

WELCOME TO YORK

Your guide to loans, funding and fees



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INTRODUCTION

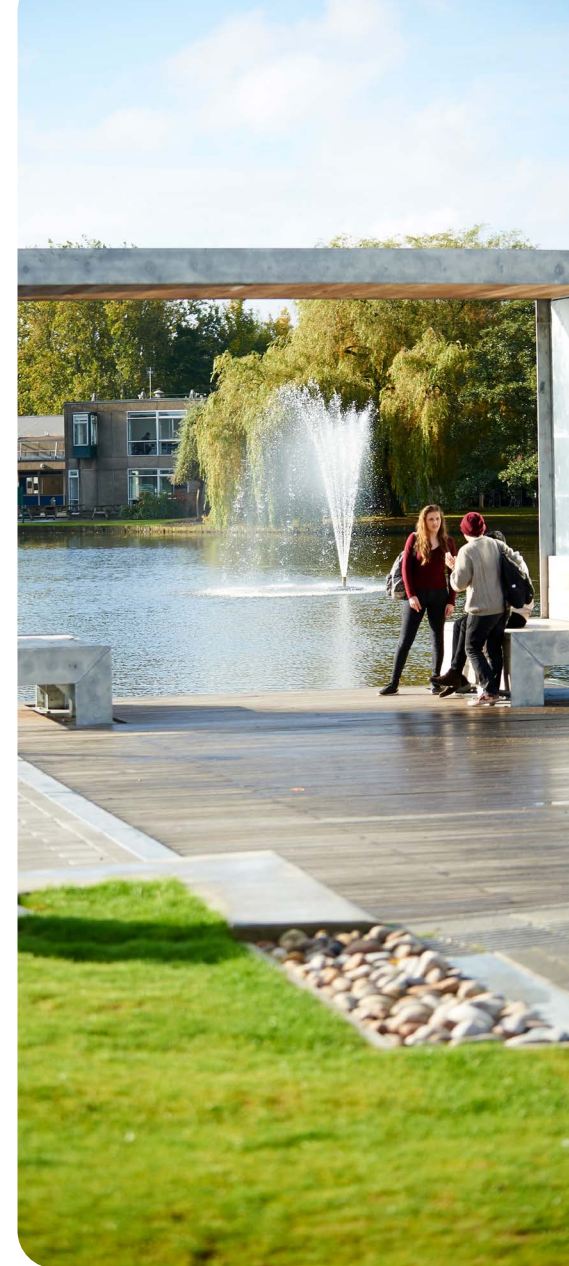
This booklet has been designed to advise you of the essential financial information you will need during your time at the University of York. It contains information on student loans, undergraduate bursaries, tuition fees, payment methods and payment dates.

Please read this booklet and the Information on the New Students' Welcome Pages before contacting the University.

york.ac.uk/students/new

Please note that if you are unable to pay your tuition fees, residence fees or any other fees by the due date you must contact the Fees Office at fees-office@york.ac.uk as soon as possible.

If you are the parent of a new or prospective student then visit the Parents Hub <https://www.york.ac.uk/study/international/parents-hub>



If you would like a large-print copy of this booklet or to enquire about other formats please contact +44 (0)1904 322120 or email fees-office@york.ac.uk

STUDENT LOANS OR FUNDING

This is potentially applicable to UK and EU undergraduates, nurses, PGCE, masters and doctoral students.

Loan instalments are paid by the Student Loans Company [SLC] by direct electronic bank transfer via the Bankers Automated Clearing system [BACS] into your bank or building society account.

If you are an Undergraduate student and have applied for a maintenance loan, or a Postgraduate student and have applied for the combined loan, the first instalment is released to you by the SLC once the University has confirmed your registration.

