

TUITION FEE PAYMENT, ENROLMENT & DEBT COLLECTION POLICY 2025/26

This policy is of relevance to students / staff / applicants

Version No.	1
Approved on	n/a
Approved by	Operations Board
Written by	Registry
Last Reviewed	
Date of last amendment	July 2025
Last Amendment:	

For 2025/26:

Inclusion of a section on refunds and compensation to link with the Student Protection Plan

Clarification on the status of deposits paid

Clarification on the sanctions relating to non-payment of tuition and other fees

Clarification on tuition fee instalments for PG students with US Federal loans

Clarification on existing practice regarding adjusted instalment plans

Clarification on student obligations regarding tuition fees in spring and summer terms

Contents

TUITION FEE PAYMENT & ENROLMENT	2
DEPOSITS	2
TUITION FEE LIABILITY	3
PAYMENT OF TUITION FEES – STUDENTS WHO ARE SELF-FUNDING THEIR STUDIES.....	4
PAYMENT OF TUITION FEES – STUDENTS WITH THIRD PARTY SUPPORT	5
STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - WITHDRAWAL	7
STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - INTERMISSION.....	8
STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - TRANSFER OF PROGRAMME AND/OR MODE OF ATTENDANCE.....	8
REIMBURSEMENT AND COMPENSATION.....	9
ADMINISTRATIVE REVIEW	9
COLLECTION OF DEBT FROM STUDENTS.....	10
GENERAL.....	10
TUITION FEE DEBT COLLECTION AFTER ENROLMENT	10
LIBRARY DEBT	11
ADMINISTRATIVE REVIEW	12
Appendix 1: Fees liability (intermission and withdrawal)	13
Appendix 2: Student debts and sanctions summary.....	14
Table 1: Tuition fee debt	14
Table 2: Library, Recording and AV debts and/or non-returned items.....	15
Table 3: Unpaid student disciplinary fines	15

INTRODUCTION

a) This policy is concerned with:

- the payment of deposits for students who have a conditional offer to study at the School.
- the payment of Senior School tuition fees at the start of the academic year.
- Fee liability
- the payment and collection of debts incurred by fully enrolled students.
- Library debts.

b) This policy is available on the School's [website](#).

c) By completing online (re) enrolment the student agrees to abide by the [terms of enrolment](#) which includes this policy for the given year of enrolment.

d) A “new student” is a student starting a new programme of study even if they have studied at the School before. A “continuing student” is a student progressing from one year to the next within a programme of study. Where this policy refers to a “student” this refers to both new students and continuing students.

TUITION FEE PAYMENT & ENROLMENT

DEPOSITS

1.1 This section relates to new students only. All offers for places for both undergraduate and postgraduate study are conditional and must be confirmed by payment of a 15% deposit of the fees due in your first year (tuition fees less any Guildhall School tuition fee Financial Awards). The 15% deposit represents the School's administrative costs of processing your acceptance and holding your place. Whether or not your deposit is refundable will depend on the costs that have been incurred in processing your acceptance and whether the School can fill the space. Offers cannot become unconditional until the deposit is paid.

1.2 The 15% deposit is normally non-refundable and non-transferable because it is used to cover the School's reasonable costs should a new student withdraw, have their registration terminated, or not meet the conditions of their offer. There may be instances where it is possible to refund a deposit for a new student in certain exceptional circumstance which must be approved by the Academic Registrar (or nominee). This will only be possible to the extent that the School has not already incurred costs up to and above the deposit amount. These may include visa refusal (except in cases of visa fraud); inability to meet the academic and/or English language terms of the offer (evidence is required); illness (evidence is required); or bereavement. Individual circumstances will be reviewed on a case-by-case basis.

1.3 The deposit must be paid by the date specified in the offer letter. If the deposit is not received by the specified date, the offer may be withdrawn and the place offered to another applicant.

1.4 Some students are exempt from paying the deposit:

- New undergraduate Home students
- New students who have been offered a US Federal loan for 100% of tuition fees;

- New students who provide proof of tuition fee sponsorship for 100% of tuition fees where the fee will be paid directly to the School;
- New students who have been offered a Guildhall School Financial Award for 100% of their tuition fees.

