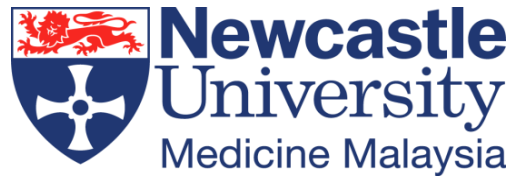


# Accommodation Deposit Refund Policy

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## 1.0 PURPOSE STATEMENT

The deposit (booking fee) is non-refundable and will be used towards the part payment of your total accommodation fees which is due within one month of your registration date.

## 2.0 APPLICABILITY AND SCOPE

All residents/guests, who have a contract, or booking for NUMed Malaysia managed accommodation.

## 3.0 POLICY STATEMENT

A refund will only be authorised in the following circumstances:

Ω **The applicant does not meet the conditions of offer**

If the applicant does not meet the academic conditions of his/her offer and receives a reject decision from the University.

Ω **The applicant's visa is refused**

Where the visa application has been refused or rejected by EMGS for any reason.

Ω **Deferred Entry**

When an applicant defers his/her offer after deposit payment, the University will hold the deposit for the next year of entry. If the applicant wishes to defer for a further year, the deposit will be forfeited.

Ω **Travel restrictions**

When the applicant is unable to travel due to restrictions imposed by the Malaysian or home country government and he/she has opted to study online.

Ω **Exceptional circumstances**

Where exceptional circumstances prevent the applicant from commencing his/her studies e.g. serious illness, the University may exercise discretion to authorise a refund. Documentary evidence must be provided.

**No refunds can be made before the applicant has notified the Accommodation team in writing of the intended withdrawal and its subject for approval.**

<b>Document control information</b>		
<b>Does this replace another policy?</b> Yes / No If yes please state. <b>NO</b>		
<b>Approval</b>		
<b>Approved by:</b> Numed Executive Board		<b>Date:</b>
<b>Effective from:</b>		
<b>Review due:</b>		
<b>Responsibilities</b>		
<b>Executive sponsor:</b> Provost		
<b>Policy owner:</b> (This maybe an officer or Committee)		Chief Operating Officer
<b>Policy author:</b>		Senior Manager – Student Accommodation
<b>Person(s) responsible for compliance:</b>		Section Heads
<b>Consultation</b>		
<b>Version</b>	<b>Body consulted</b>	<b>Date</b>
<b>Equality Impact Assessment:</b>		
<b>Does the policy have the potential to impact on people in a different way because of their protected characteristics? Yes/ No/ Unsure: NO</b>		
If yes or un-sure please consult the Diversity Team in HR for guidance		
<b>Initial assessment by:</b>		<b>Date:</b>
<b>Key changes made as a result of Equality Impact Assessment</b>		
<b>Document location</b>		