

Tuition Fee Operational Guidelines 2023/24

Contents

1. Your Tuition Fees and how to pay them.....	4
How do we calculate your fees?	4
Tuition Fees deposits.....	4
EU or Overseas students – Confirmation of Acceptance for Studies (CAS) Deposits.....	4
Postgraduate Taught (PGT) Deposits	5
Refund scheme for deposits.....	5
Tuition Fee Deposit Exemptions	5
Students who have funding from Student Finance England, Wales, NI or Scotland.....	5
College Scholarships & Bursaries	5
Alumni discount.....	6
Staff discount	6
EU Tuition Fee Reduction Scholarship	6
How will discounts, scholarships and bursaries be applied to my account?	6
What happens if I don't pay my Tuition Fees?	7
Responsibility for payment	7
Non-payment of Tuition Fees	7
Late Payment Charges.....	7
Tuition Fee increases for continuing students (“Transitional Fees”).....	7
2. Tuition Fees for repeating & resitting modules	8
Repeat fees.....	8
Resit fees	8
3. Postgraduate Research Students and Guest Researchers	8
Early Submission of Thesis	8
Resubmission Fees	8
Bench Fees	8
Extension Fees.....	9
Guest Researchers.....	9
4. Study Abroad and Year in Industry / Business Students	9
Incoming Students	9
Turing students for 23/24.....	9
International Exchange students	9
Study Abroad students	9
Outgoing Students - year spent on a student exchange, in industry or volunteering	10
Optional Placement Year.....	10
Postgraduate Taught students	10

Postgraduate Research students	10
5. Tuition Fees for students studying via Continuing Professional Development (CPD) mode	11
6. Audit and Extracurricular courses	11
7. Fee liabilities – Withdrawals and Interruptions.....	12
Withdrawals	12
Interruptions.....	13
Withdrawal after Interruption.....	14
Refunds (if there is a balance).....	14
8. Transfer in students.....	15
9. Appealing your Tuition Fee liability.....	15
Tuition Fee Appeal Policy	15
When can you appeal?	15
When can't you appeal?	15
How to appeal?	15
When I will I hear?	15
10. Links to policy and regulations.....	16

This document contains guidance on the Tuition Fees you will be charged and how they are calculated while studying at Royal Holloway, University of London. It should be read alongside your Offer Letter which contains links to the Terms and Conditions, Admissions Policy and the Student Fee Regulations (links are also available in section [10. Links](#)). This document will be reviewed regularly and updated as necessary.

1. Your Tuition Fees and how to pay them

How do we calculate your fees?

Your Tuition Fees are calculated each year and are based on:

- Fee Status – Your fee status takes into consideration your residence and course start date. This varies depending on whether you’re a UK resident, living in Europe (EU) or applying from outside the UK and the European Union (Overseas or OS). Admissions will make a decision on your fee status based on the information you give in your application. They may ask you to complete a fee status questionnaire to confirm this. If you think you’ve been placed on the incorrect fee status, contact applicants@rhul.ac.uk where admissions will require more information to reassess you.
- Mode of Attendance – This is whether you are studying full-time or part-time. If you are a studying part-time, your fees are 50% of the full-time applicable fee for each study year. If you are studying via Continuing Professional Development mode, please see [5. Tuition Fees for students studying via Continuing Professional Development \(CPD\) mode](#).
- Course Fee Band – Your Tuition Fees will change depending on the cost of your course. If you change your course during the year, you will be charged at the new rate for the whole year.
- Joint course – The fee charged depends on the course title.
 - Joint courses with an ‘and’ in the title are charged the higher cost of the two courses.
 - Joint courses including ‘with’ in the title are charged according to the fee band of the main course listed first in the title.

Tuition Fees deposits

Deposit scheme for 2023/24

Fees status	Deposit required to secure a place on the course		
	UG	PGT	PGR
UK students	N/A	£100	N/A
International students (including EU students)	£10,000 for high-risk regions across UG, PGT and PGR; £3,000 for all other regions across UG, PGT and PGR		

EU or Overseas students – Confirmation of Acceptance for Studies (CAS) Deposits

EU or Overseas students are required to pay their deposit by a specified deadline before a CAS letter can be issued.

