

# REFUNDS POLICY









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## 1. Policy Statement

To receive a refund of any portion of fees paid, the student must provide a complete and signed refund application form submitted via Gisma University of Applied Sciences (hereinafter referred to as the University) Refunds Portal, including all documentation relevant to the request, and follow the refund procedure outlined below.

The University Refunds Team (hereinafter referred to as Refunds Team) will review and provide the conclusion of all refund requests.

## 2. Scope

This policy is applicable to all the students who have signed the study terms and conditions with the University.

The calculation of the tuition amount to be refunded is made according to the clauses stipulated in the study terms and conditions.

## 3. Terms and Conditions

- 3.1** All refunds will be processed and paid out, within 45 working days after the submission date provided all the information is complete and correct.
- 3.2** The student is responsible for providing all supporting documentation with the online refund application form. For visa refusal cases, the student must provide a copy of the official documentation received from the Embassy.
- 3.3** To comply with Data Protection Legislation, the University will only accept, and process bank details provided via the Online Refunds Portal.
- 3.4** To comply with Anti-Money Laundering Regulations, any refund amount will only be processed and paid out to the original source i.e., to the same credit/debit card or bank account used to make the initial payment. If this information has changed, the student is responsible for providing the Refunds Team with the official documentation that the card has expired or if the bank account details have changed.
- 3.5** Any bank fees incurred during the payment of tuition fees, including transaction fees, are to be carried by the student. The University will only refund the exact amount received, not the amount the student initially paid, and after deduction of any administration fees applicable as indicated in this Policy.
- 3.6** If the bank information received by the University is incorrect, the Refunds Team will contact the student and request the correct bank details (except Account Number/IBAN), which must be provided within three (3) working days. Failing to do so will result in the closure of the Refund Request Case.
- 3.7** If the refund payment made by the University bounces back due to incorrect bank details provided by the student:
  - a. the student will carry any charges incurred for the relevant bounce back transaction, and
  - b. the refund case will be automatically closed.
- 3.8** The student must open a new refund application via the University Online Refunds Portal, and any charges incurred by the University will be deducted from any refund amount paid to the student. The timeline to process the new refund application will be automatically reset to the date the new application is submitted and successfully received by Refunds Team.

## 4. Refund Process Timelines

Once the refund application has been successfully submitted, students will receive an automated reply which will confirm the timelines listed below:

- 4.1** A member of the Refunds Team would respond to the student within 2 working days to acknowledge that a refund request is received and being reviewed.
- 4.2** The initial email will be to (a) verify the student details and (b) to request any missing information from the student.
- 4.3** During the review period of 10 working days, the refunds team will review all the information provided by the student in the refund application form, including all supporting documentation
- 4.4** After this period a decision will be made; if approved and provided all the information is complete and correct, the approved refund payment will be processed and completed within 30 working days.

## 5. Administrative Fees\*

- 5.1** Administrative deductions for all eligible refund requests are in accordance with the Study Terms and Conditions and published online.
- 5.2** A Standard deduction of 250 € administrative fee is applicable in all eligible refund requests.
- 5.3** Any refund request not covered in the Terms and Conditions mentioned above will be escalated to the University Leadership Team for review.

\* The University reserves the right to change the administrative fees at any time with/without prior notice.

## 6. Appeal Process

- 6.1** If applicants are dissatisfied with the outcome of their refund applications, they may have recourse to lodge for an appeal should either of the following apply:
- The applicant can show procedural or administrative errors where the process leading to the decision has not been carried out correctly. This would include arithmetical errors affecting the value of the refund or misinterpretation of information leading to the final decision.
  - Exceptional personal circumstances which were not known to the Refunds Team, and where the applicant can show good reason why such circumstances could not have been made known to the Refunds Team.
- 6.2** Applicants are advised to submit appeal information to support their claims within 14 calendar days of the initial refund decision given to **refunds@gisma.com** by responding to the decision email.
- 6.3** Each appeal case will be presented in a clear and transparent format by the Refunds team to the Leadership Team for their review and decision.
- 6.4** The Leadership Team will make recommendations on the case under review to the Refunds Team, who will assign the final action, which will either be:
- To uphold the original decision.
  - To partially overturn the original decision – making a partial payment as a goodwill gesture.
  - To fully overturn the original decision
- 6.5** An appeal decision either to approve or refuse is communicated to the applicants via e-mail by the Refunds Team upon receiving confirmation from the Leadership Team.
- 6.6** Any refund appeal outcomes are to be given to the applicants within 45 working days of their appeal submission.

If the applicant remains dissatisfied with the outcome, they may lodge a formal complaint with the university regarding the handling of their refund application; in such instances the applicant should be aware that this will not result in a refund decision being overturned.

The complaint can be lodged at **studentfeedback@gisma.com**.

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