken to compensate students for losses they have incurred, the amount of such redress will be assessed on a case-by-case basis. We will take into consideration the following:
- The particular circumstances of the matter
 - The context in which the loss arises and whether the student has taken steps to mitigate such losses
 - Refunds for students who pay their own tuition fees
 - Refunds for students whose tuition fees are paid by a sponsor
 - Reasonable additional travel costs for students affected by a change in the location of their course
 - Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study
 - Compensation for tuition and maintenance costs where students have to transfer courses or provider.
- 5.5. Students are required to provide written evidence in support of any costs or losses they may have incurred.
- 5.6. If the London campus is unable to preserve continuation of study, we will where it is considered appropriate honour student bursaries.
- 5.7. Applications for compensation should be made to the Operations Manager, Ms Rachel McKinney, (rachel.mckinney@dauphine.psl.eu). This should contain as much information as possible and the basis for any estimates of costs should be clearly set out. Claims will be considered within 28 days and the outcome will be communicated to each applicant in writing.

6. Complaints and appeals

Where a student is dissatisfied with the London campus's assessment of their claim for compensation, they should request a written explanation of the assessment from the Operations Manager. If dissatisfied with the outcome the student should invoke [Appeals and complaints policy](#), which is set out on our website.