This applies to you if:

- You require a Student Route visa to study in the UK and;
- You are not sponsored by a recognised organisation or not visiting via an established institutional partnership

Postgraduate Taught (PGT) Deposits

- Home applicants: £100 deposit to be paid as soon as possible to secure your place.
- Overseas applicants: deposit to be paid as soon as possible to secure your place. If you need a CAS, you must pay this at least three months before the start of your course so that the CAS can be issued in time.
- Further information can be found on our [webpage](#)

Refund scheme for deposits

An administration fee for deposit refunds will be applied as follows:

- Pre-sessional English Language programmes: £100 if within 14 days and a CAS letter has been issued; £350 if over 14 days
- International deposit for PGT programmes: £100 if within 14 days and a CAS letter has been issued (if over 14 days, no refund is offered).
- UK deposit for PGR programmes: no charge if within 14 days (if over 14 days, no refund is offered).

[Click here](#) for more information on the refund policy.

Tuition Fee Deposit Exemptions

The Chief Financial Officer is permitted to grant tuition fee deposit exemptions in circumstances which they deem to be appropriate.

Students who have funding from Student Finance England, Wales, NI or Scotland

Undergraduate & postgraduate students who qualify for funding from Student Finance England, Wales, NI or Scotland need to apply every year for funding – we advise applying approximately 6 months before your course starts to make sure you receive your maintenance and Tuition Fee loan in time for the start of your course. If you apply late for funding, you will be liable for your Tuition Fees until we receive confirmation of your funding being approved.

College Scholarships & Bursaries

If you are awarded a scholarship for your tuition fees, this will be applied and depending on the amount of the award, the remaining balance will be shown on your Campus Connect account once you have fully enrolled.

For undergraduate students funded by the Student Loans Company (SLC), Royal Holloway will update your record with the SLC to reflect the actual balance owed. Students should not update the amount of tuition fee loan they wish to take directly with the SLC as Royal Holloway will make the relevant changes to your liability with the SLC.

Any changes to your account / SLC will be updated and communicated to you, normally, within five working days.

The links below provide further information:

[Undergraduate Scholarships and Bursaries](#)

[Postgraduate Taught Scholarships and Bursaries](#)

[Postgraduate Research Scholarships and Bursaries](#)

Alumni discount

Royal Holloway graduates who apply for a postgraduate course will automatically get a discount on tuition fees – please visit our [website](#) for details.

- The alumni discount is made on the fee amount payable following any other reductions i.e. scholarships
- The alumni discount is available on the tuition fees for the first year of study only, whether full or part time.
- The alumni discount cannot be used in conjunction with full fee waiver scholarship (including those with an additional cash award).
- The alumni discount cannot be applied to CPD courses.

Staff discount

A complete or partial discount is available for permanent staff of Royal Holloway depending on the course of study taken.

Further information on the level of discount and the policy is available on our [website](#).

EU Tuition Fee Reduction Scholarship

Since 2021/22 EU students have been classified as International Students for fee purposes.

- **For students starting programmes in 2021/22** a fee reduction scholarship was offered equivalent to the difference between the UK and International fee for the full duration of their course.
- **For students starting programmes in 2022/23** a fee reduction scholarship was offered that is equivalent to a 60% reduction in the difference between the UK and International fee for the full duration of their course.
- **For students starting programmes in 2023/24** a fee reduction scholarship was offered that is equivalent to a 30% reduction in the difference between the UK and International fee for the full duration of their course.

To receive the fee reduction scholarship, you must meet the following eligibility criteria:

- Be classified as overseas for fees purposes
- Be an EU national on 1 September before the start of the course

Recipients of the EU fee reduction scholarship are eligible to hold a second Royal Holloway scholarship.

