

LFS Refund and Compensation Policy

1. Introduction

- 1.1. The London Film School (“LFS”, “we”, “our”, “us”) is committed to protecting the consumer rights of students (“you”, “your”).
- 1.2. This policy outlines your rights and responsibilities if you decide to cancel your contract with us within and outside of the 14-day cancellation period.
- 1.3. While our aim is always to ensure that you receive the education you are entitled to, this policy also outlines your rights in the rare event that we are unable to meet our obligations as per our contract with you.

2. Related Documents

This policy should be read in conjunction with the following documents:

- a) LFS Student Contract
- b) LFS Admissions Policy
- c) LFS Tuition Fees Policy
- d) LFS Student Complaints Procedure
- e) LFS Deferment Policy
- f) LFS Withdrawal Policy

3. Scope

This policy applies to students on the following programmes:

- a) MA Filmmaking
- b) MA Screenwriting

Students on the MA International Film Business and PhD Film by Practice programmes should refer to the relevant policies and documents by the University of Exeter.

4. General Stipulations

- a) By accepting your offer at LFS, you agree to the terms and conditions of the LFS Student Contract.
- b) This includes payment of your fees as per your offer letter.
- c) As outlined in the LFS Student Contract, you have the right to cancel your contract within 14 calendar days of receiving this acceptance confirmation without giving any reason. The cancellation period will expire after 14 calendar days from the day of the conclusion of this contract (i.e. the date on which you received the acceptance confirmation).
- d) We operate a fixed-fees policy which means the fees stated in your initial offer letter apply throughout your studies. This also applies if you defer your studies and return to us at a later point (i.e. you will continue your studies at the fee level stated in your original offer letter). The only exception is the Annual Administration and Registration Fee which may change as described in our Tuition Fees Policy.
- e) It is your responsibility to ensure that you have sufficient funds to pay for all your tuition fees and living and other expenses.

- f) It is our responsibility to provide you with educational services, including teaching, learning, and assessments, and related activities which we consider appropriate or relevant to your programme of study.
- g) Approved refunds will be paid by the same method and to the same account as the money was originally received. Evidence of payment and a copy of a bank statement will be required to verify details.

5. Deferments, Withdrawals, and Failure to Make Academic Progress

- 5.1. Students are liable for the full term's tuition fees from the first day of term.
- 5.2. If you decide to defer your studies and submit your request by the stipulated deadline (see LFS Deferment Policy), you are entitled to a full refund of any tuition fees paid for the term you are deferring from as well as any future terms (excluding any payments made for services that you have already been provided with, for example the application fee or the issuing of a Confirmation of Acceptance for Studies to obtain a Tier 4 visa).
- 5.3. If you decide to defer your studies and submit your request after the stipulated deadline (see LFS Deferment Policy), you are entitled to a partial refund of any tuition fees paid for the term you are deferring from as well as any future terms. To determine any refund entitlement, we will also deduct an amount that is in proportion to the services you have received until you notified us of your deferment.
- 5.4. If you decide to withdraw from your programme and submit your request by the stipulated deadline (see LFS Withdrawal Policy), you are entitled to a full refund of any tuition fees paid for the term you are withdrawing from as well as any future terms (excluding any payments made for services that you have already been provided with, for example the application fee or the issuing of a Confirmation of Acceptance for Studies to obtain a Tier 4 visa).
- 5.5. If you decide to withdraw from your programme and submit your request after the stipulated deadline (see LFS Withdrawal Policy), you may be entitled to a partial refund of any tuition fees paid for the term you are withdrawing from as well as any future terms. To determine any refund entitlement, we will also deduct an amount that is in proportion to the services you have received until you notified us of your deferment as well as any loss of business to LFS. Charges for 'loss of business' do normally not exceed the fees for one term.
- 5.6. Failure to make satisfactory academic progress, including failing a module altogether, does not entitle you to a refund.

6. Refunds

- 6.1. You are entitled to a full refund of your termly course tuition fees (excluding any payments made for services that you have already been provided with, for example the application fee or the issuing of a Confirmation of Acceptance for Studies to obtain a Tier 4 visa) if any of the following apply:
 - a) We are unable to meet our obligations as per the LFS Student Contract; or
 - b) We withdraw an offer of enrolment for any reason, except if you are found to have provided false or fraudulent information during the application process); or
 - c) You fail to obtain a Tier 4 student visa, provided the official refusal letter from the Home Office is provided together with evidence that the visa application was made within the stipulated timeframe and correct supporting documentation.

- 6.2. You are not entitled to a refund of tuition fees paid if:
- d) We withdraw an offer of enrolment for any reason after you are found to have provided false or fraudulent information during the application process);
 - e) You cancel your place on the course outside of the 14-day cancellation period in which case you are liable for the fees for the first term.
 - f) You fail to obtain a Tier 4 student visa, but no official refusal letter from the Home Office is provided and/or there is no evidence that the visa application was made within the stipulated timeframe and correct supporting documentation.

7. Refund Requests

- 7.1. Requests for refunds must be made in writing by emailing Student Services (student.services@lfs.org.uk) who will provide the relevant form and information.
- 7.2. Refund requests are normally processed within 21 days.
- 7.3. Partial or full refunds will be paid within 14 days of the refund being approved.

8. Bursaries and Scholarships Administered by the London Film School

- 8.1. If you are on a bursary or scholarship, you are not entitled to have your bursary or scholarship paid to you directly (with the exception of any cost of living allowances); instead bursaries or scholarships will be added to your account.
- 8.2. If you defer or withdraw from your studies, you are not entitled to the equivalent monetary value of the bursary or scholarship.
- 8.3. Bursaries or scholarships are not considered when determining refund entitlements.

9. Compensation

- 9.1. If you suffered clear, recognisable, material and evidenced loss, you are entitled to compensation.
- 9.2. This includes situations were:
- a) We are no longer able to preserve continuity of study and you are unable to continue with your studies;
 - b) We are no longer able to preserve continuity of study, but you are unable to continue with your studies until the end of your current term or module.
- 9.3. Should either situation arise, we will work with our university partner(s) to ensure you receive the university award that recognises the stage you have reached.
- 9.4. We will offer you advice and support to transfer to a different programme of study or provider.
- 9.5. We will offer to pay reasonable travel costs to cover at least one visit per student to such a provider.
- 9.6. We will ensure that you can continue to receive bursary or scholarship funds if you decide to transfer your studies to a different provider.
- 9.7. In consultation with the Students' Union, we will agree a compensation plan relevant to the circumstances in respect of additional costs reasonably incurred by students as a result of the termination, any change of programme and any relocation. This will normally include:

- a) Maintenance cost;
- b) Lost time;
- c) Additional tuition costs;
- d) Travel costs as a result of relocation of provision.

9.8. Compensation may take the form of a financial payment, a discount, or some other form of benefit.

10. Version Control: Policy

Version Number	Changes	Author, Title	Date
0.1	-	Philip Range, Academic Registrar	26/07/2018
0.1	Amendments agreed by Management Team	Philip Range, Academic Registrar	31/07/2018
1.0	Approved by Management Team	-	31/07/2018