

Dear Student

20/21

Making payments by direct debit – mandate already set up

Thank you for arranging to pay by direct debit which is the cheapest and most efficient for the University. Payments are collected by direct debit on 1st of the month, or the next working day.

The standard instalment dates are as follows:

Category	Number of instalments	Dates of collection
College Accommodation	Three	1 st December 1 st February 1 st June
Tuition Fees (October starters*): Full time undergraduates Full time postgraduates (Except MBA students**)	Three	1 st December 1 st February 1 st June
Tuition Fees: Part time undergraduates Part time postgraduates	Eight	1 st working day of month December to July

*If you commence study in January you still pay in 3 instalments in February, June and December.

** MBA students pay 25% of the course fee as a deposit and pay the remaining three quarters of the fee on the three due dates as above.

A notification letter will be sent to the address lodged with us associated with the bank mandate 10 working days before each collection date to remind the bank account holder of the collection date and amount.

In addition, this notification letter will be emailed to the relevant student's @durham email address and they will be requested to pass the information onto the payer if they are not paying personally.

Please make sure that the money will be available in the bank account **by the end of the previous working day** as the collection process is the first job of the day at the bank.

You should note that the university takes a "firm but fair" approach to student debtors and takes the recovery of debts seriously. Students may be charged a £70 late payment fee if they are late in making payment of tuition fees or accommodation charges and are even excluded from the University for non-payment of debt beyond a reasonable period. It is unfair if some students are permitted longer to pay without good cause. Having said that, the university is always sympathetic where there is a genuine problem and students are advised to keep us informed of any difficulties. Amounts raised from late payment charges are donated to the Student Opportunities Fund to help students with genuine financial difficulties.

Because you have set up a direct debit, and provided payment is made as indicated above, you will not incur the late payment charge.

I should like to reinforce that we do hold you the student responsible for co-ordinating this important matter even if you are not paying the fees personally. You may like to forward this information to your parents.

Policy for refunds following withdrawal

Tuition fees

The University's procedure for handling withdrawal and the subsequent refund of tuition fees falls in line with national guidelines.

If you withdraw formally before 1st December in your first year of study, you will receive a full refund of all amounts paid to date for current year tuition fees.

If you withdraw on or after 1st December in your first year of study, you will be liable for one third of the annual charge for each term started. E.g. if you withdraw on 1st February you will be liable for two thirds of the annual fee. Any outstanding balance will be pursued.

Accommodation charge

If you voluntarily decide to leave college accommodation, your licence fee agreement refers to an early termination fee. You have to pay the lower of the balance remaining or 40% of the annual charge.

In all cases, both tuition and accommodation, the policy will be applied sensitively in cases of illness. **Formal withdrawal must be made in all cases in writing to your Head of College.**

NB The arrangements at St Chad's and St John's are different to the other Durham Colleges and any enquiries with respect to accommodation should be sent to them direct.

How to find out more and how contact us

For further information about the payment of accommodation charges and tuition fees generally see <https://www.dur.ac.uk/treasurer/students/>

Your College Finance Office is your first point of contact if you are experiencing financial difficulty. College finance office email addresses are:

aidans.finance@durham.ac.uk
butler.finance@durham.ac.uk
chads.finance@durham.ac.uk
collingwood.finance@durham.ac.uk
cuthberts.finance@durham.ac.uk
grey.finance@durham.ac.uk
hatfield.finance@durham.ac.uk
hildbede.finance@durham.ac.uk
johns.finance@durham.ac.uk

j.s.snow-finance@durham.ac.uk
south.finance@durham.ac.uk
stephenson.finance@durham.ac.uk
stmarys.finance@durham.ac.uk
trevelyan.finance@durham.ac.uk
ustinov.finance@durham.ac.uk
vanmildert.finance@durham.ac.uk
univcoll.finance@durham.ac.uk

Otherwise, if you still have other questions, please contact the Finance Department at studentbilling.query@durham.ac.uk. Please note that we have a small team of 3 staff who are responding to these queries, along with performing other tasks. We hope to respond within 5 working days.

Thank you for reading this information, we hope it is helpful to you.

Yours sincerely
 Clare Butcher
 Assistant Director, Transactional Finance