

Updated 26<sup>th</sup> April 2021

## 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 have enrolled on the COVID Berlin Intakes (listed below) to Arden University's Berlin Study Centre only.

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 until 31<sup>st</sup> May 2021, however this may change. We will continue to monitor the situation.

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 COVID Berlin Intakes 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 has enrolled "online" to our Berlin Study Centre on any of the COVID Berlin Intakes, we will offer that student an extended period of time in which to apply for a full refund of all course fees paid up to the applicable COVID Refund End Date (listed below) so long as the following criteria is met:

- a) By the applicable COVID Refund End Date the student has been unsuccessful in obtaining a visa to enable travel to Berlin;
- b) The student has met the attendance criteria online for their course between the commencement of their course and the applicable COVID Refund End Date;
- c) The student does not wish to be awarded any module credits for the study undertaken from the commencement of the course until the applicable COVID Refund End Date; and
- d) The student does not wish to transfer to study via the International Distance Learning study mode.

If the student wishes to transfer to study via the International Distance Learning study mode by the applicable COVID Refund End Date 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, or the relevant COVID Refund End Date has passed, Arden University's standard refund policy will apply, which can be found [here](#).

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 COVID Berlin Intakes for study at Arden's Berlin Study Centre.

<b>COVID Berlin Intakes</b>	<b>COVID Refund End Date</b>
June 2020	31 <sup>st</sup> January 2021
September 2020	31 <sup>st</sup> January 2021
November 2020	31 <sup>st</sup> January 2021
February 2021	19 <sup>th</sup> August 2021
April 2021	7 <sup>th</sup> October 2021
June 2021	25 <sup>th</sup> December 2021
September 2021	8 <sup>th</sup> March 2022
November 2021	26 <sup>th</sup> May 2022