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Purpose

This policy provides clear expectations of a student's financial obligations to American Hotel Academy following enrolment on to a course.

It also sets out the withdrawal policy and financial implications following student withdrawal of fees due or any refund entitlement based on the length of time spent as AHA student.

This policy should be read in conjunction with:

-
- The Student Contract
 - Financial Settlement on Withdrawal Policy
 - The Withdrawal Policy
-

Overview

Students are required to agree to be bound by these terms and conditions as part of their contract with American Hotel Academy (School Contract). It is therefore important that the student understands what is expected of them in regard to payment of fees owed and also the options they have open to them to meet their financial obligations.

Key Point Summary


It is the student's responsibility to ensure their finances are in order and that they are able to meet the costs of their fees. American Hotel Academy offers payment plans to all students.

- Students may withdraw from the Academy by cancelling their acceptance or contract in writing before the Cancellation Date.
- **Cancellation Date** is defined as at least 14 calendar days prior to the first scheduled day of teaching for the relevant intake, as indicated in the academic calendar. In such cases, students may withdraw from the Academy without any tuition fee liability in accordance with the Withdrawal and Financial Settlement on Withdrawal policies. Please note that any Registration Fee or Downpayment already made is non-refundable (check *Financial Settlement on Withdrawal Policy*)

Students may withdraw from the Academy in accordance with the withdrawal policy and the refund policy.

Withdrawal without formal notification may result in liability of full fees.

The school fees can be paid in full or via a payment plan agreed with American Hotel Academy.

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Course Fees invoices are sent to the school student Classter account. To secure your place and tuition fee at the Academy, you are required to pay a downpayment fee at the time of accepting your offer. This downpayment fee is non-refundable, except in cases where the applicant is unable to obtain the Baccalaureate Diploma, in accordance with the Financial Settlement Policy.

Students are responsible for checking their account balance in their Classter account and accessing their school e-mail for finance updates and reminders.


Students cannot progress to the next level of study (next 6 modules) or graduate with an unpaid debt. Further implications of unpaid debt are detailed Section 20.

Definitions

- “blocked”/ “block”** Blocked students attract the following sanctions:-
- Cannot access online resources
 - Cannot graduate
 - Cannot progress/re-enrol
- “enrolment”** Enrolment is the time period set by partner University for formally enrolling students on to their course.
- “excluded”/ “exclude”** Excluded students attract the following sanctions:-
- Officially not a student whilst excluded, therefore in addition to sanctions for blocking:
 - Cannot attend campus
 - Cannot receive teaching, supervision or admin services
 - Cannot use or view any ITS services
 - Marks not considered at exam boards
 - No re-enrolment, progression, award and graduation
 - No references from staff
 - Visa implications for overseas students
- “Downpayment Fee”** This fee is payable by the Student in order to secure a place on a course when accepting an offer.
- “Stage 1”** Stage 1 is the first term in which your study/course commenced.

1. Important Information for all students

- a. The AHA/academic partner’s admissions process is subject to the Student Contract. You have the right to cancel your acceptance by informing the school in writing at least 14 calendar days before the start of the academic year. If you cancel within in this period you will be entitled to a full refund of any fees which you have paid except the registration and downpayment fees. If you cancel after this period the American Hotel Academy’s refund process then needs to be followed as set out within the Financial Settlement on Withdrawal Policy.
- b. policy and failure to follow the process may affect any refund amount due.

