

Patron: His Majesty King Charles III

Horizons, 60 Queen’s Road, Reading, RG1 4BS

ube.ac.uk  0800 019 9697  enquiries@ube.ac.uk

# Request for refund or compensation form

Please read the [University Refund and Compensation Policy](https://www.ucem.ac.uk/refund) before submitting this form. **If you are eligible for a refund through clause 4.1 or 4.2.1 or 4.3.1 of the policy your refund will automatically be processed and you do not need to use this form to request this.**

For this policy the following definitions for refund and compensation have been used, drawing upon guidance provided by [Universities UK (opens new window)](https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Pages/briefing-compensation-refund-policies.aspx):

* **Refund**: means the reimbursement in full or part thereof of tuition fees paid by You to the University, or an appropriate reduction in the tuition fees owed by You to the University for the future.
* **Compensation**: will relate to some other recognisable loss suffered by You. This normally falls into two categories, either (a) recompensing You for wasted out-of-pocket expenses that You have incurred, which were paid to someone other than the University (such as travel costs) or (b) an amount to recognise material disadvantage to You arising from a failure by the University to discharge its duties appropriately. Compensation may take the form of financial payment, a discount or other benefit. You must act reasonably and seek to minimise any disadvantage for which compensation may be paid.

|  |  |
| --- | --- |
| **Name** |  |
| **Student Number** |  |
| **Programme** |  |
| **What are you requesting?** | [ ]  Refund[ ]  Compensation |
| **What is your desired amount of refund or compensation?** |  |
| **Reasons for request** |  |
| **What evidence have you attached?** |  |

Signature: ……………………………………………………………….

Date: ……………………………………………………………….

Registered Charity Number: 313223

 University of the Built Environment is the trading name of University College of Estate Management