



## **REFUND POLICY**

### **1. Purpose**

This Refund Policy outlines the conditions under which Lancaster Business School (LBS) processes student fee refunds for both local and international students. It aims to ensure fairness, consistency, and transparency in the management of student fees in cases of withdrawal, deferral, or course cancellation.

### **2. Scope**

This policy applies to all students enrolled in any of the courses offered by LBS.

### **3. Eligibility for Refund**

#### **(i) Course Cancellation**

If LBS cancels or discontinues a course before commencement, students will receive a full refund of all fees paid.

#### **(ii) Withdrawal before Course Commencement**

If a student withdraws at least 14 days before the official start date of the course, they will be entitled to a 80% refund of the student fees (20% retained to cover administration costs), less any applicable bank charges on the transfer.

#### **(iii) Withdrawal After Course Commencement**

No refund shall be granted once a course has started, as teaching and administrative resources would already have been allocated.

#### **(iv) Deferral or Programme Transfer**

Students who defer their studies or transfer to another programme within LBS shall have their fees credited to the new intake or programme, rather than refunded.

- The credit must be used within six (6) months, after which it shall automatically lapse.
- If the new programme has a higher fee, the student must pay the difference.

#### **(v) Exceptional Circumstances (Compassionate Grounds)**

Refunds requested due to serious illness, bereavement, or other compassionate reasons shall be considered on a case-by-case basis, subject to valid documentary evidence (e.g., medical report, death certificate). LBS reserves the right to determine the percentage of refund applicable in such cases.

#### **(vi) Visa Refusal (International Students)**

International students whose visa application is refused by Mauritian authorities will be eligible for a full refund, minus:

- A processing fee of USD 200 (to cover administrative and application costs); and
- Any bank or currency conversion charges incurred in the refund process.

Students must provide official documentation of the visa refusal (such as a letter from the Passport and Immigration Office) to qualify.

#### **(vii) Visa Delay or Rejection After Arrival**

If an international student's visa is delayed or later cancelled due to the student's non-compliance or misrepresentation, no refund shall be issued.

#### **4. Non-Refundable Items**

The following payments are non-refundable under all circumstances:

- Admission fees.
- Examination or assessment fees.
- Course materials and textbooks.
- Accommodation, airport pickup, or service fees arranged by LBS.
- Bank transfer, currency exchange, or payment gateway fees.
- Any other expenses on which LBS has already incurred a financial outflow or committed expenditure prior to the refund request.

#### **5. Refund Procedure**

1. Students must submit a written refund request to the LBS Administration Office at [admin@lancaster.mu](mailto:admin@lancaster.mu), clearly stating the reason for withdrawal.
2. All refund requests must include supporting documents (such as, visa refusal letter, medical certificate, proof of payment).
3. Refund applications will be reviewed by the Finance and Administration Department.
4. Approved refunds will be processed within 30 working days of approval.
5. Refunds will be made:
  - By bank transfer only, in the same currency as the original payment.
  - To the student's account only (refunds will not be made to third parties). The student must provide complete and accurate bank account details to facilitate the transfer.

#### **6. Appeals**

Students who are dissatisfied with the refund decision shall submit a written appeal by email to [info@lancaster.mu](mailto:info@lancaster.mu) within 5 working days of receiving notification. The decision of LBS Management shall be final.

#### **7. Policy Review**

This policy will be reviewed annually to ensure compliance with institutional standards, international best practices, and regulatory requirements.

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