Students that start their course with us after September such as EU Postgraduate Research students and EU Visiting Students and also meet the above criteria will be eligible for the EU Tuition Fee Reduction Scholarship.

For further information please see the [Tuition Fee Regulations](#)

How will discounts, scholarships and bursaries be applied to my account?

Any discounts are applied to the fee amount payable following any other reductions i.e. scholarships.

Example: If the course fee is £10,000 and the student qualifies for a £4,000 scholarship and the alumni discount, then the liability will be calculated as £5,100:

Liability = (Full Fee (10,000) – Applicable Scholarships (4,000) = 6,000) minus the alumni discount (15%/900) = 5,100

Bursaries will be awarded at the end of each term and can only be awarded if you qualify, apply for Student Finance funding and have updated all of your details in Campus Connect. Please note that bursary awards can be delayed if any of the above information has not been completed. Please see our [FAQs](#) for more information.

What happens if I don't pay my Tuition Fees?

You have ultimate responsibility for the payment of your Tuition Fees.

Responsibility for payment

You remain responsible for the Tuition Fees even where sponsorship agreements have been approved. The College will seek to recover Tuition Fees directly from you in cases where payment from other approved sources is not forthcoming. This means that you are liable to pay your tuition fees if we don't receive payment from your sponsor or third party by the due date.

Non-payment of Tuition Fees

If, for any reason, you are unable to pay your Tuition Fees by the date they are due, you should contact Student Fees (student-fees@royalholloway.ac.uk). In cases of genuine difficulty, the University will take reasonable steps to support you, which may include agreement to payment by instalments or another payment plan arrangement.

The University reserves the right to take action against students who fail to pay their Tuition Fees or make satisfactory arrangements to pay. Unless alternative arrangements have been agreed, Student Fees may withdraw your University IT access, which includes but is not limited to; removing access to MS Teams; Moodle; Disabling your student ID card (preventing your access to certain services on campus, for example the Library).

Should you continue to fail to pay your Tuition Fees or if you do not make meet any agreed payment terms the University may, at its discretion (and where applicable following the appropriate process):

- Not permit you to re-register and/or withdraw you from the course of study;
- Not issue you with a final award certificate;
- Not permit you to attend the Graduation Ceremony; and/or
- Not be issued with any academic reference.

In addition, we may take legal action to recover unpaid Tuition Fees. This will involve the University referring you to legal debt recovery and/or external agencies to pursue payment. The University will also seek recovery of the costs associated with the legal process.

If you are in the UK under a Student Route visa, suspension of or withdrawal from your Course of study will result in Royal Holloway notifying UK Visa and Immigration (UKVI) and you will need to leave the UK. Your ability to apply for a new UK visa may be affected.

Late Payment Charges

A late payment charge of £50 will be applied to all invoices overdue **14 days** following the due date.

Tuition Fee increases for continuing students ("Transitional Fees")

As a continuing student, your new year's tuition fee will never be more than 5% of what you paid for the previous year. We'll charge you what the new incoming students' fee is for that year, and if that fee is over 5% of what you paid last year, we'll cap the increase in cost at 5%.

Example: An Overseas student started the BSc in Management with Human Resources in 2017/18 and was charged £15,600. For new Overseas 2018/19 students, the fee is £17,500 – as the fee increase from 2017/18 is more than 5%, Student A will be charged the 2017/18 fee plus a 5% increase, £16,380, for their second year in 2018/19.

Repeating students will also have the costs of re-attending modules capped as per the above.

2. Tuition Fees for repeating & resitting modules

Repeat fees

A repeating student is someone who has not been permitted to progress and is re-attending previously taken modules. Repeating students are charged on a pro rata basis according to the number of credits in the modules they are taking which is worked out as: (number of credits taken / full credit load) x applicable full-time fee.