Admissions deferrals

- 1.5 Offer holders who are normally required to pay a deposit and whose deferral request is approved must pay a non-refundable tuition fee deposit to secure their deferred place. The deposit is 15% of the total fee for the year of deferral.
- 1.6 The deposit is payable regardless of the outcome of any applications made for a Guildhall School financial award or student grants/loans, which may cover tuition fees. Ultimately this means all students who would normally need to pay a deposit must pay a deposit to secure their place.
- 1.7 After agreeing to defer an offer we will issue the student with a new offer letter for the deferred entry point. The deadline for confirming their place will be clearly laid out in the offer letter.
- 1.8 To fully accept the offer the student must pay any deposit by the deadline we give them. The deadline will usually be in July in the current academic year (i.e. if the student originally applied for the September coming but then we agree to defer the offer to September in the next academic year, they must still pay a deposit before the September they originally applied to start in). Where there is an annual incremental increase in fees, the student must top up their existing deposit payment to match the deposit payable for that academic year.
- 1.9 If the student fails to confirm they will take up their deferred place by the deadline, the tuition fee deposit will be retained by the school and the place may be offered to another candidate. For the avoidance of doubt, the tuition fees payable will relate to the academic year in which the student enrolls.

TUITION FEE LIABILITY

- 2.1 A student who is to begin an academic term, whether they are fully enrolled or not, will be liable for the full fees for that term at the original fee rate for that programme in that year of study and mode of attendance. The only exception will be at the beginning of each term as follows:
- 2.2 A student may withdraw, intermit or transfer mode of attendance without fee liability provided they have received approval for an application to do so submitted via eGo (see MyGuildhall guidance) as follows:
 - Autumn term: By the end of week three.
 - Spring term: By the end of week two.
 - Summer term: By the end of week two.
- 2.3 Where the School becomes aware of exceptional circumstances that meant a student was not able to submit their request to withdraw, intermit or transfer mode of attendance by the deadlines given in 2.3 the Academic Registrar (or nominee) may waive the student's fee liability.
- 2.4 Tuition fees for the whole academic year (minus any deposit paid for new students) become due on the first day of term, whether this is paid in full, or an instalment plan is agreed (see 3.1 for information on instalment plans for students who are self-funding their studies; see 4.1 for information on instalment amounts for students with third party support).

- 2.5 Students who have been permitted a period of temporary enrolment in line with the Academic Regulations are liable for tuition fees for autumn term regardless of whether they go on to complete enrolment. Full access to all facilities will be permitted during the temporary enrolment period except for students who are library debtors, who will have their Library borrowing rights suspended until their Library debt is cleared (see Section 11 of this policy).
- 2.6 Postgraduate research students who are formally classed as “writing-up” are liable for fees on a rolling termly basis (for a maximum of three terms).
- 2.7 A student, including those returning from intermission, whose registration is terminated for non-enrolment related to non-payment of fees, or other conditions of enrolment not met as outlined in the Academic Regulations, will be liable for any fees outstanding including the fees due for that term. Any deposit paid will normally be non-refundable in line with 1.2 above.
- 2.8 A student may request a review of their tuition fee liability using the Administrative Review process (see Section 8 of this policy).

PAYMENT OF TUITION FEES – STUDENTS WHO ARE SELF-FUNDING THEIR STUDIES

- 3.1 Tuition fees for the whole academic year (minus any deposit paid for new students) become due on the first day of term. Students should pay the fees in full or otherwise agree an instalment plan (see 3.3 below) if they are self-funding., Postgraduate research students in their writing up period must pay tuition fees on a termly basis. The fees for each term are calculated at the proportions used for the instalment plan (see 3.4 and 3.5 below).
- 3.2 A student who will be in attendance for the full-three terms of the academic year, may apply at the start of the academic year to pay their fees in three instalments, one instalment at the start of each term. The instalment plan exists to aid students to pay their fees and does not diminish a student’s liability for the full academic year’s fees which are due on the first day of term each year.
- 3.3 A student on an instalment plan must keep the Registry informed of any change of address that occurs whilst tuition fees remain outstanding, as well as informing the Finance Office of any change in financial position that could affect their payments. This also applies to students who have left the School. Any deviation from the instalment plan without prior written agreement of the Finance Office will lead to proceedings being issued for the recovery of the full balance outstanding at that time. A student on a course with an academic year less than three terms in length, including returning intermitting students, will not be eligible for an instalment plan. Guidance on instalments is available on MyGuildhall.
- 3.4 The plan consists of three instalments – the first is 40% of the total fees due (tuition fee minus any award from the School’s Financial Award funds); the second and third instalments are the remainder of the balance split in two (i.e. 30% of the total fees due).

