Welcome to York

ESSENTIAL FINANCIAL INFORMATION 2017/18
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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 carefully before contacting the University.

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 online parents’ guide at york.ac.uk/parentsguide.
**Student loans/arrangements for payment of student support**

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

Instalments of student support 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.

*The first instalment of student support is released by the SLC once they have received verification from the University that you have arrived.*

Confirmation of attendance for students is achieved as follows:

First year, PGCE, nurses and masters students living in University accommodation are verified when you collect your accommodation keys.

First year, PGCE, nurses and masters students NOT living in University accommodation must go to either the Fees Office, Finance Services, Unit 1, Market Square or Registry Services, Student Administration Building, or Student Services in the Student Hub, Market Square. Week commencing 25 September 2017.

PG Distance Learning students do not need to be seen in person, your department will confirm that you are in attendance at the University to Student Services, who will confirm this to the SLC.

Please ensure that you bring the following:

- your University Card
- your notification of assessment from your student finance service.

In addition, all students need to:

- have enrolled with the University of York before term begins, at: [https://evision.york.ac.uk](https://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
- Student Loans Repayment 0300 100 0611

If you have not yet applied for a student loan please contact your student finance provider for more information, [gov.uk/studentfinance](https://www.gov.uk/studentfinance).

**What to do if you have not received your student loan**

- If you have not received your loan by 2 October 2017, please confirm with your student finance provider that they have received your signed declaration accepting the terms and conditions of the loan, and your bank details.

- Make sure that you have completed your enrolment with the University at: [https://evision.york.ac.uk](https://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 25 September 2017 or your course start date, if your course starts prior to the first day of term.

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 Registry Services in the Student Hub on Market Square: enrol@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 this page.

Students who are still experiencing problems, please 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 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. Market Square: student-support@york.ac.uk 01904 324140

**NHS Students**

From 2017/18 new UG nursing students obtain loans as other UG students. Further details are shown on page 2.

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
Social Work Bursaries 0300 330 1342

**US Students**

For queries relating to Direct loans please contact Student financial support, sfsu@york.ac.uk.

Students with Direct loans 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.

If a sponsor is paying your fees, you should let us know their details when you enrol. 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 10.

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 NOT an automatic concession and must be agreed with the Fees Office.

UK government postgraduate loan scheme

If you're starting a postgraduate course from September 2016 you may be entitled to a government-backed loan of up to £10,000.

Visit: GOV.UK

gov.uk/postgraduate-loan

Professional and Career Development Loans

Professional and Career Development Loans (PCDL) are bank loans that can be used to pay for work-related learning.

These are commercial loan products, available from Barclays Bank and Co-operative Bank, and should only be considered as an option once all other student funding options have been investigated.

Any student who is receiving a UK government loan or a PCDL must go to the Fees Office, Finance Services, at the start of term with your loan confirmation paperwork showing your payment schedule. If you are a Distance Learning student please email a copy of your loan paperwork to fees-office@york.ac.uk

PGCE Applicants

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 2.

Funding for Postgraduate Taught Students

To find out more about the funding available to PG Taught students visit:

york.ac.uk/study/postgraduate/fees-funding/taught

Funding for Postgraduate Research students

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

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

GOV.UK

gov.uk/postgraduate-loan

General queries can be sent to research-student-admin@york.ac.uk or the relevant department.
### Standard full time tuition fees 2017/18