Example: A home student is repeating 3 modules of the BA Economics course in Year 3. Each of the modules is 30 credits so the student is taking 90 credits so the fee owed is:

$$90 \text{ (repeating credits)} / 120 \text{ (full credit load)} \times \pounds 9,250 \text{ (full-time fee)} = \pounds 6,937.50$$

Resit fees

From 2023/24 there will be no fees for resitting assessments without attendance. Repeating modules with attendance still incurs a fee, see above.

Please note that if you are only resitting exams, you will not be entitled to any Student Finance funding as you will not be in attendance.

3. Postgraduate Research Students and Guest Researchers

Early Submission of Thesis

If a research student submits their thesis before their submission deadline during their designated writing up year, they are entitled to a pro-rata refund, which is calculated according to the date of submission in relation to their submission deadline. The pro-rata refund does not apply to students who submit before their writing up period starts.

When candidates for research degrees have submitted their thesis for examination, they are required to 'sign-up' for the relevant session as they are being assessed and awarded under the College's regulations. If a research student submits within one month of starting their writing up year (or by 31 October if they have a standard September start of writing up year date), they are not required to pay any writing up fees for the up-coming academic year. No further fee will be charged unless they are required to resubmit their thesis in which case they are expected to pay a flat fee which covers their access to supervision and library facilities during the resubmission period.

Resubmission Fees

2023/24 Fees	Masters by Research	MPhil	PhD
Resubmission period	6 months	12 months	18 months
Resubmission without second viva	£145	£290	£355
Resubmission with second viva	£275	£550	£640

Bench Fees

Departments can exceptionally charge 'additional research costs' to research students where the proposed research entails the use of expensive equipment or materials or involves extensive travel or fieldwork costs. Departments must have the approval of the Deputy Principal for the proposed fee and must inform Student Fees of the approved fee. The prospective student must be informed in writing of his / her fee liability and payment terms prior to admittance to the University. Additional costs / 'bench fees' may, on occasion, be applicable to Postgraduate Taught students. In which case, the same approval process shall be followed as for Research students.

Extension Fees

If a research student has been granted an extension to their submission deadline through a suspension of regulations, they are liable for an extension fee. This extension fee may be waived at the discretion of the Dean of the Doctoral School:

- For extensions of up to one month: no fee
- For extensions of more than one month and up to six months: the fee for 2023/24 is £470
- For extensions over six months: the fee for 2023/24 is £470 for the first six months plus a pro-rata charge for each additional month.
- In the event of submission before the extension deadline you will not receive a pro-rata refund.

Guest Researchers

For information on fees and the process to become a Guest Researcher, please visit the [website](#).

4. Study Abroad and Year in Industry / Business Students

Incoming Students

Turing students for 23/24

Fees are charged on Campus Connect to the student but are covered under the Turing scheme and the student is not liable for any fees.

International Exchange students

Fees are charged on Campus Connect to the student, but there is often a partnership agreement with the home institution, so you may not be charged directly. If you are liable for any fees, this will be shown on your Offer letter.

Study Abroad students

Students who come to study at Royal Holloway outside of either the Turing or International Exchange agreements are classed as Study Abroad students. Fees will be charged as below (2023/24 academic year):

Length of study	Study Abroad / international exchange students UG	Study Abroad / international exchange students PGT	Study Abroad / international exchange students PGR
Full year	£ 18,700 (Band A UG OS)	£ 18,200 (Band A PGT OS)	£ 17,300 (Band A PGR OS)
Autumn term	£ 8,415 (45% of band)	£ 8,190 (45% of band)	£ 7,785 (45% of band)
Spring & Summer terms	£ 10,285 (55% of band)	£ 10,010 (55% of band)	£ 9,515 (55% of band)

Outgoing Students - year spent on a student exchange, in industry or volunteering

Undergraduate fees for a student studying for a year abroad or for a year in industry are set as a percentage of the full-time fees applicable in that year as follows:

Fee status	Year out	Type	Fee
UK	International exchange	Study	15%
UK	International exchange	Work	20%
UK	Optional Placement Year (including industry, volunteering and study placements)		20%
International	Compulsory exchange	Study	20%
International	Compulsory exchange	Work	20%
International	Non-compulsory exchange*	Study	100%
International	Non-compulsory exchange*	Work	100%
International	Optional Placement Year (including industry, volunteering and study placements)		20%
*Non-compulsory exchange refers to students opting to take an entire year abroad that isn't an additional year to their degree programme, i.e. it replaces a year spent at Royal Holloway. For this reason, 100% tuition fee is charged.			
UK students whose year abroad consists of two elements that are charged at different rates (e.g. Turing study plus non Turing work) are charged the lower of the two rates.			