For example (home undergraduate self-funded):

Total tuition fee	£10,050
Total tuition fee minus award of £1,000	£9,050
1 st instalment (40% of £9,050)	£3,620
2 nd instalment (30% of £9,050)	£2,715
3 rd instalment (30% of £9,050)	£2,715

- 3.5 If the student is in their first year, the first instalment will be less the 15% deposit paid in order to secure their offer where applicable (i.e. the first instalment will be 25% of the total fees due, 40% - 15% is 25%).

For example (home postgraduate):

Total tuition fee	£10,050
Deposit by 15 July (15% of £9,350)	£1,507.50
1 st instalment (25% of £9,350)	£2,512.50
2 nd instalment (30% of £9,350)	£3,015
3 rd instalment (30% of £9,350)	£3,015

- 3.6 For any student that has not reached the age of 18, the instalment plan agreement must be guaranteed by their parent or legal guardian.
- 3.7 In some exceptional circumstances, such as unexpected income loss, or changes to personal circumstances, an adjusted instalment plan may be agreed with Registry whereby students can make payments in smaller, more frequent amounts. This will normally take the form of two tuition fee payments per term, one due at the beginning of term and one due before the end of term. In summer term, the final payment of any adjusted instalment plan must be paid no later than the last day of term.

PAYMENT OF TUITION FEES – STUDENTS WITH THIRD PARTY SUPPORT

- 4.1 UK government funding bodies (such as SLC), responsible for the payment of undergraduate tuition fees for students in receipt of a tuition fee loan from the government, shall inform the School of these students so there is no need for a student to send the School their support letters. Tuition fee payment is automatically taken in instalments (25% Autumn Term, 25% Spring Term, and 50% Summer Term) so there is no need for students to apply for this.
- 4.2 Where a UK/EU postgraduate student has applied successfully for a UK government postgraduate loan, evidence of successful application must be provided at enrolment. If all enrolment tasks have been completed, except the payment of fees, and evidence has been provided, the School will confirm attendance with the relevant government funding body in order that the loan can be released. However, temporary enrolment as set out in the Academic Regulations will apply until the first instalment has been paid in full.
- 4.3 Students in receipt of Title IV Aid (US Federal Loans) will receive their funds in disbursements which are first paid to the School (for tuition fees, campus accommodation and any other expense due to the School). The student receives any remainder of the funds. The number of disbursements over an academic year varies depending on course and mode of study, before the start of autumn term each year students are informed of details of their disbursement by Registry in their Funding Notification letter and Origination Letter. If a student wishes to decline a disbursement, they are liable to pay tuition fees themselves. A student may request fewer payment instalment points, or decline a disbursement, if they wish by contacting Registry. Students should make themselves aware of the terms of Title IV Aid and implications if they do not complete the course.
- 4.4 Students who have submitted late applications to either UK government bodies or external agencies for a loan may find that loans/grants may not be resolved by the start of the academic year. If this is the case, students will be temporarily enrolled for three weeks from the start of term. If after three weeks the loan/grants have not been confirmed by the relevant government body/agency, students will be liable to pay the first term instalment in line with the above guidelines (Section 3) if they are not able to evidence that they have been in contact with the relevant government body/agency to resolve this. Any instalments paid by students awaiting loan/grant payments will be refunded on receipt of payment from the appropriate government body/agency (where applicable).