<table>
<thead>
<tr>
<th>Undergraduate and PGCE Fees</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home / EU, PGCE, Foundation Year and Visiting started 17/18</td>
<td>9250</td>
</tr>
<tr>
<td>Home / EU Year in Industry UK and Non Erasmus 17/18</td>
<td>1850</td>
</tr>
<tr>
<td>Home / EU Year Study Abroad, Erasmus and Non Erasmus started 17/18</td>
<td>1385</td>
</tr>
<tr>
<td>Home / EU, PGCE, Foundation Year and Visiting started 12/13 to 16/17</td>
<td>9000</td>
</tr>
<tr>
<td>Home / EU Year in Industry, Sandwich Placement, Study Abroad, and Erasmus started prior to 17/18</td>
<td>1350</td>
</tr>
<tr>
<td>Overseas, PGCE and Visiting started 17/18</td>
<td>Non laboratory programmes and Visiting</td>
</tr>
<tr>
<td>Overseas, PGCE and Visiting started 16/17</td>
<td>Non laboratory programmes and Visiting</td>
</tr>
<tr>
<td>Overseas, PGCE and Visiting started 15/16</td>
<td>Non laboratory programmes and Visiting</td>
</tr>
<tr>
<td>Overseas, PGCE and Visiting started 14/15</td>
<td>Non laboratory programmes and Visiting</td>
</tr>
<tr>
<td>Overseas, PGCE and Visiting started 13/14</td>
<td>Non laboratory programmes and Visiting</td>
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<tr>
<td>Overseas started 17/18</td>
<td>Laboratory programmes</td>
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<tr>
<td>Overseas started 16/17</td>
<td>Laboratory programmes</td>
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<td>Overseas started 15/16</td>
<td>Laboratory programmes</td>
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<tr>
<td>Overseas started 14/15</td>
<td>Laboratory programmes</td>
</tr>
<tr>
<td>Overseas started 13/14</td>
<td>Laboratory programmes</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Postgraduate (Taught) Fees</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home / EU started 17/18</td>
<td>Laboratory programmes</td>
</tr>
<tr>
<td>Home / EU started 17/18</td>
<td>Non laboratory programmes</td>
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<tr>
<td>Home / EU started 16/17</td>
<td>Laboratory programmes</td>
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<tr>
<td>Home / EU started 16/17</td>
<td>Non laboratory programmes</td>
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<tr>
<td>Home / EU started 15/16</td>
<td>Laboratory and Non laboratory programmes</td>
</tr>
<tr>
<td>Home / EU started 14/15</td>
<td>Laboratory and Non laboratory programmes</td>
</tr>
<tr>
<td>Overseas started 17/18</td>
<td>Non laboratory programmes</td>
</tr>
<tr>
<td>Overseas started 16/17</td>
<td>Non laboratory programmes</td>
</tr>
</tbody>
</table>
### Postgraduate (Taught) Fees continued

<table>
<thead>
<tr>
<th>Year</th>
<th>Program Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseas started 15/16</td>
<td>Non laboratory programmes</td>
<td>15762</td>
</tr>
<tr>
<td>Overseas started 14/15</td>
<td>Non laboratory programmes</td>
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<td>Overseas started 15/16</td>
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<td>Overseas started 14/15</td>
<td>Laboratory programmes</td>
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<tr>
<td>Overseas started 13/14</td>
<td>Laboratory programmes</td>
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</table>

### Postgraduate (Research) Fees

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<tr>
<th>Year</th>
<th>Program Type</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>Home / EU</td>
<td></td>
<td>4195</td>
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<tr>
<td>Overseas started 17/18</td>
<td>Non laboratory programmes</td>
<td>15320</td>
</tr>
<tr>
<td>Overseas started 16/17</td>
<td>Non laboratory programmes</td>
<td>15096</td>
</tr>
<tr>
<td>Overseas started 15/16</td>
<td>Non laboratory programmes</td>
<td>14566</td>
</tr>
<tr>
<td>Overseas started 14/15</td>
<td>Non laboratory programmes</td>
<td>13686</td>
</tr>
<tr>
<td>Overseas started 13/14</td>
<td>Non laboratory programmes</td>
<td>13223</td>
</tr>
<tr>
<td>Overseas started 12/13</td>
<td>Non laboratory programmes</td>
<td>13093</td>
</tr>
<tr>
<td>Overseas started 17/18</td>
<td>Laboratory programmes</td>
<td>19720</td>
</tr>
<tr>
<td>Overseas started 16/17</td>
<td>Laboratory programmes</td>
<td>19431</td>
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<tr>
<td>Overseas started 15/16</td>
<td>Laboratory programmes</td>
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<td>Overseas started 14/15</td>
<td>Laboratory programmes</td>
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</tr>
<tr>
<td>Overseas started 13/14</td>
<td>Laboratory programmes</td>
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</tr>
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</table>

### Postgraduate Visiting Students

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Program Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postgraduates (Taught)</td>
<td>Non laboratory programmes</td>
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</tr>
<tr>
<td>Postgraduates (Taught)</td>
<td>Laboratory programmes</td>
<td>20300</td>
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<tr>
<td>Postgraduates (Research)</td>
<td>Non laboratory programmes</td>
<td>15320</td>
</tr>
<tr>
<td>Postgraduates (Research)</td>
<td>Laboratory programmes</td>
<td>19720</td>
</tr>
</tbody>
</table>

### Standard tuition fees 2017/18

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 or EU undergraduate student 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 the student 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.

A tuition fee invoice will be issued to all international and postgraduate students.

The University does not issue tuition fee invoices to UK and EU undergraduate students – please refer to the SLC documentation or to the fees notified at online enrolment.

If you are unable to pay University fees by the due dates you must discuss the problem immediately with the Fees Office (fees-office@york.ac.uk). There may be additional sources of funding or loans available. The Student Hub (student-support@york.ac.uk +44 (0)1904 324140) 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 students.