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- c. American Hotel Academy will review Course fees each year. For all students, if the Partner University permit an increase in Course fees, AHA may increase fees for each subsequent year of study in line with any such changes. Note that any increase is expected to be in line with inflation. AHA will continue to charge international students the same level of Course fees as RO students unless this becomes no longer permitted by RO law.
- d. For students beginning their studies in 2025/2026, AHA will charge the Course fees that are stated on the AHA website for the first year of study.
- e. For postgraduate students beginning their studies in 2025/26, the Course fee for the course that is stated on the website will apply. If the duration of the course is longer than one academic year, the School may increase the fee for each subsequent year of study.
- f. American Hotel Academy will endeavor to inform you of any changes to Course fees by e-mail or letter. All students should check their course fee prior to accepting their offer and enrolment and ensure they are able to pay for their course. Enrolment will not be permitted unless prior year debt is paid in full.
- g. In the case of repeated years or modules, charges will be based on the number of credits associated with the module. Students will be entitled to their first attempt at an examination, as well a resit within the designated period at an additional fee. Should the Progress Award Board (PAB) grant a student the opportunity to repeat a year or module, an additional fee will apply for the repeat year or module.

2. Communications with students

- a. Correspondence regarding fees that are due or overdue will initially be sent via the student's school e-mail, and if payment is not made, a formal notice will be sent via the student's school e-mail, and a verbal notification will be given by phone.
- b. Invoices, credit notes and statements will be sent to the student's school e-mail account which will be confirmed after enrolment.
- c. It is the responsibility of the student to maintain, use and regularly check their school e-mail account throughout their study period.

3. Payment Methods

1. Fees must be paid by the student or a company (as a sponsor) set as payer.
2. Payments can be made via the following methods:
 - a. Debit/Credit Card (Pluxee or other employee benefits card is not accepted).
 - b. Direct Bank transfer to American European Education Foundation bank account
 - c. Direct transfer through Claster Platform – Financial Section (Stripe)

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3. Any failed payments may result in the student being instantly blocked and excluded and being subject to the Academy's credit control procedures.

4. Payment Plan

All students are required to pay a downpayment fee in order to secure their fee and place on the Course of Study and will be deducted from the fees payable.

Payment Plans are available for all undergraduate and postgraduate students


Payment Plan is not available for International Students.

5. Sponsored Students

- a. A sponsor is a third party, eligible body or organisation that will be responsible for payment of the student's Course fees. A sponsor will typically be an employer. Family members and friends are not sponsors.
- b. Every student enrolled is responsible for ensuring their fees have been paid in full for each level of study. This includes if they are being sponsored.
- c. Students will be liable for fees until the School receives payment. In case of Sponsor the school must receive satisfactory evidence of financial assistance from sponsors before enrolment onto each level of study. The required evidence is a letter on letter-headed paper or a financial document such as a Purchase Order, showing an agreement to sponsor, the dates of sponsorship and the amount being sponsored. Sponsored students must provide proof of sponsorship before each enrolment period in order to enroll. It is the student's responsibility to ensure any agreed sponsorship of Course fees is paid within 28 calendar days of enrolment, in the event that a student's sponsor withdraws sponsorship or does not pay within 28 calendars days the Course invoice will be issued directly to the student and must be paid in seven working days.
- d. Sponsor letters must be within date and state the years of sponsorship. For each level of study, all sponsored students must provide evidence of sponsorship for the specific course/modules, detailing the correct or full fee and the year of study on the sponsor's official headed paper. The letter must specify that fees are to be paid to AHA in RON.
- e. Changes to study with fee implications will require an updated sponsor letter or fee authorization form.
- f. Any overpayment can only be refunded back to the sponsor by your sponsor completing a sponsor refund form available on request or if it is to be credited towards future study the sponsor must indicate this on an official sponsor letter.
- g. Students will not be able to graduate while there are outstanding sponsor payments.

6. Alumni Discount

- a. If you have graduated from American Hotel Academy, you will not be required to pay the registration fee when applying for a master's programme.


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7. Change of Circumstances

- a. It is the responsibility of the student to inform the School of any change to the following circumstances, including:
- **Address/telephone/mobile changes**
 - **Changes to sponsor arrangements** or if sponsor will no longer be supporting Course fees
 - **Complete withdrawal-** the School assumes that a student will not be returning to their course.
 - **Leave of Absence-** the School assumes student will return to their course and any payments made will be held to offset course fees upon recommencement of study. If in doubt the s finance team should be contacted to discuss fee implications.
 - **Withdrawal** without formal notification may result in liability of full fees.
 - **Course/Module Changes-** any changes may alter the original fees charged and require a new/revised payment plan or extra payment. It is the student's responsibility to check costs before adding modules or changing course.
 - **Deferred modules-** the School assumes fees paid are to be carried forward to cover the deferred modules.