- 4.5 A student supported by an external agency should present the School with their support letter as soon as possible but by the first day of term at the latest. A student who has commenced an academic term as set out in 2.1 above, whether they are fully enrolled or not, will be liable for the full fees for that term at the original fee rate for that programme in that year of study and mode of attendance. If external support does not cover the entirety of the year's fee, then the student must adhere to the above guidelines which apply to them for the remainder of the fee (Section 3). The student should make themselves aware of the terms of their external funding and implications if they do not complete the course.
- 4.6 The external agency will be invoiced for the funds once all the necessary details have been provided to the School by the student. The amount will be deducted from the total fee for the year and termly instalments will be adjusted accordingly (calculation examples below). If an external agency is to be invoiced mid-year the same process will occur and any overpayments made from the student will be carried over to the following term. In the case of external funding causing an overpayment for the total fee for the year, the student will be reimbursed any overpayment they may have paid previously. To reiterate (see 4.4), an external agency who does not cover an invoiced amount will not be liable for the student fees and the liability will revert back to the student in full.

For example (external agency invoiced at the start of year)

Total tuition fee	£10,000
Total tuition fee minus Guildhall School financial award of £600	£9,400
Total tuition fee minus external agency award of £1,000	£8,400
1 st instalment (40% of £8,400)	£3,360
2 nd instalment (30% of £8,400)	£2,520
3 rd instalment (30% of £8,400)	£2,520

For example (External agency invoiced mid-year)

Total tuition fee	£10,000
Total tuition fee minus Guildhall School financial award of £600	£9,400
1 st instalment (40% of £9,400)	£3,760
£1,000 external agency award adjustment	£8,400
Autumn Term student overpayment carried over	£400
2 nd instalment (30% of £8,400 minus overpay £400)	£2,120
3 rd instalment (30% of £8,400)	£2,520

- 4.7 A student supported by the School's Financial Awards funds will have their tuition fee Financial Award matched automatically to their record in advance of the start of the School year, provided they have completed the conditions of the Financial Award (fulfilling the correct application procedure and accepting the terms and conditions of the Financial Award). If the Financial Awards fund support does not cover the entirety of the year's fee, then the student must adhere to the above guidelines for the remainder of the fee (Section 3).

- 4.8 A student supported by the School's Financial Award fund must fulfil the terms and conditions of the Financial Award throughout the academic year. If these terms and conditions are not met, the Financial Award will be withdrawn and the student will become liable for the full tuition fees and must pay the outstanding total within two weeks of the Financial Award being withdrawn. If the Financial Award is withdrawn in terms 1 or 2, the student may apply to pay the outstanding fees in termly instalments.
- 4.9 In cases where a student's registration is terminated for non-enrolment related to non-payment of fees, or other conditions of enrolment not met as outlined in the Academic Regulations, and the student and/or an external sponsor has paid the tuition fees in full, any remainder of their fee (minus any payments due) will be refunded to the student and/or sponsor. The refund will be made according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed.

STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - WITHDRAWAL

- 5.1 Further to acceptance of their offer, offer holders will have a 14 day "right to cancel" period. If a student is studying for a course where a deposit is payable, after the 14 day "right to cancel" period has expired, at least part, and potentially all of your tuition fee deposit will become non-refundable.
- 5.2 A student in receipt of a Guildhall School tuition fee Financial Award who withdraws from their programme may no longer be eligible for their full Financial Award. The tuition fee Financial Award is normally reduced proportionately to any fee reduction. Information about individual Financial Awards is available on request from the relevant School Department
- 5.3 A student with internal or external sponsorship or loans which do not meet their amended tuition fee liability after a change of status, such as withdrawal, will be liable for the shortfall (see Appendix 1 of this policy).
- 5.4 If a continuing student withdraws during the summer vacation or by the end of week three of the autumn term, they will not be liable for fees for the next academic year provided they have submitted a formal withdrawal application no later than the end of week three of the autumn term.
- 5.5 If a student and/or an external agency has paid the tuition fees in full, any remainder of their fee will be refunded to the student and/or external agency according to the proportions paid by each. The proportions may be changed on receipt of written confirmation from both parties that the proportions should be changed.
- 5.6 Fees due following withdrawal will be as follows:
- (i) Withdrawal by end of week three of the autumn term: no fees due but any deposit paid will be non-refundable, except in exceptional circumstances (see 1.2)
 - (ii) *Withdrawal during Autumn Term after week three*: 40% of fees due (including any deposit where relevant)
 - (iii) Withdrawal at the end of Autumn Term: Autumn Term 40% of fees due (including deposit where relevant) if a formal withdrawal application is submitted no later than the end of week two of Spring term.
 - (iv) Withdrawal during Spring Term notice: 40% total fees due (for Autumn Term) if a formal withdrawal application is submitted no later than the end of week two of Spring term. Otherwise, the fee due is 40% total fees due (for Autumn Term) plus 30% of total fees due (for Spring Term).