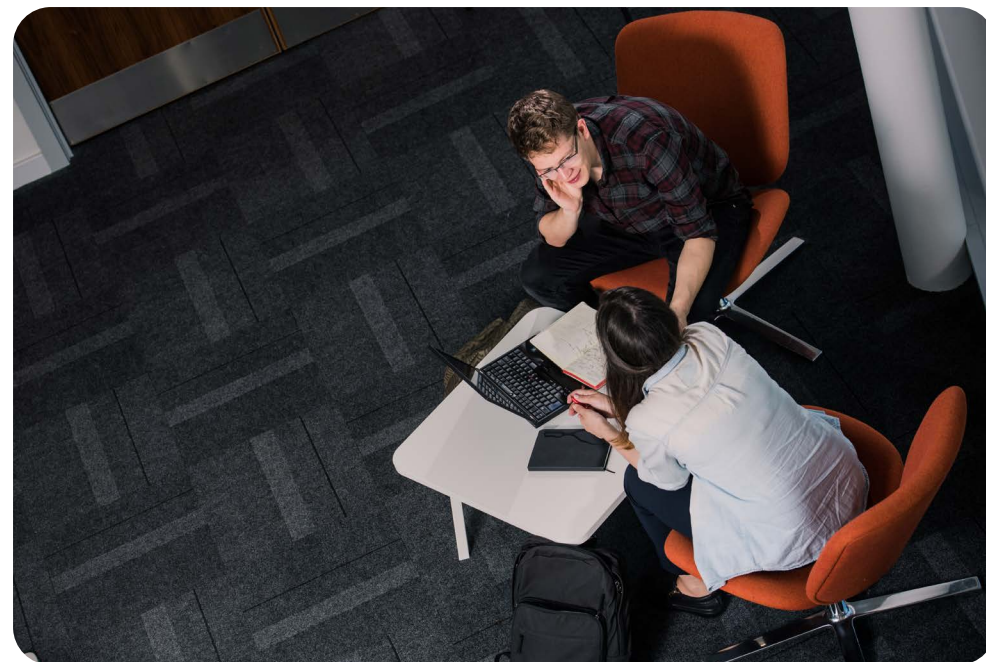
The University can only confirm your registration to SLC if you have fully completed the enrolment process (including completing the student finance declaration and confirming your intention to start your course). Provided you have completed this process by the time your course starts, you should receive your first loan instalment from SLC on or shortly after your course start date. If you complete enrolment after your course has started then the SLC will usually release the first instalment to you within around five working days of the University confirming your registration.

Please check your Notification of Entitlement letter from the SLC in order to find out exactly how and when your loan instalments will be released to you.

If you need to make any changes to your study intentions please speak to your department and Student Records.

In addition, all students need to:

- have enrolled with the University of York before the semester begins, at: evision.york.ac.uk
- have provided the Student Loans Company with your bank details.



Student Loans Company helpline numbers

The contact details below relate to where you were living at the time of your application:

England	0300 100 0607
Wales	0300 200 4050
N Ireland	0300 100 0077
EU	+44 (0)141 243 3570
Scotland (SAAS)	0300 555 0505
Postgraduate Masters and Doctoral Loans	0300 100 0031

Student Loans - repayment

England, Scotland and NI	0300 100 0611
Wales	0300 100 0370
Overseas	+44 141 243 3660

Student Finance England:	twitter.com/SF_England
Scotland (SAAS):	twitter.com/saastweet
Wales Twitter:	twitter.com/sf_wales

If you have not yet applied for a student loan please contact your student finance provider for more information, gov.uk/studentfinance

What to do if you have not received your student loan

If you have not received your loan by 25 September 2023, please check that you have completed the declaration part of your student finance application and that you have provided your bank details.

Make sure that you have completed your enrolment with the University at: evision.york.ac.uk

You should allow five working days after successfully completing your enrolment for the payment to reach your bank account.

Please note: the SLC does not start to release payments to student bank accounts until 18 September 2023 or your course start date, if your course starts prior to the first day of the semester. You should allow five working days after successfully completing your enrolment for the payment to reach your bank account. Therefore, if you have completed enrolment by your programme start date then your loan should be released to you within the 5 working day period.

If you have still not received your payment and you have allowed five working days after completing your enrolment, check that your details are correct on the University's student records system. To do this you should contact student records by emailing student-records@york.ac.uk

If everything appears to be correct on the University student records system and you have completed and returned all relevant documentation to the SLC, you should contact the SLC helpline using the telephone numbers on page 5.

Students who are still experiencing problems can complete a self referral form via the Student Hub webpages york.ac.uk/students/support/student-hub or contact the Fees Office: fees-office@york.ac.uk

The Fees Office is situated in Finance Services, Unit 1, Market Square. The Fees Office is normally open Monday to Friday from 10am until 4pm (excluding bank holidays).

