# General Guidance

This form should only be completed by students wishing to request a tuition fee refund or reduction in tuition fee liability in cases where unforeseen and exceptional circumstances prevented them from studying.

It should not be used to request tuition fee refunds or reduction in tuition fee liability in the following instances:

* + Overpayment
  + SAAS, SLC or private sponsorship confirmed after payment.

In these cases please contact the Income Office directly [incomeoffice@stir.ac.uk](mailto:incomeoffice@stir.ac.uk)

Academic failure or failure to receive funding from a sponsor or a student loan or grant is not considered to be an exceptional circumstance, as each student accepts full liability for the course fees at enrolment.

Applications are normally considered in 15 working days but can take longer during peak periods.

Before filling in this form it is essential that you read the University of Stirling Tuition Fee Policy, which can be viewed at [www.stir.ac.uk/study/fees-funding/tuition-fees-policy/](https://www.stir.ac.uk/study/fees-funding/tuition-fees-policy/).

# Section 1: Personal Details

|  |  |
| --- | --- |
| Student Number |  |
| Family Name |  |
| Given Name |  |
| Contact E-mail |  |
| Academic Year to which request relates (e.g. 2019/20) |  |

# Section 2: Reason for Request

Please select the reason for your request below

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Medical |  | Bereavement |  | Other |  |
| If other please detail: |  | | | | |

# Section 3: Supporting Evidence

Tuition Fee Liability Reduction or Refund Requests will not be considered without supporting evidence. Please detail what supporting evidence you have provided.

|  |
| --- |
|  |

# Section 3: Personal Statement

Tuition fee refunds and reductions in tuition fee liability will only be considered in cases of unforeseen exceptional circumstances. In the space below, please provide a statement detailing the exceptional circumstances that preceded your request.

Please include key dates and time periods you believe your studies were affected.

|  |
| --- |
|  |

# Section 4: Details of Request

|  |  |
| --- | --- |
| Current Tuition Fee Liability |  |
| Requested Reduction in Liability |  |

# Section 5: Declaration

I confirm that to the best of my knowledge and belief, the information I have given on this form is true and complete and I understand that if I have given false information my request will not be considered.

I confirm that I have read and understood the University of Stirling Tuition Fee Policy, and I am aware that any tuition fee refund or reduction in tuition fee liability is entirely at the discretion of the University.

|  |  |
| --- | --- |
| Full Name |  |
| Signature |  |
| Date |  |

# Where to submit this form:

Completed forms, along with relevant supporting information or evidence should be submitted to the Student Enrolment, Data and Fees Manager by email to [tuitionfees@stir.ac.uk](mailto:tuitionfees@stir.ac.uk), or in person to The Student Services Hub, Cottrell Building, University of Stirling, FK9 4LA.