- (v) Withdrawal in Summer Term: 40% total fees due (for Autumn Term) plus 30% of total fees due (for Summer Term) if a formal withdrawal application is submitted no later than the end of week two of Summer term. Otherwise, the full annual fees are due.

- 5.7 In the event that the School implements a significant amendment to a programme, in accordance with the terms of the Student Contract and Student Protection Plan, and a student wishes to withdraw as a direct result of that change, the provisions of the Student Protection Plan will apply as set out in paragraph 8 below.

STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - INTERMISSION

- 6.1 A student in receipt of a Financial Award who intermits may no longer be eligible for their full Financial Award, and there is no guarantee of Financial Award on their return from intermission or for a subsequent academic year. The tuition fee Financial Award is normally reduced proportionately to any fee reduction. However, a student can request confirmation of their individual Financial Award situation from their Department.
- 6.2 If a continuing student intermits during the summer vacation or by the end of week three of the autumn term, they will not be liable for fees for the next academic year.
- 6.3 A student whose return from intermission extends their study time beyond the original equivalent of three full-time terms per academic year will be charged for the additional tuition fees incurred, at the rate for the current programme, mode of attendance and academic year.
- 6.4 A student who intermits can opt to carry over any overpayments of their fee. However, fees for each academic year are charged at the rate applicable for that academic year and there may be an additional charge to cover any difference in fees.
- 6.5 If an intermitting student has had their tuition fees paid by an external sponsor agency, any overpayment of their fee will be refunded to the student/sponsor according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed. Sponsor payments must be refunded as they cannot be carried over to the next academic year.
- 6.6 A final year student who intermits during Summer Term and has been given permission to take their Summer Term studies in the autumn term in the following academic year rather than wait until the next summer, will be charged 30% of the fees for the new academic year, rather than the standard Autumn Term charge of 40%. Students should refer to the programme handbook for guidance on whether this is possible on their programme.

STATUS CHANGES THAT MAY IMPACT FEE LIABILITY - TRANSFER OF PROGRAMME AND/OR MODE OF ATTENDANCE

- 7.1 A student in receipt of a Financial Award who transfers may no longer be eligible for their full Financial Award, and there is no guarantee of a Financial Award for subsequent academic years. The tuition fee Financial Award is normally reduced proportionately to any fee reduction, however, a student can request confirmation of their individual Financial Award situation from their Department.
- 7.2 If a student transfers during the summer vacation or by the end of week three of the autumn term, they will be liable for the fee for their new programme and/or mode of attendance for the next academic year. When transferring to a more intensive mode of study additional tuition fees will be due. If fees for the new programme and/or mode of attendance are lower students may opt for a

refund or to carry over the overpayment to the next academic year. Students should refer to the programme handbook for any transfer deadlines not related to fee liability.

- 7.3 If a transferring student has had their tuition fees paid by an external sponsor agency, any overpayment of their fee will be refunded to the student/sponsor according to the proportions paid by each unless written confirmation has been received from both parties that the proportions should be changed. Sponsor payments must be refunded as they cannot be carried over to the next academic year.
- 7.4 A student whose transfer extends their study time beyond the original equivalent of three full-time terms per academic year will be charged for the additional tuition fees incurred at the rate for the new programme, mode of attendance and academic year.