UK students who pay £9,250 tuition fees and have a Turing scheme year/Study Abroad sandwich year will have their fee capped at £1,385 (slightly less than 15%). For years in industry the capped fee for this group will be up to £1,850 (20%).

Optional Placement Year

All undergraduate students will have the opportunity to apply to take an additional year out, spent studying abroad or in industry. You take the year out after your second year (or third year if you are on an MSc or MEng course).

You will pay 20% of your usual fee for the year you are away from Royal Holloway.

Postgraduate Taught students

Eligible Postgraduate Taught students who go on a year in industry pay Tuition Fees at a rate of 20% of the relevant course fee applicable in the year the industrial placement takes place.

Example: A Home student is on an MSc Data Science & Analytics with a Year in Industry course who is going on a Year in Industry in 2023/24. The fee will be 20% of the full course fee which is calculated as:

$$£12,600 \text{ (full course fee in 2023/24)} \times 20\% = £2,520$$

Postgraduate Research students

Eligible Postgraduate Research students who go on Turing and International Exchanges pay full Tuition Fees to Royal Holloway for the time spent abroad. Visit the [website](#) for more information on International Exchanges.

5. Tuition Fees for students studying via Continuing Professional Development (CPD) mode

Students who are studying Postgraduate Taught courses on a part-time basis over 3-5 years are considered to be CPD students. CPD students are charged for the credits they are taking in an academic year. The cost of the credits will be pro-rated according to the full-time fee applicable for that course in that academic year and rounded up to the nearest £5.

Students who change mode from full-time/part-time to CPD will have their fees adjusted so they are charged for the credits they are taking per academic year. Any payments already received by the University above the adjusted fee will be held as credit on the students' account.

Example: A Home student on an MSc Information Security is taking 3 modules. Each module is 20 credits so the billing is worked out as:

$$60 / 180 \text{ (full credit load)} \times \pounds 12,600 \text{ (full-time fee)} = \pounds 4,200$$

This will mean that the overall cost of studying the course via CPD mode is higher than studying it full-time in one year, as an inflationary increase of up to 5% will be applied to each subsequent year of study.

Example: A student taking the MSc Information Security full-time in 2021/22 would be charged £11,900. If the same student takes 3 years to study the MSc Information Security doing 60 credits every year, the cost would be as follows:

$$2021/22 \text{ cost: } 60 / 180 \times 11,900 = \pounds 3,970 \text{ (rounded up)}$$

$$2022/23 \text{ cost: } 60 / 180 \times 12,200 = \pounds 4,070 \text{ (rounded up)}$$

$$2023/24 \text{ cost } 60 / 180 \times 12,600 = \pounds 4,200 \text{ (rounded up)}$$

$$\text{Total cost over 3 years} = \pounds 12,240$$

6. Audit and Extracurricular courses

- Students taking a course on an audit basis are not charged a fee in addition to their main course fee.
- Full-time students taking up to 30 credits worth of courses (or part-time students taking up to 15 credits worth of courses) over an academic year on an extracurricular or option basis are not charged an additional fee above their main course fee.
- However, repeating students who take additional new units on an extracurricular or option basis are charged on a pro-rata credit basis for such units:

Example: A Home student is repeating 2 modules of the BSc Physics course in Year 3 and wants to attend 2 extra-curricular modules. The repeat modules are 15 credits and the extra-curricular modules are 30 credits so the student is repeating 30 credits and attending 60 extra-curricular credits. The fee owed is:

$$30 \text{ (repeating credits)} + 60 \text{ (extra-curricular credits)} / 120 \text{ (full credit load)} \times \pounds 9,250 \text{ (full-time fee)} = \pounds 6,937.50$$

7. Fee liabilities – Withdrawals and Interruptions

Withdrawals

Students who withdraw from their studies are liable to pay fees for the period that they have been registered prior to the withdrawal.

