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.
### Document control information

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<thead>
<tr>
<th><strong>Does this replace another policy?</strong></th>
<th>Yes / No If yes please state. <strong>NO</strong></th>
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### Approval

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<th><strong>Approved by:</strong></th>
<th>Numed Executive Board</th>
<th><strong>Date:</strong></th>
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### Effective from:

**Review due:**

### Responsibilities

**Executive sponsor:** Provost

**Policy owner:** (This maybe an officer or Committee)  
Chief Operating Officer

**Policy author:**  
Senior Manager – Student Accommodation

**Person(s) responsible for compliance:**  
Section Heads

### Consultation

<table>
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<th><strong>Version</strong></th>
<th><strong>Body consulted</strong></th>
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### Equality Impact Assessment:

**Does the policy have the potential to impact on people in a different way because of their protected characteristics?** Yes/ No/ Unsure: **NO**

If yes or un-sure please consult the Diversity Team in HR for guidance

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<th><strong>Initial assessment by:</strong></th>
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**Key changes made as a result of Equality Impact Assessment**

### Document location