8. Consequences of delayed/non payment

- a. Missed payments or instalments may result in the School applying its debt collection procedures. The School reserves the right to block a student 21 days after a Course fee payment becomes due. If a student is blocked and they then fail to make the payment due within a further 35 days of being blocked, the School reserves the right to exclude the student. Following a student being blocked and excluded, the School reserves the right to pass the debt to an external collector which may affect the student's future credit rating.
- b. The School also reserves the right to withdraw any offer or cancel any accepted place on a course where required payments have not been made before enrolment and/or the School reserves the right to withhold course materials, course progression, assessment results and graduation until the payments due have been paid.
- c. Please note that even if someone other than you makes any payment, or agrees to make any payment, on your behalf you remain liable for full payment until the School has received cleared funds. Any rights the School
- d. may have against the payer are not affected.
- e. All School related fee obligations must be fulfilled before course progression or graduation. The School reserves the right to withhold progression or graduation for non-payment.
- f. The School has the right to refer unpaid debts to external debt recovery partners if a student does not meet their financial obligations and fails to engage with the School to resolve. This may involve recovery via formal

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legal process.

- g. The School has the right to apply late payment penalties of **0.15% for each day of delay**, in the event of non-compliance with the payment deadlines, until full settlement of the outstanding amount. The total amount of late payment penalties is not limited to the principal debt and may therefore exceed the original outstanding balance.

9. Withdrawals and Financial Settlement on Withdrawal Policy

- a. The Financial Settlement on Withdrawal Policy applies to all students enrolled in a course. Approved refunds will be made via bank transfer to the student's account provided to the school via email. The bank account must be associated with the name of the student receiving the refund. Proof of payment and a copy of the bank statement will be required to verify the details. This is to comply with anti-money laundering regulations, and no exceptions can be made.
- b. It is the student's responsibility to formally notify American Hotel Academy of their withdrawal at the point at which they leave the course.
- c. The official date of withdrawal is the date on which the school receives the student's formal written notification of withdrawal.
- d. No refunds are applicable for any previous or partial payments should a student be withdrawn from the School due to non-payment of fees.


10. Outstanding Fee Payments

- a. Once a withdrawal has been actioned, any outstanding fee shall remain on the student's account and shall be pursued by the school or its collection agents. If legal proceedings are issued in respect of a student debt, the school reserves the right to seek to recover the legal costs from the student.

11. Complete Withdrawal

Once a student has accepted the offer of a place on an AHA course, they have the right to cancel their acceptance by informing the School in writing before the Cancellation Date. Cancellation within this period entitles the student to a full refund of any tuition fees paid, with the exception of the administration fee and the downpayment fee. Students are also referred to Financial Settlement Policy.

- a. Retrospective withdrawals shall not be permitted. As stated previously, it is the student's responsibility to notify the school of their Withdrawal at the point at which they intend to leave the course by notifying us. Should there be exceptional mitigating circumstances which meant it was not possible to notify the school at the correct time the School can exercise discretion in relation to the refund of school fees.

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- b. If the school withdraws a course, the Financial Settlement Policy will apply.

12. Fee Refund Calculation - Complete Withdrawals

- a. A refund or a penalty, in the case of withdrawal, can only be processed once the complete withdrawal has been recorded in the student's electronic record, which can only occur following the completion of the necessary withdrawal process. Fees will be refunded to the person or organisation that made the payment and not to any third party.
- b. In the case of a refund, it is the student's responsibility to ensure that all required information and supporting documents have been accurately provided, by completing and submitting the refund form, to allow the refund to be processed.
- c. The standard mechanism for calculating penalties in case of withdrawal is established in the Financial Settlement Policy.