Fee liability is assessed on the date of withdrawal and your fee status:

UK/EU Undergraduates eligible for Student Finance funding:-

September Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Autumn Term (this includes Welcome Week)	Nil
2	After 3rd Week of Autumn Term and before end of 1st Week of Spring Term	25% of full year's tuition fee
3	After week 1 of Spring Term and before the end of Spring Term	50% of full year's tuition fee
4	End of Spring Term onwards	100% of full year's tuition fee

International Undergraduate and All Postgraduate Taught:-

September Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Autumn Term (this includes Welcome Week)	Nil
2	After 3rd Week of Autumn Term and before end of 1st Week of Spring Term	33% of full year's tuition fee
3	After week 1 of Spring Term and before the end of Spring Term	66% of full year's tuition fee
4	End of Spring Term onwards	100% of full year's tuition fee

Postgraduate Taught, including International

January Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Spring Term (this includes Welcome Week)	Nil
2	After 3rd Week of Spring Term and before end of 1 st day of start of Summer Term	33% of full year's tuition fee
3	After 1 st day of Summer Term and before end of 3 rd week of Summer Vacation Period	66% of full year's tuition fee
4	After 3rd week of Summer Vacation Period	100% of full year's tuition fee

Postgraduate Research Students

Any Start Date

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of the course /anniversary date of the course	Nil
2	Fee liability for Doctoral students is calculated to the nearest month based upon the anniversary of their start date pro rata to the nearest full month based upon the anniversary of their start date.	

Please [click here](#) for forms and guidance on changing your study details.

Please note that there are different forms depending on whether or not you are funded by the SLC.

Interruptions

Students who interrupt their studies are liable to pay fees for the period that they have been registered for prior to the interruption.

Fee liability is assessed on the date of interruption and your fee status:

UK/EU Undergraduates

September Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Autumn Term (this includes Welcome Week)	Nil
2	After 3rd Week of Autumn Term and before end of 1st Week of Spring Term	25% of full year's tuition fee
3	After week 1 of Spring Term and before the start of Summer Term	50% of full year's tuition fee
4	Summer Term Onwards	100% of full year's tuition fee

International Undergraduate and All Postgraduate Taught

September Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Autumn Term (this includes Welcome Week)	Nil
2	After 3rd Week of Autumn Term and before end of 1st Week of Spring Term	33% of full year's tuition fee
3	After week 1 of Spring Term and before the start of Summer Term	66% of full year's tuition fee
4	Summer Term Onwards	100% of full year's tuition fee

Postgraduate Taught, Including International January Starters

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of Spring Term (this includes Welcome Week)	Nil
2	After 3rd Week of Spring Term and before end of 1 st day of start of Summer Term	33% of full year's tuition fee
3	After 1 st day of Summer Term and before end of 3 rd week of Summer Vacation Period	66% of full year's tuition fee
4	After 8th week of Summer Vacation Period	100% of full year's tuition fee

Postgraduate Research Students Any Start Date

Liability Period	Withdrawal date (as indicated on the form)	Tuition Fee liability for 2023/24
1	Within 3 weeks of the start date of the course /anniversary date of the course	Nil
2	Fee liability for Doctoral students is calculated pro rata to the nearest full month based upon the anniversary of their start date. i.e. if a PGR student is interrupting for 8 months of the academic year, they are only charged for the 4 months studied, and the remainder of their fee is deferred until they resume their studies in the future.	

