

Updated 19 May 2020

COVID 19 REFUND POLICY – BERLIN STUDY CENTRE

This policy should be read in conjunction with Arden University's current refund policy and relates solely to students who are applying for the June 2020 intake to Arden's Berlin Study Centre.

For prospective international students, we appreciate that travel guidance is being constantly updated by the Berlin Senate and perhaps your home governments over which you have no control.

The Berlin Senate in March 2020 ordered that all face to face teaching should be suspended and all teaching provided "online". The Berlin Senate has maintained this view to date and all teaching remains online. The Senate is currently reviewing whether teaching face to face will resume in September 2020.

As Arden has vast experience of offering courses "online" we immediately offered all of our existing students a virtual classroom experience. We are continuing to offer this for the Berlin June 2020 intake with a view to students subsequently attending face to face teaching in Berlin as soon as the Senate permits this.

We nevertheless appreciate that this may be of concern to prospective students and there may well be delays in the visa application processes within their home countries as a result of COVID 19. We have therefore agreed that if a student wishes to enrol on the June 2020 intake "online" we are offering our Berlin students an extended period of time in which to apply for a full refund of all course fees paid up to the 13th September 2020 so long as the following criteria is met

- (a) By the 13th September 2020 the student has been unsuccessful in obtaining a visa to enable travel to Berlin and documentary evidence is provided that the student has made every attempt to progress their visa application;
- (b) The student has met the attendance criteria online for the course since its commencement in June 2020 until September 2020;
- (c) The student does not wish to be awarded any module credits for the study undertaken from June 2020 to September 2020;
- (d) The student does not wish to transfer to the International Distance Learning Course.

If the student wishes to transfer in September to the International Distance Learning Course they will be permitted to utilise any credit awarded and any fees paid to date against the course requirements and fees for the relevant International Distance Learning course.

If the student does not meet the criteria set out above the University's standard refund policy will apply.

For the avoidance of doubt this policy will be periodically reviewed as a result of the changing landscape surrounding COVID 19 and currently only applies to the June 2020 Berlin intake.