For further information regarding student loans and grants, and for financial assistance please contact the Student Hub by completing a self-referral form on the Student Hub webpages: york.ac.uk/students/support/student-hub

NHS students

Undergraduate nursing and midwifery students obtain loans as other UG students. In addition to this students may be able to achieve additional funding from NHSBSA Student Services through the Learning Support Fund to cover expenses such as Travel and Dual Accommodation Costs, Training Grant, Parental Support and Exceptional Support Fund.

Please visit nhsbsa.nhs.uk/nhs-learning-support-fund to find out more.

Social work

Social work students may be eligible for a Social Work Bursary: nhsbsa.nhs.uk/students

To find out more about the funding available to students on NHS funded courses, visit: The NHS Business Services Authority: nhsbsa.nhs.uk/students

GOV.UK: gov.uk/studentfinance

Helpline numbers:

NHS Bursaries	0300 330 1345
NHS Learning Support Fund	0300 330 0521
Social Work Bursaries	0300 330 1342

US Students

For queries relating to US Federal Aid and Veterans Affairs (VA) please contact Student financial support, sfsu@york.ac.uk

Students with US Federal Aid and VA funding are advised not to set up a direct debit because the University automatically deducts any money owing before disbursing the balance of the loan to the student's bank account.

Postgraduate students

How and when to pay your tuition fees

It is your obligation to make sure the financial arrangements for payment of your tuition fees are in place before commencement of your course.

If a sponsor is paying your fees, you should provide the following details when you enrol. A company headed document containing the full address, email details where the invoice is to be sent, and the contact name at the organisation. This information should be provided at the start of each year of study.

If you're self-funding your studies, you'll need to pay your fees directly to the University. You can pay in instalments, depending on the amount, duration of your studies, and whether you have a history of late payments. This is an automatic concession and does not have to be arranged with the Fees Office. Please refer to the Tuition Fee Instalment Information on page 14.

If you're funding your studies with a loan, your loan provider may pay your fees directly to the University or to yourself depending on which loan scheme you apply for. You can pay in instalments that align to your loan disbursement dates, depending on the amount, duration of your studies, and whether you have a history of late payments. **This is an automatic concession and does not have to be arranged with the Fees Office.**

Postgraduate master's loan

If you are a new student starting a postgraduate masters course from 1 August 2023 onwards you could get a Postgraduate Master's Loan of up to £12,167 to help with course fees and living costs.

Further information is available at [gov.uk/masters-loan](https://www.gov.uk/masters-loan)

Postgraduate doctoral loan

If you're starting a doctoral degree on or after 1 August 2023, you could get a Postgraduate Doctoral Loan of up to £28,673 to help with course fees and living costs.

Further information is available at [gov.uk/doctoral-loan](https://www.gov.uk/doctoral-loan)

Funding for postgraduate research students

For research students there are variety of funding opportunities offered both from the UKRI and departments.

Details of the funding available can be found at york.ac.uk/study/postgraduate/fees-funding/research

GOV.UK [gov.uk/funding-for-post-graduate-study](https://www.gov.uk/funding-for-post-graduate-study)

