

## 2015/16 REFUND POLICY

(Includes tuition, accommodation, met card and other associated fees)

The University will **only** process a claim for a refund when **all other debts** owed by the relevant company, staff or student, or on behalf of the relevant student, to the University **have been cleared**.

Due to administration costs, refunds will only be processed for amounts **over £15**. Please note: Refund admin charges will apply to **overseas tuition fee deposits** (refer to <http://www.mmu.ac.uk/international/courses/how.php>).

All refund requests must be made **in writing by email** ([refund@mmu.ac.uk](mailto:refund@mmu.ac.uk)). Any **payment of a refund** approved by the University **will be made** as follows **in accordance with the original method of payment by the relevant payer**:

- **Credit/ Debit Card/Recurring card payments including on-line payment** – approved refunds will be made directly back to the card from which it was paid.
- **Bank Transfer** – approved refunds will be sent to the bank from which the original payment was made. If this involves a payment to an International bank account, the process can take significantly longer than a payment to a UK bank account due to the payment passing through an intermediary bank after leaving MMU's account. MMU is not responsible for any such delays.
- **Cheque** – approved refunds will be made by BACS to a UK sterling bank account providing the cheque was from the same account. Bank details should be supplied. If the cheque was drawn on an International bank please refer to the above guidance notes regarding bank transfer payments.
- **Cash** – approved refunds will be made by BACS if it is to a UK sterling bank account or by bank transfer. Bank details should be supplied.
- **Met card** approved refunds will be made by BACS if the credit relates to an MMU payment or a credit/debit card if the payments were made by this method.

Please note, all refunds requested are **subject to further investigation** by the University and a Company, student or member of staff may be contacted to provide further documentation should the above not be acceptable to the University.

### Contact address:

Student Billings  
Manchester Metropolitan University  
All Saints Building  
Manchester M15 6BH  
[refund@mmu.ac.uk](mailto:refund@mmu.ac.uk)