For students who are not funded by the SLC, when you interrupt your studies, an appropriate credit will be applied to your account in the years that you interrupt and return if required:

Example: An Overseas student on a BA English interrupts their studies on 30 November 2022 for one year. From the interruption form, the liability will be 3 months. To calculate the liability:

£19,300 (full fee) / 9 (months in academic year) x 3 (months of liability) = £6,433.33

Interruption credits of £12,866.67 are added to the account (19,300 – 6,433.33) for 2022/23 year.

When the student returns on 1 December 2023 three months credit will be applied to the balance of the full fee.

Full fee for 2023/24 = £20,000 - £6,666.67 = £13,333.33 due in 2023/24.

Please [click here](#) for forms and guidance on changing your study details.

Please note that there are different forms depending on whether or not you are funded by the SLC.

Please note that when you interrupt, any monies paid will be held on the account until you return or withdraw from your studies.

Withdrawal after Interruption

If you do not return from the period of interruption and subsequently withdraw, the date of withdrawal is recorded as the start date of your interruption and the fee liability is calculated according to the relevant fee liability on the withdrawal form. Please note that this may mean that your liability may change.

Refunds (if there is a balance)

If you are self-funded, you will need to contact Student Fees (student-fees@royalholloway.ac.uk) to request a refund if there is a remaining balance.

For students who are funded by the SLC, we will contact them and update your record with them to reflect the actual balance owed.

8. Transfer in students

Where Home/EU students transfer directly to Royal Holloway (e.g. Year 1 in 2022/23 at a different institution and Year 2 in 2023/24 at Royal Holloway), students will be charged fees at the same level as the rest of their cohort. This must be a transfer to the same or similar course to remain on the same level. If a student withdraws from study and starts again in year 1 they will be charged at the same level as new students.

For SLC funded students who transfer in part way through the year, please note that your previous institution may claim part of your Tuition Fees for the year and you may have to pay the difference. Our Student Fees team will explain your liability when you enrol.

9. Appealing your Tuition Fee liability

All students are liable to pay their tuition fees. If there is an issue with the payment plan agreed, please contact Student Fees (student-fees@royalholloway.ac.uk). If there is a query in relation to your tuition fee liability, please contact Student Administration (student-administration@royalholloway.ac.uk).

If they are unable to resolve your query and it is deemed that you have a valid reason to appeal your tuition fee liability, then you will be issued a Tuition Fee Appeal Form. Please see below for the Tuition Fee Appeal Policy.

Tuition Fee Appeal Policy

- Issues with Fee Status are dealt with by Admissions directly applicants@royalholloway.ac.uk
- This process cannot be used for issues relating to academic provision / strike action
- You must have a valid reason (please see below) to appeal your tuition fee liability

When can you appeal?

The below is not an exhaustive list but appeals will only be considered where it is deemed that students have a valid reason.

- Where students have experienced compelling personal circumstances and have been adversely affected, leaving them unable to meet their Tuition Fee liability
- The College has provided the student or a third party with incorrect or misleading tuition fee information

When can't you appeal?

- If you have an issue with how your Fee Status has been assessed. These queries are dealt with by Admissions who can be contacted at applicants@royalholloway.ac.uk.
- If you have an issue with the quality of academic teaching / provision or any issue relating to strike action.
- Any issues not relating to your Tuition Fee liability.

How to appeal?

- Please contact Student Administration (student-administration@royalholloway.ac.uk) or Student Fees (student-fees@royalholloway.ac.uk) with your query. If they aren't able to resolve your query, they will refer you to the Tuition Fee Appeal process.
- Please fill out all sections of the form and then return the form to your department or to Student Administration / Student Fees as advised.

When I will I hear?

- Your form will be processed and you will receive a response within 15 working days.

Please note that the decision of the Tuition Fee Appeal panel is final.

10. Links to policy and regulations

Admissions Policy

<https://www.royalholloway.ac.uk/studying-here/applying/admissions-policy-and-procedures/>

Student Fee Regulations

<https://intranet.royalholloway.ac.uk/students/study/our-college-regulations/your-responsibilities-as-a-student.aspx>

You can find the Fee Regulations under the Student Fees section on this page.