

This policy should be read in conjunction with Arden Universities current refund policy and relates solely to students who are applying for the June, September and November 2020 intakes 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 Senate is constantly reviewing whether teaching face to face will resume in September 2020 but there are further travel restrictions which may or may not be enforced which impacts upon the ability for international students to travel to Berlin.

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 students who wish to commence their studies with Arden in Berlin with a view to students subsequently attending face to face teaching in Berlin as soon as the Senate permits this and international travel restrictions are lifted.

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 therefore have agreed that if a student wishes to enrol on the June, September or November 2020 intakes "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 31st January 2021 so long as the following criteria is met

- a) By the 31st January 2021 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 until 31st January 2021;
- c) The student does not wish to be awarded any module credits for the study undertaken from commencement of the course until 31st January 2021;
- d) The student does not wish to transfer to the International Distance Learning Course.

If the student wants to transfer between the commencement of their course and 1 st February 2021 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, September and November 2020 Berlin intake.