



Get Started award
Terms and Conditions 2026/27

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This document summarises the Terms and Conditions for the undergraduate award Get Started. This is aimed at students from under-represented groups joining year 1 or an Integrated Foundation Year degree at Royal Holloway for the 2026/27 academic year. Applicants must be applying to us from one of our partner schools

1. Scope

This document outlines the terms and conditions of the Get Started award. **This is a one-off payment of £1250 to a student in their first year or as part of the Integrated Foundation Year.** Note that students in receipt of this award are bound by the terms and conditions detailed below.

2. Eligibility

An applicant must:

- be working towards their qualifications at one of our Widening Access partner schools
- anticipate meeting all the conditions associated with their offer in time to enrol at Royal Holloway for the 2026/27 academic year.
- be registered as a new first year student when applying for an undergraduate degree or joining an Integrated Foundation Year
- be registered as a Royal Holloway undergraduate student for the whole period in which they are in receipt of the scholarship
- meet the eligibility criteria as follows
- undergraduate applicants must accept Royal Holloway as their firm or insurance choice through UCAS; if this condition is not met within the required deadline, the offer of a scholarship shall be treated as withdrawn.

Holding more than one scholarship or bursary

- the applicant must not be in receipt of more than one Royal Holloway scholarship, unless it is specifically stated in the terms and conditions that two specific scholarships can be held at the same time by the same person. An applicant will however be able to hold a Royal Holloway scholarship along with an external award only if the value of both awards combined does not exceed the recipient's tuition-fee liability. This clause only applies to scholarships that are offered as tuition fees reductions and does not relate to any cash awards.

Applicants need to meet **one** of the following criteria:

- a) Has a Disability or long term health condition (defined by the Equality Act 2010)
- b) Lived in Local Authority care for more than three months
- c) Resident in a lower participation in higher education neighbourhood -(Polar 4 Q1 /IMDQ1)
- d) Parents/carers have not attended university

3. Agreement

- In accepting a Royal Holloway scholarship/bursary, applicants are agreeing to the Scholarships Terms and Conditions that are set out in this document; scholars are advised to keep a copy of these Terms and Conditions for their records.
- Students agree to take part in any necessary promotional activities by agreed deadlines. This might include (but is not limited to) being interviewed, photographed, filmed and/or providing written accounts detailing how the award has benefited you and could help others in the future. Promotional materials may feature on the Royal Holloway website and/or social media. In these circumstances no additional payments will be made by Royal Holloway to the students.
- **Please see section 6 “*Responsibilities of the Student*” for further details**

4. Allocation

Students must apply as outlined in the communications with a short statement (no more than 300 words) outlining:

- Why you are a suitable recipient of this award
- What you would use the award for, and what difference this award would make to you

Allocation of awards will be determined by eligibility criteria outlined in this document AND the information provided in your supporting statement upon application.

Before starting an application, students are encouraged to read the application guidelines detailed throughout this document

There are a strictly limited number of awards available.

5. Payment

The Get Started award is a **cash award** and will therefore be made in the following way. The award is to be used to support a student to purchase essential items, equipment, books, software etc that has a demonstrable impact on their start at university.

- **Cash awards**

All cash awards are paid by BACS into a UK bank account only.

In order for payment to be made a student must:

1. Have fully enrolled at Royal Holloway, University of London during the enrolment period September – October 2026
 - This includes signing all necessary paperwork
 - Passing ID checks
 - Having your tuition fees paid
2. Ensured that up to date bank account details are entered onto Campus Connect during the enrolment period

*****It is the responsibility of the student to ensure that they fully enrol and provide up-to-date bank details to Royal Holloway in sufficient time for the payments to be made.*****

The account must be held either solely or jointly in the name of the registered Royal Holloway student. Payments cannot be made into the account of another person.

- **Payment schedule**

The purpose of this award is to help a new student in their first year of study with Royal Holloway.

There will be one payment of £1250 made into student accounts as quickly as possible between October (end of enrolment period) and beginning of November 2026.

- **Conditions of payment for Scholarships**

All payments, discounts and fee reductions will only be made providing:

- The student is enrolled at Royal Holloway on a full time undergraduate or postgraduate degree course at the time of the payment

- The student has successfully progressed to the next level of study if the duration of the course is longer than one year, and has met any award specific requirements.

6. **Withdrawal of a scholarship**

This award is based on the information provided by the student from their UCAS application form and award application. They are awarded for a set period of study as stated in the award communication and cannot normally be extended beyond this date.

