

1. INTRODUCTION

- 1.1. Please read these terms and conditions (“Terms”) carefully. By accepting acceptance of these terms and conditions, you agree to be bound by them. These terms and conditions apply to all courses delivered by LMU. LM is a limited company registered in England with company number 12435190. The registered office is at International House, Third Floor, 1 St Katharine’s Way, London, E1W 1UN.
 - 1.3. QAHE LM delivers London Metropolitan University (the “University”) courses available at the London, Birmingham and Manchester Branch Campuses as part of a partnership between the University and QAHE Limited (“QA Higher Education”) – a UK higher education provider. The courses are designed, assessed, quality assured and validated by the University. The courses are
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- 8.2. The University Tuition Fee Regulation can be accessed from here [General Student Regulations](#).
- 8.3. Self-withdrawal – you may choose to withdraw from your course, and can do so by following the withdrawal process as outlined in the University Regulations.
- 8.4. University Initiated withdrawal – QAHE LM and/or the University may terminate your registration at any point during your course, should there be a breach of Contract.
- 8.5. If you do not pay your tuition fees when due you may be withdrawn from your course. Other sanctions may also be imposed such as withholding certificates and transcripts.
- 8.6. Please note: if you do not pay your fees on time we reserve the right to take legal action and/or appoint a debt collection agency. You are personally liable for any and all tuition fees incurred, even if you're subsequently found not to be eligible for some or all of the funding you have applied to obtain.
- 8.7. If students do not pay on time, they will be withdrawn from their course.

For students studying on an undergraduate course:

- 8.8. Tuition fees are payable to the University.
- 8.9. You can either choose to self-fund your programme of study or apply for a tuition fee loan from Student Finance England, Student Awards Agency Scotland, Student Finance Wales or Student Finance North Ireland.
- 8.10. If you have applied for a tuition fee loan from Student Finance England (or regional equivalent) and this has not yet been approved you will still be permitted to provisionally enrol, on the basis that you are able to provide evidence of your application for tuition fee funding and a valid CRN number.
- 8.11.
- 8.12. The information below provides you with details of your fee liability if you withdraw from the course:

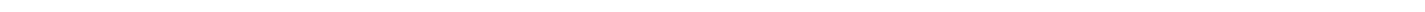
Your withdrawal from the course occurred:	Percentage of fees payable by you following withdrawal
Between commencement of course but prior to 2 weeks following commencement of the course	0% of course tuition fees are payable by you to the University
More than 2 weeks following commencement of the course but prior to the end of term one of the course	25% of the course tuition fees are payable by you to the University
Following completion of term 1 of the course but prior to completion of term 2 of the course	50% of the course tuition fees are payable by you to the University
Following completion of term 2 of the course	100% of the course tuition fees are payable by you to the University

- 8.13. Where you are excluded by the University or QAHE LM you will not be entitled to a refund and 100% of the course tuition fees are payable by you to the University.
- 8.14. To request a refund, students must email: refunds@qa.com.
- 8.15. All refunds will be made to the original payment source.

For students studying on a postgraduate course:

- 8.16. Tuition fees are payable to QAHE LM.
 - 8.17. You must pay a non-refundable deposit to secure your place on the course. Deposits are currently £150 for QAHE LM alumni students and £250 for non-QAHE LM alumni students.
 - 8.18. You must pay your deposits by Flywire at qahe-lmet.flywire.com.
 - 8.19. You will not be entitled to enrol unless you have paid your full deposit to QAHE LM.
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- 4.1. An Event Beyond Our Control means any circumstance not within our reasonable control including: Acts of God, flood, drought, earthquake, volcano or other natural disaster, terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations, nuclear, chemical or biological contamination or sonic boom, any law or any action taken by a government or public authority, strike or lock-out (including by our employees), collapse of buildings, fire, explosion or accident, interruption or failure of utility service or any pandemic, epidemic or government enforced lockdown or act.
- 4.2. Subject to the provisions of this Clause 16, we will not be in breach of this Contract or otherwise liable to you for any failure to perform or delay in performing our obligations under this Contract to the extent that such failure or delay is due to an Event Beyond Our Control.
- 4.3. If an Event Beyond Our Control occurs, then we will promptly notify you as soon as reasonably possible. Our obligations under these Terms will be suspended and the time for performance of our obligations shall be extended for the duration of the Event Beyond Our Control. If relevant, we shall consider whether the remote or virtual delivery of your course is appropriate.

5. DATA PROTECTION

- 5.1. We will process your personal data in accordance with our privacy policy, which is available on the QAHE Website via this link [Privacy Notice | QA Higher Education](#) or upon request.
 - 5.2. The University will process your personal data in in accordance with iiN proc1.4 (l)1.4 (lp4 (y)-2 (
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jurisdiction, the remainder of these Terms will remain in full force and effect.

- 8.3. We may transfer or assign any part of our rights or delegate our obligations under these Terms. You are not entitled to transfer or assign, by operation of law or otherwise, any part of your rights or delegate your obligations under these Terms without our prior written consent.
 - 8.4. No third party is entitled to enforce any of these Terms, whether by virtue of the Contracts (Rights of Third Parties) Act 1999 (which is expressly excluded) or otherwise.
 - 8.5. These Terms and any documents referred to herein set out the entire agreement between us and replace any and all prior terms, conditions, warranties and/or representations to the fullest extent permitted by law.
 - 8.6. Any delay or failure by us to exercise any right we may have under these Terms does not constitute a waiver by us of that right.
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