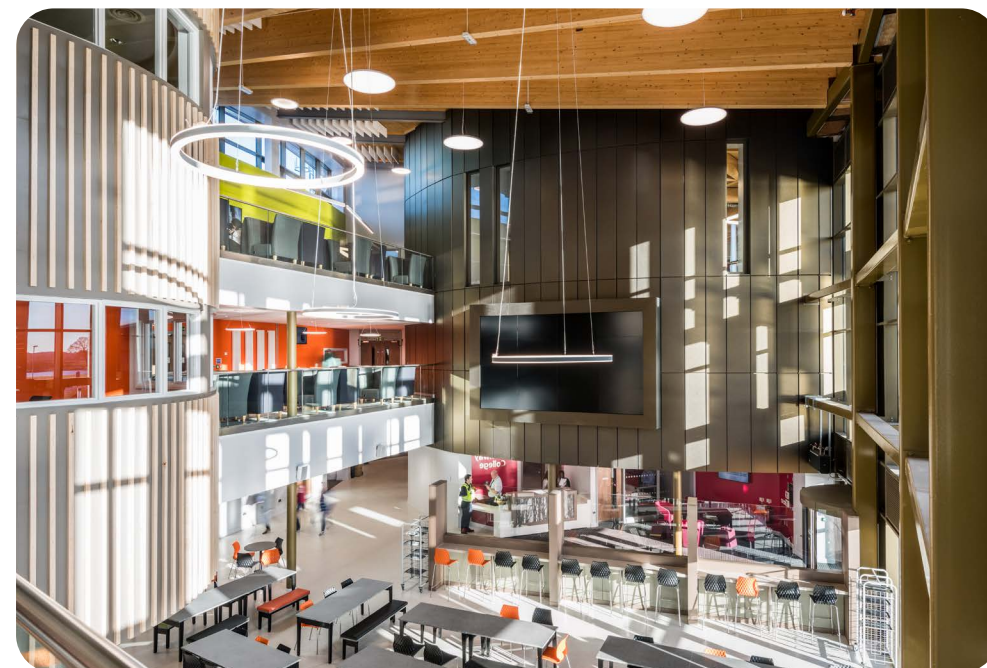
General queries can be sent to pgr-administration@york.ac.uk or the relevant department.

PGCE applicants

It is your obligation to make sure the financial arrangements for payment of your tuition fees are in place before commencement of your course.

A tuition fee loan can be obtained from the Student Loans Company (SLC) and this will be paid directly to the University.

Maintenance loan instalments are paid by the Student Loans Company (SLC) by bank transfer directly into your bank account. The SLC will make the first payment once we've informed them that you have arrived at the University. Further information is given on page 6.



Standard full time tuition fees 2023/24

Undergraduate and PGCE Fees		£
Home from 21/22, including PGCE, Foundation Year		9,250
Home /EU, started from 17/18 to 20/21		9,250
Work Placements (UK or Abroad)		20% of full time fee
Year Abroad / Study Year Abroad		15% of full time fee
Home /EU, PGCE, Foundation Year started 12/13 to 16/17		9,000
Overseas (Including EU), PGCE and Visiting started 23/24	Non laboratory programmes	21,950
Overseas (Including EU), PGCE and Visiting started 22/23	Non laboratory programmes	19,992
Overseas, started 21/22	Non laboratory programmes	19,091
Overseas, started 20/21	Non laboratory programmes	18,983
Overseas, started 19/20	Non laboratory programmes	18,530
Overseas, started 18/19	Non laboratory programmes	18,347
Overseas, started 17/18	Non laboratory programmes	18,341
Overseas (Including EU) started 23/24	Laboratory programmes	26,800
Overseas (Including EU) started 22/23	Laboratory programmes	24,480
Overseas started 21/22	Laboratory programmes	23,565
Overseas started 20/21	Laboratory programmes	23,430
Overseas started 19/20	Laboratory programmes	23,086
Overseas started 18/19	Laboratory programmes	23,084

Standard full time tuition fees 2023/24

Postgraduate (Taught) Fees		£
Home started 23/24	Non laboratory programmes	9,990
Home started 22/23	Non laboratory programmes	9,475
Home started 21/22	Non laboratory programmes	8,780
Home / EU started 20/21	Non laboratory programmes	8,531
Home / EU started 19/20	Non laboratory programmes	8,452
Home / EU started 18/19	Non laboratory programmes	8,366
Home started 23/24	Laboratory programmes	11,770
Home started 22/23	Laboratory programmes	11,016
Home started 21/22	Laboratory programmes	10,122
Home / EU started 20/21	Laboratory programmes	9,560
Home / EU started 19/20	Laboratory programmes	9,286
Home / EU started 18/19	Laboratory programmes	8,763
Overseas (including EU) started 23/24	Non laboratory programmes	22,250
Overseas (including EU) started 22/23	Non laboratory programmes	20,349
Overseas (including EU) started 21/22	Non laboratory programmes	19,455
Overseas started 20/21	Non laboratory programmes	19,355
Overseas started 19/20	Non laboratory programmes	18,800
Overseas started 18/19	Non laboratory programmes	18,525
Overseas (including EU) started 23/24	Laboratory programmes	27,200
Overseas (including EU) started 22/23	Laboratory programmes	24,990
Overseas (including EU) started 21/22	Laboratory programmes	24,241
Overseas started 20/21	Laboratory programmes	24,109
Overseas started 19/20	Laboratory programmes	23,422
Overseas started 18/19	Laboratory programmes	23,084

