

Refund and Compensation Policy

In addition to our Student Protection Plan, Dauphine London 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 Dauphine London 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 Senior Programmes Administrator, Ms Julija Jeremic at Julija.jeremic@dauphine.psl.eu. Administration fees in the amount of £2,000 are included in the Bachelor's in Economics and Management fees. They 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 Dauphine London 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.

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 Dauphine London 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 £4,800 will be retained
From the first academic week of January until the end of the second semester	£4,800 plus £500 per week commencing, up to £9,600

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BEM (semester 1 session enrolment)

Date of withdrawal	Refundable Tuition Fees
Within cooling off period	100% of fees paid
After cooling off period, before 3 September	100% of fees paid less administration fees of £2,000
Week 1 - Week 14	Up to £4,800 will be retained
After the start of the second BEM semester	100% of fees paid less £4,800 and less £500 per week

BEM (semester 2 session enrolment)

Date of withdrawal	Refundable Tuition Fees
Within cooling off period and until 3 September 2021	100% of fees paid
From 3 September to the start of the second semester	100% of fees paid less administration fees of £2,000
After the start of the second BEM semester	100% of fees paid less administration fees of £2,000 and less £500 per week

BEM - 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 Dauphine Paris. 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 and except in cases of force majeure	100% of fees paid less administration fees of £2,000
After the start of the second BEM semester / Law track	100% of fees paid less administration fees of £2,000 and less £500 per week

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Summer Programmes

Date of withdrawal	Refundable Tuition Fees
Within cooling-off period	100% of programme fees paid (no application fee refunded)
Before 21 May 2021	100% of programme fees paid (no application fee refunded)
Between 22 May and 20 June 2021	50% of total tuition fees (no application fee refunded)
After 21 June 2021	No refund (no application fee refunded)

- 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.
- In the event that Dauphine London is not able to open its doors due to the pandemic, we will provide enrolled students with two options: opt for our fully online stream or receive a full refund.

1.1. 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 Terms and Conditions or the conditions of their visa, Université Paris Dauphine - PSL, London 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 an international student requires a refund, it will be subject to the standard refund policies above and the following:

Reason for non-registration/withdrawal	Refundable Tuition Fees
You fail to meet entry conditions	100% of fees paid less administration fees of £2,000
The students' visa application was rejected due to no fault of their own	100% of fees paid
The students' visa application was rejected due to fraudulent documentation/statements	No refund due
Student does not arrive for registration	No refund due, UKVI will be notified

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Note: In all circumstances evidence will be required

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

2. How tuition fees refunds are applied.

2.1. Fees will be refunded to the same account the original payment transfer was made from.

2.2. 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.

2.3. The amount of refund will be determined by the above table or where applicable as agreed with the Managing Director.

2.4. As Dauphine London students cannot benefit from the UK Student Loans company, no provision of refunds for students in receipt of a tuition fee loan from a Student Loans Company shall be made.

3. Scholarship and Bursary payments.

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

4. Compensation if Dauphine London is no longer able to preserve continuation of study for one or more students

Dauphine London is committed to ensuring that, as far as possible, all students are able to continue and complete their studies at the London 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.

4.1. The University expects that students who are registered, or candidates who have accepted a place, should take all reasonable steps as suggested by the University to mitigate the effects of non-continuation of study.

4.2. In the unlikely event that Dauphine London was 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:

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

4.3. Dauphine London 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 University with its obligations to students, or in circumstances in which the University is no longer able to preserve student continuation of study.

4.4. 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.

4.5. Dauphine London will require students to provide written evidence in support of any costs or losses they may have incurred.

4.6. If Dauphine London is unable to preserve continuation of study, we will where it is considered appropriate honour student bursaries.

4.7. Applications for compensation should be made to the Finance Officer, Ms Rachel Mc Kinney, (rachel.mckinney@dauphine.psl.eu). They 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.

5. Complaints and appeals

Where a student is dissatisfied with Dauphine London’s assessment of their claim for compensation they should request a written explanation of the assessment from the Finance Officer. If dissatisfied with the outcome the student should invoke [Dauphine London’s complaints and appeals procedure](#), which is set out on our website.

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