



Tuition Fee Refund Policy

Full and Partial Tuition Fee Refunds

- a) Where the applicant has been refused a visa to study in Ireland and, in cases where it has been decided to appeal the visa refusal, where an appeal against the decision has failed, a full refund of tuition fees should be given on submission of all original documents and evidence of the refusal of visa to Shannon College of Hotel Management.
- b) In the event that an offer of a place is withdrawn or Shannon College of Hotel Management is unable to provide the programme, all tuition fees paid will be fully refunded.
- c) Where an offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student, Shannon College of Hotel Management reserves the right to retain up to 50% per cent of the tuition fee as well as any cost incurred in recruiting the student.
- d) A student, who fails to meet course entry/progression rules and accordingly, is not permitted to pursue the course, will be eligible for a refund of fees if paid in advance of notification of exclusion. Shannon College shall have the discretion to deduct 10% of the tuition fee to cover marketing, recruitment and administration costs.
- e) A notice of withdrawal due to exceptional circumstances may be accepted as grounds for either a full or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Examples of exceptional circumstances may include:
- i) Refusal of entry by Irish immigration authorities at the point of entry into Ireland, despite the student having a valid visa.
 - ii) Recent certified serious illness or disability of the student.
 - iii) Death of the student or a close family member (parent, sibling, spouse or child; this would not normally include a grandparent).
 - iv) Collapse of promised financial support or sponsorship of the student notified before commencement of the course.
- f) Where a student, having accepted an offer of a course place and not having travelled to Ireland, gives a minimum of four weeks written notice of an inability to undertake the course, all tuition fees paid are refundable, provided that the student provides evidence of the cancellation or expiration of his or her study visa to Ireland. The notice period is measured as four weeks before the notified commencement date of the course. Shannon College of Hotel Management has discretion to deduct 10% of the tuition fee to cover marketing, recruitment and administration costs.
- g) Refunds are only paid when evidence is provided by the student that he/she has returned to his/her home country and the student has provided evidence of the cancellation or expiration of his or her study visa to Ireland.

Conditions Determining Zero Refunds

- a) Applications for tuition fee refunds will not be accepted after six teaching weeks into the semester.
- b) A student whose visa is withdrawn subsequent to the granting of a visa will not be eligible for a refund unless there are extenuating circumstances.
- c) Where an offer of a course place was made on the basis of documents which subsequently proved to be fraudulent or misleading, Shannon College of Hotel Management reserves the right to retain the full fee.
- d) A student whose entitlement to attend a programme is terminated due to academic misconduct or antisocial behaviour will not be eligible for a refund.
- e) A student unable to continue or complete his/her studies because of having been in breach of government regulations governing his/her student status in Ireland will not be eligible for a refund.
- f) A student, who is unable to continue or complete his/her studies because of having been convicted of a criminal offence in the jurisdiction of the Republic of Ireland, will not be eligible for a refund.

Payment Mechanisms for Fee Refunds to Students

- a) Student Offer Letters will refer to the Refund Policy published on Shannon College of Hotel Management's website.
- b) Applications for refunds must be made in writing, and include all relevant supporting documents.
- c) Refunds are denominated in the same currency as that in which the fees were originally invoiced. Payment is made to a designated bank account in the student's home country, except in exceptional circumstances.
- d) Shannon College of Hotel Management will strive to ensure approved refunds are paid within six to eight weeks.

Appeals Process

Students can appeal Shannon College of Hotel Management's decision related to the refund of fees or fee payment extensions, if the student believes Shannon College of Hotel Management has not honoured its stated fees refunds policy or if the student feels that not all of the relevant information has been taken into account in the decision. Appeals should be submitted to the SCHM Appeals Committee.