Standard full time tuition fees 2023/24

Postgraduate (Research) Fees

£

		£
Home		4,712
Overseas (Including EU) started 23/24	Non laboratory programmes	20,800
Overseas (Including EU) started 22/23	Non laboratory programmes	19,278
Overseas (Including EU) started 21/22	Non laboratory programmes	18,467
Overseas started 20/21	Non laboratory programmes	18,357
Overseas started 19/20	Non laboratory programmes	18,291
Overseas started 18/19	Non laboratory programmes	17,762
Overseas started 17/18	Non laboratory programmes	17,250
Overseas (Including EU) started 23/24	Laboratory programmes	25,700
Overseas (Including EU) started 22/23	Laboratory programmes	24,378
Overseas (Including EU) started 21/22	Laboratory programmes	23,148
Overseas started 20/21	Laboratory programmes	23,027
Overseas started 19/20	Laboratory programmes	22,978
Overseas started 18/19	Laboratory programmes	22,322
Overseas started 17/18	Laboratory programmes	22,205

Standard full time tuition fees 2023/24

Postgraduate Visiting students

£

		£
Postgraduates (Taught)	Non laboratory programmes	22,250
Postgraduates (Taught)	Laboratory programmes	27,200
Postgraduates (Research)	Non laboratory programmes	20,800
Postgraduates (Research)	Laboratory programmes	25,700

Standard tuition fees 2023/24

If you are a visiting student attending less than one academic year your fees will be adjusted accordingly. See your offer letter for further details.

Payment of tuition fees

The student will be held personally liable for the FULL amount of fees unless they have informed the University that they are being funded by a recognised sponsoring organisation or company (this excludes parents, guardians or relatives).

Please note the sponsor information has to be given to the University for each year of study.

If you are a UK undergraduate student or an EU undergraduate student who started prior to 21/22 you have nine months from the start of the academic year to apply for a tuition fee loan.

If the University has NOT received notification from the SLC that you have applied for a tuition fee loan or if you have not applied for the maximum loan, then you will be held liable for payment of the tuition fees by the due dates.

Tuition fees are payable in full in advance at the beginning of each year of study.

The University offers a concession to pay fees by instalments as detailed within this booklet. This is an automatic concession and does not have to be arranged with the Fees Office. Please note that the University reserves the right to refuse this concession to students with a history of late payments.

The University does not issue tuition fee invoices to UK Undergraduate students (or EU Undergraduate Students who started prior to 21/22) – please refer to the SLC documentation or to the fees notified. All other students will receive a tuition fee invoice.

If you are unable to pay University fees by the due dates you must discuss any issues immediately with the Fees Office (fees-office@york.ac.uk). There may be additional sources of funding or loans available. Please contact the Student Hub by completing a self-referral form on the Student Hub webpages: york.ac.uk/students/support/student-hub who may be able to advise you further.

Where a student fails to pay the required amount by the due date, further action may be taken and may include a recommendation for the student to be suspended from their studies; their account may be passed to a Debt Collection Agency for further action.

Please note that referral to a Debt Collection Agency could result in a County Court Judgment being taken out against UK or EU students and may impact on the immigration status of International and EU students.

If you are experiencing any problems paying your tuition or accommodation fees you must inform the Fees Office fees-office@york.ac.uk as soon as possible.

Tuition fee instalments

Undergraduates and postgraduate (research) international

Up to £680 or visiting semester 1 only	Pay in full by 31 October 2023
Over £680 up to £1,380 or visiting two semesters only	50% by 31 October 2023 50% by 31 January 2024
Over £1,380	50% by 31 October 2023 25% by 31 January 2024 25% by 30 April 2024

Tuition fee instalments

Postgraduates home

In three equal instalments	31 October 2023 31 January 2024 30 April 2024
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Tuition fee instalments

Postgraduates (taught) international

If you are starting in September or October	50% by 31 October 2023 50% by 31 January 2024
If you are starting in January	50% by 31 January 2024 50% by 30 April 2024
If you are starting in April	50% by 30 April 2024 50% by 31 July 2024
If you are starting in July	50% by 31 July 2024 50% by 31 October 2024
If you are starting in any other month the instalment dates are based on your start date.	50% by the last day of the 1st month 50% by the last day of the 4th month

Tuition fee instalments

The University reserves the right to amend the instalment concession arrangements offered for any future academic year. Any changes will be published in advance.