13. Temporary Withdrawals of Studies ("Leave of Absence")

- a. Students who temporarily withdraw from the School are, by definition, expected to return. **The cancellation period detailed above does not apply to leave of absence.** Refunds will not be issued for leave of absence and any resulting credit will remain on the student's account and be carried forward to the following level of study to count towards further fees charged.
- b. If a student having taken leave of absence then decides to fully withdraw the leave of absence date will be effective subject to registrar approval and completion of the withdrawal process. The Student will remain liable for any unpaid Course Fees incurred.
- c. Where a student withdraws part way through a level, and re-enrols at the same point, they will be charged for the remainder of their course at any new fee rate detailed on the AHA website, if the full fee was paid the previous year they must pay any inflationary or statutory increase for the remaining study.
- d. Before returning to the course, it is the student's responsibility to make the necessary arrangements with the relevant Programme Manager and Registrar Officer including confirming their intended return date. The Programme Manager will then communicate with Finance to ensure that the correct fee is charged for the student when returning to study.
- e. Students who take leave of absence from their studies remain liable to pay any outstanding fees due to the School. Following School withdrawal, any

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re- enrolment will not be permitted until outstanding fees have been paid.

14. Retrospective Withdrawals


Retrospective withdrawals shall not be permitted. As stated previously, it is the student's responsibility to notify the School of their withdrawal at the point at which they intend to leave the course. Should there be exceptional mitigating circumstances which meant it was not possible to notify the School at the correct time, the School can exercise its discretion in relation to a refund of fees.

15. Sponsored Students

- a. The School must receive satisfactory evidence of financial assistance from sponsors. Students will be liable for fees until the School receives evidence and no refund shall be made to the student until the School has received the appropriate fee from the sponsor. Any overpayments from sponsors will be returned to the sponsor or carried forward to subsequent study on formal request in writing. Refunds will be calculated according to the Financial Settlement Policy. It is the student's responsibility to ensure any agreed sponsorship of Course fees is paid within 28 calendar days of enrolment, in the event that a student's sponsor withdraws sponsorship or does not pay within 28 calendar days the Course invoice will be issued directly to the student during the period of enrolment and must be paid in seven working days.

Non-exhaustive table of Acceptable/Not Acceptable Mitigating Circumstances (resulting in a complete withdrawal)

Normally acceptable	Notes
1. Recent (< 1 month) death of a close relative	"Close" means parents (& guardians), children and siblings, and a spouse/partner.

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2. Recent (< 1 month) diagnosed illness or serious accident of the student	Illness or accident affecting study. It should be an incapacitating illness or an unexpected deterioration in an ongoing illness or medical condition. It also includes bone fractures and serious sprains; Medical certification must be obtained; self-certification is never acceptable as evidence of mitigating circumstances. Medical evidence must bear the stamp of the family or specialist doctor and/or be issued on official headed paper. The School reserves the right to verify the medical certification with the relevant medical practice.
5. Recent (< 1 month) unforeseen diagnosis of special educational needs and disabilities	Special needs obstructing a student to continue with study that have been declared to the School within a2 weeks of enrolment and verified by the Faculty/School or Special Needs/Learning Support Tutor/Disabilities Office.
Non-acceptable	Notes
1. Minor ailments and other conditions	Minor ailments where symptoms may be relieved by over the counter medication, sprains, long-standing medical conditions for which special arrangements could have been made or treatment anticipated and taken.

	Accidents/illness affecting relatives or friends (unless serious or the student is the sole carer).
2. Social	Difficulty integrating to School life or home sickness. Decision to commence with employment rather than academia.
3. Non-serious domestic or personal disruptions which could have been anticipated or planned	Moving house, holidays, weddings, religious festivals or other events where the student either has control over the date or may choose not to participate. Change of job or "normal" job pressure (exceptional crises at work might be acceptable), illness or death of pets
4. Study-related	Decision to transfer to an alternative institution. Computer difficulties, late distribution of materials by the Faculty/School, delays in printing, photocopying. Issues with predefined timetabling of modules