

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 are due **within seven (7) days of your application 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 of the booking fee will only be authorised in the following circumstances:

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

If the applicant does not meet the academic conditions of his/her offer and receives a rejection 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.

In the event a deposit refund is approved, the University will retain an administration fee **RM500.00** from the deposit paid.

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| Document control information | | |
| Does this replace another policy? Yes / No If yes please state. NO | | |
| Approval | | |
| Approved by: Numed Executive Board | | Date: 10/6/2022 |
| Effective from: 11 th June 2022 | | |
| Review due: 1 st July 2025 | | |
| Responsibilities | | |
| Executive sponsor: N/A | | |
| Policy owner: (This may be an officer or Committee) | | NUMed Accommodation Section |
| Policy author: | | Senior Manager – Student Accommodation |
| Person(s) responsible for compliance: | | Section Heads |
| Consultation | | |
| Version | Body consulted | Date |
| V.1 | | 1/9/2025 |
| V.2 | | 23/4/2026 |
| Equality Impact Assessment: | | |
| Does the policy have the potential to impact 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 | | |
| Initial assessment by: | | Date: |
| Key changes made as a result of Equality Impact Assessment | | |
| Document location | | |
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