York online programmes

The University has introduced a range of 100% online Masters degrees. The information contained in this booklet does not apply to York Online students, and further information on our 100% online Masters courses, including tuition fees and payment information, can be found at online.york.ac.uk and on the FAQ section online.york.ac.uk/FAQ

Payment of accommodation fees

Details of your accommodation fees and instalment dates can be found at accommodation.york.ac.uk

The 2023/24 three standard rent instalments are due on the following dates:

- 31 October 2023
- 31 January 2024
- 30 April 2024

Invoices for accommodation charges are not shown on your evision account until November; therefore we recommend that you print your booking details once you have accepted your room booking.

If you misplace your booking details you can go to accommodation.york.ac.uk at any time. If you have any difficulty in doing this, please contact Accommodation Services at accommodation@york.ac.uk

When you accept your University room booking, you will be asked to make an advance payment of £200 which will be offset against your first accommodation instalment, and you agree to abide by the terms and conditions of the accommodation. This includes agreeing to pay for your accommodation for the whole of the letting period, by the instalment dates shown in your booking details.

Please refer to your accommodation agreement york.ac.uk/accommodation for further details.

Charges for late payment of accommodation fees

An initial late payment fee of £20 will be charged if accommodation fees are not paid by the due date. An additional £40 supplementary charge will be made if accommodation fees remain unpaid by the end of the term in which they fall due.

Library fines

The University Library uses a system of fines to encourage users to return items promptly for use by others. Basic fines are charged on all overdue items, higher fines apply to overdue items requested by other users, and a lost book charge applies for non-returned items. Outstanding charges of £20 or more will result in library borrowing privileges being suspended until fines are paid in full.

For further details please see the library web pages york.ac.uk/library/borrowing/fines

Miscellaneous payments

Charges for all other goods and services are payable in full within seven days of the date passed to the student account, unless otherwise specified by the College or department raising the charge.

Examination resit fees

Students may be required to pay an examination resit fee. Further information can be found at york.ac.uk/students/studying/assessment-and-examination/taking-an-exam/#tab-6

Distance learning programmes

Further information for Distance Learners can be found at york.ac.uk/study/online-distance-learning

International Pathway College

This booklet does not apply to International Pathway College (IPC) students studying a Foundation or Pre-masters course. IPC students with payments and finance enquiries should contact the IPC, kaplanpathways.com/colleges/university-of-york-international-pathway-college/fees-and-dates

Payment methods

The payment methods outlined on pages 17 to 23 are not applicable to York Online Students.

For information on how to pay for the York Online Courses go to online.york.ac.uk

PAYMENT METHODS

Online payment

Online payments can be made through either of our online payment portals.

- Evision – for students
- Or at york.ac.uk/payments – for current and withdrawn students and parents.

It is the responsibility of the card holder to have the relevant security information when making a payment and to have arranged for all relevant authorisation with the card company prior to making a payment. This is especially relevant to international students.

Flywire

The University of York has partnered with Flywire, to accept payments from international students worldwide. Easily and securely pay your fees in your own currency, using local payment methods. Simply login to your e:Vision account to pay your fees via Flywire.



Direct debit (tuition and accommodation only)

This is a straightforward way to pay your fees and is therefore recommended by the University for students who hold UK bank accounts. *There are **no** additional charges for direct debit.*

A direct debit is an instruction from a UK bank account holder to their bank or building society authorising the University to collect varying amounts from their account at times specified by the University.

Most UK banks and building societies offer this service, but not for all account types. If in doubt please discuss with your bank or building society.