For example, a Guildhall Artist Masters Part 1 Vocal student (full time) who transfers to part-time study from Spring Term and who wishes to continue studying to the end of the following academic year, will be charged as follows (an additional fee will be charged if the student makes the choice to study for Summer Term of Year Two.):

Autumn Term Year One liability (full time)	£4,442
Spring Term Year One liability (part time)	£2,445
Summer Term Year One liability (part time)	£2,445
Autumn Term Year Two liability (part time)	£3,108
Spring Term Year Two liability (part time)	£2,331
Optional Summer Term Year Two liability (part time)	£2,331

REIMBURSEMENT AND COMPENSATION

- 8.1 In accordance with the requirements of the Student Protection Plan, in any instance where the School closes a programme and students on the programme are unable to complete their studies, the school will:
- (i) provide proportionate reimbursement of tuition fees to the original payee
 - (ii) provide appropriate compensation relating to reasonable additional costs that may be incurred due to changing provider, such as higher tuition fees, visa costs or lost time, or maintenance costs such accommodation or travel
 - (iii) honour any successful School Financial Award applications.

ADMINISTRATIVE REVIEW

- 9.1 A student who has proof that extenuating circumstances, or administrative error prevented them from paying their outstanding tuition fee, or other debt, can request an administrative review of their termination of registration with the School. Students can also use the Administrative Review process to request a review of their tuition fee liability as outlined in Section 2 of this policy.
- 9.2 Requests for a review must be made in writing to the relevant Vice-Principal for the students' department within 10 working days of the date on the termination of registration email along with evidence of extenuating circumstances or administrative error.

- 9.3 Where evidence has been provided, an in person or virtual Review Panel meeting with the student will be arranged (within 10 working days), attended by the Dean of Students (or nominee), the relevant Vice-Principal, and the Head of Finance. The student may be accompanied.
- 9.4 In the event of the review finding that the student has valid claims to have the exclusion overturned or their tuition fee liability adjusted, the Review Panel will issue directions on how the matter of any outstanding fees/debt/conditions of enrolment will be dealt with and the student will be reinstated at the School as necessary.
- 9.5 In the event of the decision to terminate registration being upheld, this will be confirmed in writing (within 5 working days), with reiteration of the student's termination of registration.
- 9.6 The decision of the Review Panel is final.

COLLECTION OF DEBT FROM STUDENTS

GENERAL

- 10.1 A student with debts pertaining to the Junior School and Summer Schools will be dealt with under the departments' own policies.
- 10.2 Sundial Court debt is dealt with under the [Licence to Occupy Terms and Conditions](#).
- 10.3 In the event of a Library, Recording or AV debt, if this remains outstanding, your ability to access those facilities in future may be restricted until the debt is settled. Such restrictions will only be implemented following reasonable correspondence with the student debtor. See below for the library debt collection process, and Table 2 in Appendix 2 for the sanctions that may be imposed.
- 10.4 If a resit or deferral fee remains unpaid, the School will follow standard debt collection procedures, which may result in action in the County Court in respect of unpaid debts.
- 10.5 A student who has had their registration terminated as a consequence of not completing enrolment within given deadlines will be actively pursued by Guildhall School Finance for any outstanding debt, and the matter will also be passed on to the City's Solicitors.
- 10.6 A student who has been withdrawn from their course, or who has requested to withdraw from their course will be actively pursued by Guildhall School Finance for any outstanding debt, and the matter will also be passed on to the City's Solicitors.
- 10.7 A student who is in debt to an external body by virtue of their studentship status in the School (e.g. non-return of Library books to an external Library) will have their personal contact details shared with the recovery team of that external agency in line with the initial consent provided at take up of that service.

TUITION FEE DEBT COLLECTION AFTER ENROLMENT

- 11.1 A student who has an agreed instalment plan must make each payment by the first day of each term, or the deadline given to them by Registry if they have an adjusted instalment plan (see 3.7). Students will receive reminders from Registry that a payment is due ahead of the beginning of each term. First payment defaults are dealt with under Section 2 of this policy.
- 11.2 After enrolment, if any student does not make tuition fee payments by the deadline given, a 10-working day period will follow where the Finance Office request that Library borrowing rights and

access to practice rooms will be suspended including for all individual room bookings made after the debt has been incurred (see Section 10.7 of this policy for additional third non-payment penalties). In addition, the Finance Office will provide a final deadline for payment of tuition fees and will inform students that failure to make payment may result in their withdrawal.

