

Deposit Payment Terms & Conditions, 2026 entry

Deposit refunds are generally not refundable.

- 1. Deposits are refundable to applicants where one of the following circumstances applies:**
 - 1.1 Offer conditions not met:** The applicant does not meet the conditions of their offer (this may be academic or language test requirements). Satisfactory evidence must be uploaded by the applicant to the applicant's self-service account to prove that they have not met the conditions of their offer (note that applicants who do not meet the language condition of their offer must show reasonable attempts to meet this, i.e. they must provide at least two language tests which were taken after the date the deposit was paid).
 - 1.2 Visa:** Where the visa application has been refused or rejected by UKVI, the applicant will be required to send a copy of the complete visa refusal documentation they have received from UKVI. Please note we will not refund a deposit paid in the case of visa refusals which were made on the basis of fraudulent documents or misleading information. We will only consider a refund if the visa refusal was based on matters outside of the applicant's control.
 - 1.3 ATAS refusal:** Where an applicant's ATAS clearance was refused or rejected outside of the applicant's control. A copy of the ATAS refusal notice must be provided.
 - 1.4 Exceptional Circumstances:** Where circumstances beyond the applicant's control, prevent the applicant from commencing their studies e.g. serious illness, the University **may** exercise discretion to authorise a refund. Documentary evidence must be provided.
 - 1.5 Cooling off period:** If a refund request is received from the applicant within 14 days of the payment being received by the University.
- 2. Deposits WILL NOT be refunded to applicants under the following circumstances:**
 - 2.1** The applicant decides not to attend the University for any reason not outlined in section 1 above.
 - 2.2** The applicant experiences personal financial constraints, for example an unsuccessful scholarship application.
 - 2.3** The applicant still has time to meet the English language test requirement before the final upload date. Please see section 1.1.
 - 2.4** The Visa / ATAS was applied for too late. Please see section 1.2 and 1.3.

2.5 Where there is evidence of fraudulent activity, plagiarism or omission in the application process or visa application process. We work in partnership with [Qualification Check](#) to check academic qualifications. English language qualifications are verified with the provider. Further information is available in the University's [Admissions Policy](#).

2.6 The refund request is received after the 31st October of the year of entry.

3. Deferral of entry

Where the applicant has decided to defer entry, the University will retain the deposit and hold it against the applicant's account to secure their place for the following year of entry. The deposit can only be deferred to the following year of entry, after this standard deposit refund conditions apply.

4. Timeframe for requesting a refund

Refund requests must be received no later than the 31st October. As per section 2.7 above any request received after this date will be denied.

5. Receiving a refund

5.1 To comply with Money Laundering Regulations, refunds will be returned via the same method and to the same person or third party as the original payment transaction. This is known as a "return to source".

5.2 All appropriate documentation and evidence relating to the original payment must be provided, when requested. **Where the deposit is refunded, a £150 administration fee will be deducted unless otherwise stated.**

5.3 All payments and refunds are in GBP currency - the University is not responsible for any exchange rate fluctuations or beneficiary bank charges associated with the refund.

5.4 We will aim to issue the deposit refund from the January following receipt of information per point 2.

6. Queries about this Policy

Any queries about the policy and procedures set out in this document should be directed to:

Undergraduate – ug-admissions@newcastle.ac.uk

Postgraduate – pgadmissions@newcastle.ac.uk

Date approved:	July 2025
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Related Procedure and Guidance:	Admissions Fraud Procedure: detection, reporting and response
Lead contact:	Annie Shuker, Deputy Director Recruitment and Admissions