The system is covered by a direct debit guarantee (see page 25) and provides for the following:

- The University will notify the account holder of the amounts and dates for each collection at least 10 days before the collection takes place. The student will be sent the notification to their University email address. Where the account holder is not the student the notification will be sent to the notification email address recorded on e:Vision. If the account holder does not have an email address the University must be notified in writing of the address for correspondence relating to the direct debit mandate.
- If there is an error and an incorrect amount is deducted from the account, the account holder is guaranteed a full refund from their bank or building society. Please contact your bank or building society should this occur.

How to pay by direct debit

- Complete the online application form at the time of enrolment using e:Vision. If the tuition fees and accommodation fees are to be paid from different bank accounts please complete a direct debit form for the second account.
- Complete the direct debit form located in the back of this booklet and return it to the Fees Office in person or by post. Please do not return the direct debit mandate form to any other office.

Completed direct debit mandate forms must be received by the Fees Office no later than 3 October 2023 to enable registration of the mandate and allow the University to provide the required notification for the first collection on 31 October 2023.

Please note that direct debit forms are also available from the Fees Office, Market square.



Further information regarding direct debits

The direct debit mandate will remain in place unless any of the following apply:

- the mandate is cancelled by the account holder
- no collection has been made from the account for a period of 13 months
- the University declines to allow the fees to be paid by this method.

It is essential that the Fees Office is advised immediately if the account holder knows the collection will fail and alternative arrangements must be made to pay the due amount.

In those circumstances where failure occurs without prior notification to the University, the student will be contacted at their term-time accommodation and/or email address and advised to make payment by an alternative method within seven days of being contacted.

The account holder has the right to cancel the direct debit at any time by instructing their bank or building society and advising the University that this has been done. They may also cancel the direct debit directly on e:Vision or by writing to the Fees Office.

Once you have set up a direct debit mandate your fees will automatically be debited from your chosen account on the due date, and you need take no further action. The direct debit will remain active for each academic year providing there are fees to be collected. The direct debit mandate is automatically cancelled if no collection has been made for 13 months.

Separate mandates are only required if payment of tuition and accommodation fees are made from different bank accounts.

If you have any further questions regarding the direct debit system please follow the link entitled "Direct Debit Frequently Asked Questions" on e:Vision, or contact the Fees Office.

Credit and debit cards

We are no longer able to accept payment by card over the telephone or in person at the Fees Office. Card payments should be made online.

Bank transfers

Bank transfers for UK and International students should be made using our payment provider Flywire by logging into your e:Vision account. Flywire provides competitive exchange rates for International students for all payment methods – and provides a bank transfer **Best Price Guarantee**.

Cash payment – the University does not accept cash

To ensure compliance with Anti Money Laundering legislation the University does not accept payments in cash either in the fees office on campus or paid into the University's bank account through any branches. In the event that a cash payment is made the University will treat this as a fundamental breach of contract and this may result in us terminating our arrangement with you.

If such a decision is taken, you have the right to appeal against it in accordance with the University's complaints procedure:

york.ac.uk/about/departments/support-and-admin/sas/complaints

We may also refuse to consider any future applications from you.

Money laundering and fraud

All students, in particular international students, are targets for criminal gangs. These criminals want students to bring illegal money into the UK, legitimise it by laundering it through student bank accounts or enticing students to exchange their own funds for illegal cash.

Students should be aware that operating a bank account or dealing with cash in this manner is illegal and there are serious consequences for engaging with this type of criminal activity. The University reserves the right to terminate our arrangement with you should we have grounds to suspect such activity and, in certain circumstances, will be required by law to do so.

The University takes fraud seriously and will not accept payments made using fraudulent payment methods. These will be reported to law enforcement agencies.

If such a decision is taken, you have the right to appeal against it in accordance with the University's complaints procedure:

york.ac.uk/about/departments/support-and-admin/sas/complaints

We may also refuse to consider any future applications from you.

Never give any money to a third party offering to pay your tuition fees or secure a fee discount for you. Fraudsters may present themselves as legitimate agencies, associates or friends. Always pay your tuition fees directly to the University using the recommended authorised payment methods.

Students should remain vigilant and question anything that seems unusual. We encourage all students who fear that their bank account may have been misused or who have been approached with an offer of cash, to speak to either the university support services, their bank, or to the police.

The safety and welfare of students is always a top priority for the University and we are concerned if any student is exploited or unwittingly drawn into this type of criminal activity.