- Royal Holloway reserves the right to withdraw an award/scholarship from any applicant who is found to have misled Royal Holloway about any aspect of their eligibility and to seek repayment of any monies already paid.
- If a student changes course or mode of study, their continuing eligibility for a scholarship will be reviewed and the scholarship may be withdrawn. The department should also be notified of any change in course so that eligibility criteria can be checked if applicable.
- Where a student is subject to the Royal Holloway Student Misconduct Regulations or Regulations on Academic Misconduct, the College reserves the right to withdraw the scholarship completely if the outcome of the process is the termination of the registration.
- The offer of a scholarship will normally lapse should the student fail to enrol in the year for which the scholarship is first intended, or if a student suspends, defers or interrupts their studies. Entitlement to all future payments will also cease.
- If a student withdraws, interrupts or is terminated from their course, Royal Holloway reserves the right to seek repayment of any parts of awards already made. In this event, a pro-rata calculation will be made of the amount owed to Royal Holloway. Entitlement to all future payments will also cease.
- Applicants must normally be registered as full-time students at Royal Holloway. Should the status of the applicant's registration change for any reason, Royal Holloway reserves the right to reassess whether the applicant is eligible for the scholarship. A change of this nature may result in the scholarship being withdrawn and the scholar being required to repay some or all of the scholarship to Royal Holloway, or the value of the scholarship may be readjusted.
- If information comes to light subsequent to the scholarship being awarded and which should have been included on the application form, which renders the scholar ineligible for the specific scholarship, the scholarship would be withdrawn and, if determined to be appropriate, required to be repaid either in part or in full.

You may be asked to repay an award partially or in full depending on the circumstances listed above.

7. **Responsibilities of the applicant**

In addition to complying with any terms and conditions attached to their award students will be asked to provide the following by **20 November 2026**

- Write a statement and quote about how they have used the money and what impact the award has had on their start to university.
- A photo of themselves on campus in the first few weeks of term.

Additionally within the course of their time at Royal Holloway, University of London:

- Students may be asked to participate in occasional promotional activities and to be interviewed, photographed and/or filmed for promotional purposes and prior consent of the scholars will be requested for this. This could include being featured on the Royal Holloway website and/or on social media. In these circumstances no additional payments will be made by Royal Holloway to the applicant.

8. Student data collection notice

Information on how the university uses students' personal data can be found here:

<https://intranet.royalholloway.ac.uk/students/assets/docs/pdf/student-data-collection-notice-final.pdf>

9. Complaints and appeals process

Royal Holloway is committed to a fair process in the allocation of its scholarships. It needs to be recognised that academic scholarships are highly competitive and that lack of success may be due to the level of competition rather than any specific weakness of the applicant and consequently it may not be possible to provide scholarship candidates with feedback if their application is unsuccessful.

The decision of the scholarship selection committee is final and scholarship applicants have no right of appeal against the decision not to offer a scholarship. There is no right of appeal if the offer of a scholarship is withdrawn as a result of a failure to comply with any of the terms and conditions set out above, the terms set out in the webpages for the individual award or the terms set out in the award letter.

Should a prospective student to Royal Holloway who has applied for a Royal Holloway scholarship wish to lodge a complaint about the scholarship application process, the complaint should be sent in writing to the Deputy Director of Admissions and Applicant Services who can be contacted via the following email address: RHPS@royalholloway.ac.uk. The Deputy Director of Admissions and Applicant Services will investigate the matter and will provide a response within 10 working days of receiving the written request.

Should a prospective student to Royal Holloway who has applied for a departmental scholarship wish to lodge a complaint about the scholarship application process, the complaint should be sent to the relevant department.

If the scholarship applicant is still dissatisfied after receiving a response from the Deputy Director of Admissions and Applicant Services or from their respective department in the case of a departmental scholarship, the scholarship applicant may lodge an appeal in writing to the Director of Strategic Communications and Marketing within seven days of receiving the aforementioned response. The Director of Strategic Communications and Marketing will review the matter and will provide a response within 15 working days of receiving the written request. Where a response is not possible in that timeframe, the Director of Strategic Communications and Marketing will write to inform the applicant of the timescale for the receipt of a full response.

Students who have applied via an agent supported by our strategic partner, Study Group, should address and send their formal complaint to RHapplicants@studygroup.com. The formal written complaint must be submitted within 8 weeks of the issue/incident to which it relates. Complaints received outside this timeframe will not be considered.