- 11.3 An external agency supporting a student must make each payment by the deadline given. If an external agency does not make a payment by the agreed deadline the student will become liable for tuition fees and given a 10-working day deadline to pay the fee before Finance request that Library borrowing rights and access to practice rooms and individual booked rooms are suspended for 10 working days. In addition, the Finance Office will provide a final deadline for payment of tuition fees and will inform students that failure to make payment may result in their withdrawal. The Finance Office will inform the relevant Head of Department and Head of Administration of any students whose access to facilities and room bookings is suspended and any students who are at risk of being withdrawn as a result of non-payment of tuition fees.
- 11.4 If at the end of the final deadline given no payment has been made, the student will receive from the Finance Office: a notification stating that they **MUST** attend a meeting with the relevant Head of Administration (or nominated deputy), a member of Finance to see if the situation can be resolved. The student will be notified of the time and date of the meeting and attendance will be obligatory. The student will be responsible for notifying their teacher where the meeting conflicts with a scheduled class.
- 11.5 If the student does not attend the meeting they will be withdrawn by Registry at the request of the Head of Administration (or nominee) with immediate effect.
- 11.6 If the student fails to meet a deadline agreed at the meeting referenced in 11.4 the student will be withdrawn by Registry at the request of the Head of Administration (or nominee) with immediate effect.
- 11.7 If any tuition fee instalment is outstanding by more than 28 days of the due date, the Guildhall School reserves the right to charge interest on the amount outstanding at 2.5% above the base rate of Lloyds Bank.
- 11.8 If tuition fees remain outstanding after the end of the academic year, the debt will be actively pursued by the Finance Office's Credit Controller, and the matter will also be passed to the City Solicitors.
- 11.9 Students with tuition fee debt from a previous academic year will not be able to re-enrol for the next academic year until the debt is cleared. This must take place by the end of week 2 of the autumn term. Any student who has not paid by this deadline may be automatically withdrawn by Registry. Written confirmation of the withdrawal will be sent to the student.
- 11.10 Students with a tuition fee debt outstanding at the end of their programme will not receive their certificate and final transcript or be invited to the graduation ceremony.

LIBRARY DEBT

- 12.1 An administrative charge, to meet reasonable administrative expenses, will be made for students who are invoiced formally for a Library debt. If an invoiced Library debt charge is not paid by the date requested by the Library or the Facilities Department, the Library or Facilities Department can request the Finance Office to enforce the collection of debt as outlined below.

- 12.2 For an invoiced Library debt the student's Library account will be suspended. Where items have not been returned three weeks after invoicing, and the invoice has not been paid, the student will be summoned to a disciplinary meeting as this will be considered theft of School property.
- 12.3 If at the end of this three-week period no payment has been made, the student will receive a notification from Finance stating that they must EITHER pay the outstanding debt by the end of the next three-week period OR arrange a date and time to come in for a meeting to see if the situation can be resolved. The notification will also state that if no action is taken by the student the debt will be actively pursued by the Finance Office's Credit Controller, and the matter will also be passed to the City Solicitors.
- 12.4 If no response is received or no satisfactory agreement for payment has been reached by the end of the second three-week period, notice of the debt will be forwarded to the City's solicitors for collection. This may lead to the student having a County Court Judgement entered against them.
- 12.5 Where a student carries a Library debt into a subsequent year of study Library borrowing rights will be suspended until all monies due have been paid in full.

ADMINISTRATIVE REVIEW

- 13.1 A student can request an administrative review related to outstanding tuition fee, library or departmental debt as outlined in Section 8 of this policy.

Appendix 1: Fees liability (intermission and withdrawal)

This table assumes that, where necessary, students have requested to change their status by the relevant deadlines and have received approval.

This does not apply to postgraduate research students in writing up as they are charged termly. Students have a short term right to cancel, and a right to terminate their contract in certain circumstances as set out in the Terms of Enrolment. Those rights are in no way compromised by the general position, which is set out below.