<https://www.york.ac.uk/students/help/scams>

Additionally, the British Council's Creating Confidence guidance and the UKCISA website both contain helpful information for students.

Living expenses

You should not pay your living expenses to the University

Overpayments

Please ensure that you only pay the exact amount to the University. Any overpayments made to the University will be held on the account and allocated against any future charges.

Refunds for overpayments are normally processed by the Fees Office at the end of the academic year, and can be requested by contacting the Fees Office, fees-office@york.ac.uk

Refunds will be paid back to the same card / account that the payment was originally made from to comply with Money Laundering Regulations.

Payment confirmation letters

If you require a letter confirming that your fees have been paid to the University you need to make a request at least five working days before the date the letter is required. There is a charge payable for each letter produced of £10. The Fees Office will let you know when the letter is ready for collection.

University of York bursaries and scholarships for undergraduates

The University offers a number of bursaries and scholarships to students, depending on their individual circumstances. Please refer to the Fees and Funding webpage for the latest information on funding opportunities, eligibility and award levels: york.ac.uk/study/undergraduate/fees-funding

Leaving the University

If you think that you may want to leave the University or withdraw from your programme please seek advice from your department, course tutor, college or Student Support to help you with your decision as there might be options you have not considered including advice about student funding, tuition fees or accommodation issues you may be having.

If you are living in University accommodation, you should notify Accommodation Services by completing the online Request to Vacate form at york.ac.uk/students/accommodation/accommodation/requesttochangeleaveyourroom as you are asked to give advance notice or make a payment in lieu of advance notice.

Advice and further information about leaving is available on the Support, Welfare and Health website york.ac.uk/students/studying/progress/taught/leaving

USEFUL CONTACTS

Before contacting the University please read this carefully.

Query	Office/location	Contact details
Invoice and Payment enquiries	Fees Office Finance Services, Unit 1, Market Square, Heslington, York, YO10 5NH	Telephone number: +44 (0)1904 322120 Email: fees-office@york.ac.uk
Accommodation charges and bookings	Accommodation Services	Telephone number: +44 (0)1904 322165 Email: accommodation@york.ac.uk
Enrolment and student loan payment	Student Records Student Hub	Telephone number: +44 (0)1904 322136 Email: student-records@york.ac.uk
Emergency Loans, Student Support Fund, US Federal Aid and Veterans Affairs Funding for US students	Student Financial Support Student Hub	Telephone number: +44 (0)1904 324043 Email: sfsu@york.ac.uk
Student Support	Student Services Student Hub	Telephone number: +44 (0)1904 324140 Website: york.ac.uk/students/support/student-hub
SLC – Student Loan Company		Website: slc.co.uk
NHS Bursaries		Telephone number: 0300 330 1345 Website: nhsbsa.nhs.uk/students
Social Work Bursaries		Telephone number: 0300 330 1342 Website: nhsbsa.nhs.uk/students

FORMS

The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the University will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the University to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the University.
- Please send your letter to: Fees Office, Finance Services, University of York, Unit 1, Market Square, Heslington, York, YO10 5NH.
- The Guarantee covers Direct Debit payments. It cannot be used to address contractual disputes between you and the University.



Instruction to your bank or building society to pay by direct debit

Please complete the whole form using a ball point pen.

Name and full postal address of your Bank/Building Society

To: The Manager
 _____ Bank/Building Society
 Address: _____

 Postcode _____

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Send to:

Fees Office
 Finance Services, University of York,
 Unit 1, Market Square,
 Heslington,
 York, YO10 5NH

Student Number

Originator's Identification Number

9	4	8	6	4	9
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This instruction will remain valid until the University of York is instructed otherwise, or 13 months have elapsed without collection from the account.

[Please tick relevant boxes]

My Payment by Direct Debit is in respect of:

Tuition Fees Only

Accommodation Fees Only

Tuition and Accommodation Fees

Tick if Account Holder is not Student

Email address for Direct Debit notification

Instructions to your Bank or Building Society
 Please pay the University of York Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with the University of York and, if so, details will be passed electronically to my Bank/ Building Society.

Signature(s) _____

 Date _____

Student Name (please print)



Instruction to your bank or building society to pay by direct debit

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[Please tick relevant boxes]

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 Date _____

Student Name (please print)



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