

## Financial and Legal Services

### Refund Policy (tuition, accommodation, met card & other associated fees)

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The University will **only** process a claim for a refund when **all other debts** owed by the recipient to the University **have been cleared**.

Due to administration costs, refunds will only be processed for amounts **over £15**.

**Please note:** Refund admin charges may apply to **overseas tuition fee deposits** (refer to [www2.mmu.ac.uk/international/fees-and-funding/how-and-when-to-pay/](http://www2.mmu.ac.uk/international/fees-and-funding/how-and-when-to-pay/)).

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 online 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 which the original payment was made from. If this involves a payment to an international bank account, please be aware that this process can take significantly longer than a payment to a UK bank account due to the payment passing through an intermediary bank.

**Flywire** – approved refunds will be made back to the Flywire bank account, Flywire will refund directly to the originating payer's bank account and apply the same rate of exchange that the payer received when the payment was made. Flywire will apply a £9 charge for bank transfer refunds, cards refunds are free.

**Cheque** – approved refunds will be made by BACS to a UK sterling bank account which the original payment was made from. 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 to a credit/debit card. If the original payment was made from Manchester Met card details should be supplied.

Please note, all refund requests are subject to further investigation by the University and the recipient may be contacted to provide further documentation. We aim to process refund requests **within 14 days of receiving all relevant information**.

**Contact address:**

Student Billings

Manchester Metropolitan University

All Saints Building

Manchester M15 6BH

[refund@mmu.ac.uk](mailto:refund@mmu.ac.uk)