Term	Type of status change	Student funding type - UG students where government funding bodies (including SLC) pay the School directly	Student funding type - - Self-funded students - Students with external agency support - Students with a loan from UK government funding bodies (including PG SLC loan)
Autumn	Student intermits or withdraws before the end of week 3	No fee due, deposit retained (if deposit has been paid and student is not eligible for deposit refund)	No fee due, deposit retained (if deposit has been paid and student is not eligible for deposit refund)
	Student intermits or withdraws after the end of week 3	25% of tuition fees due for the year, any deposit paid is retained.	40% of tuition fees due for the year, any deposit paid is retained.
Spring	Student intermits or withdraws before the end of week 2	25% of tuition fees due for the year, any deposit paid is retained.	40% of tuition fees due for the year, any deposit paid is retained.
	Student intermits or withdraws after the end of week 2	50% of tuition fees due for the year, any deposit paid is retained.	70% of tuition fees due for the year, any deposit paid is retained.
Summer	Student intermits or withdraws before the end of week 2	50% of tuition fees due for the year, any deposit paid is retained.	70% of tuition fees due for the year, any deposit paid is retained.
	Student intermits or withdraws after the end of week 2	100% of tuition fees due for the year, any deposit paid is retained.	100% of tuition fees due for the year, any deposit paid is retained.
Any	Student registration is terminated by the School due to non-enrolment	Full tuition fees for the current term, any deposit paid is retained.	Full tuition fees for the current term, any deposit paid is retained.
	Student is withdrawn by the School for reasons not related to enrolment	Tuition fees due for the time studied up to the point of withdrawal, any deposit paid is retained.	Tuition fees due for the time studied up to the point of withdrawal, any deposit paid is retained.

Further guidance on withdrawals with detailed examples of costs associated with leaving at certain times during the academic year are available on request from the Registry Department. A student may request a review of their tuition fee liability using the Administrative Review process (see Section 8).

Appendix 2: Student debts and sanctions summary

Students are advised to read all relevant policies for full details.

Table 1: Tuition fee debt

Type of debt	Sanction
Non-payment of tuition fee deposit	Withdrawal of offer
Non-payment of tuition fee: week 1, 2 and 3 (Autumn Term)	Temporary enrolment for three weeks
Non-payment of tuition fee: week 4 to 6 (Autumn Term)	ID card access to teaching spaces stopped (not Sundial Court), Library borrowing rights stopped, Music students access to practice rooms stopped including for all individual room bookings made after the debt has been incurred, Drama students no free tickets
Non-payment of tuition fee: week 7 (Autumn Term)	Termination of registration by the Academic Registrar (or nominee)
Non-payment of tuition fee: week 3 to 6 (Spring Term or 3)	ID card access to teaching spaces stopped (not Sundial Court), Music students access to practice rooms stopped including for all individual room bookings made after the debt has been incurred, Drama students no free tickets, Library borrowing rights stopped.
Non-payment of tuition fee week 7 (Spring Term or Summer Term)	Termination of registration by the Academic Registrar (or nominee)
At completion of a programme of study	Not permitted to enrol for another course

Table 2: Library, Recording and AV debts and/or non-returned items

Type of debt	Sanction
over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5.
4 overdue notices	a non-refundable admin charge of £10.00 for drawing up an invoice, plus the full replacement cost.
Invoiced debt: First fortnight	Student's Library account remains suspended.
Invoiced debt: third week	The Library contacts the student, copied to their HoD, their Departmental Administrator, and the Dean of Students (or nominee) to give them one further week to settle the debt and warning them of impending disciplinary action under the School Code of Conduct.
Invoiced debt: fourth week	The student is invited to a disciplinary meeting with the Dean of Students (or nominee). Drama and Production Arts students no free tickets
Non-settlement after disciplinary meeting	Dean of Students (or nominee) decides sanctions under the next stage of the Code of Conduct. Drama and Production Arts students do not receive free tickets
Library debt at re-enrolment over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5
Library debt at re-enrolment Invoiced library debt	Debt with Finance as above, no Library borrowing rights
Library debt when progressing to a new programme of study over £5 of unpaid fines	Library account will be barred and will stay blocked until fines reduced to a level below £5
Library debt when progressing to a new programme of study Invoiced library debt	Student will not be able to borrow items from the Library until debt paid in full

Table 3: Unpaid student disciplinary fines

Student Disciplinary fines	Non-payment of fine by a deadline is, in itself, a disciplinary offence, and matter will be escalated through disciplinary procedure
----------------------------	--