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

**Tuition fee instalments**

**Autumn Term (2017 starters)**

| Up to £680 or visiting one term only | Pay in full by 31 October 2017 |
| Over £680 up to £1,385 or visiting two terms only | 50% by 31 October 2017 50% by 31 January 2018 |
| Over £1,385 or visiting three terms | 50% by 31 October 2017 25% by 31 January 2018 25% by 30 April 2018 |

**Spring Term (2018 starters)**

| Up to £680 or visiting one term only | Pay in full by 31 January 2018 |
| Over £680 up to £1,385 or visiting two terms only | 50% by 31 January 2018 50% by 30 April 2018 |
| Over £1,385 or visiting three terms | 50% by 31 January 2018 25% by 30 April 2018 25% by 31 July 2018 |

**Summer Term (2018 starters)**

| Up to £680 or visiting one term only | Pay in full by 30 April 2018 |
| Over £680 up to £1,385 or visiting two terms only | 50% by 30 April 2018 50% by 31 July 2018 |
| Over £1,385 or visiting three terms | 50% by 30 April 2018 25% by 30 July 2018 25% by 31 October 2018 |

**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 have introduced three 100% online MSc degrees in leadership and management.

- MSc Innovation, Leadership and Management
- MSc Finance, Leadership and Management
- MSc International Business, Leadership and Management

The information contained in this booklet does not apply to York Online students and further information on our 100% online MSc courses, including tuition fees and payment information can be found at [https://online.york.ac.uk](https://online.york.ac.uk) and on the FAQ section [https://online.york.ac.uk/FAQ](https://online.york.ac.uk/FAQ)

**Payment of residence fees**

Information regarding payment of your residence fees is given in your booking details shown at [https://accommodation.york.ac.uk](https://accommodation.york.ac.uk). No invoices are issued in respect of accommodation charges; 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 [https://accommodation.york.ac.uk](https://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 agree to abide by the terms and conditions of the residence. 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 residence fees**

An initial late payment fee of £20 will be charged if residence fees are not paid by the due date. An additional £40 supplementary charge will be made if residence 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.

**Distance learning programmes**

Further information for Distance Learners can be found at york.ac.uk/distance-learning/students/support/finance.

**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

Direct debit
(tuition and residence only)

This is the easiest way to pay your fees and is therefore recommended by the University. 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 18) 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 30 September 2017 to enable registration of the mandate and allow the University to provide the required notification for the first collection on 31 October 2017.

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.

**Online payment**

Online payments can be made through either of our online payment portals.
- Evision – for students
- Or at [york.ac.uk/payments](http://york.ac.uk/payments) – for current and withdrawn students and parents.

There is no surcharge for using credit cards when paying online.
Credit and debit cards

Please be aware that some credit and debit cards incur an additional surcharge and details of the charges are covered further down.

International students

For card payments by international students, their card company may require security information to be supplied when making payment. Where this information cannot be supplied the card company can decline the payment and/or ask the University to retain the card for return to the issuing company. Please be aware that some credit and debit cards incur an additional surcharge and details of the charges are covered further down.

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.

Card Surcharges are applied as follows:

- **Online payments by debit or credit card** - no surcharge will be applied.
- **Payments made by UK debit card** - no surcharge will be applied.
- **Payments made by Credit card and Overseas debit card** will incur a surcharge of 1.71%.

We are unable to accept payment by card over the telephone. Card payments can only be accepted online or in person at the Cash Office.

Cheques and bank drafts

Please make these payable in sterling to ‘The University of York’ and take to the Cash Office along with a completed payment slip or covering letter stating what the payment is for. Please write the student number/debtor code on the reverse of the cheque/draft along with the student family name.

Cheques should only be presented if you know you have money in your bank account to cover the amount being paid. If this is not the case then your bank may refuse to honour the cheque (the University will not receive any money) and the bank may charge you. In addition the University will charge you an administration cost of £10.

Travellers Cheques

Following changes within the banking industry we are unable to accept Travellers Cheques.

Bank transfer

A bank transfer should be arranged to allow sufficient time for the payment to reach the University by the due dates for each payment of tuition or residence fees. It is essential to include the student number/debtor code and student family name in the reference information on bank transfers.

Please remember that your bank/building society may make a charge for this service and for international transfers. The student is liable to pay any charges levied by the banks and for any losses that may have been incurred due to fluctuations in exchange rates.

University bank details

<table>
<thead>
<tr>
<th>Account Name</th>
<th>University of York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank</td>
<td>Lloyds Bank Plc</td>
</tr>
<tr>
<td>Pavement</td>
<td>York YO1 9UP</td>
</tr>
<tr>
<td>Account Number</td>
<td>42268468</td>
</tr>
<tr>
<td>Sort Code</td>
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<td>IBAN Number</td>
<td>GB73 LOYD 306364 42268468</td>
</tr>
<tr>
<td>BIC/Swift</td>
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</table>

Cash payment

Students are strongly advised NOT to pay their tuition or accommodation fees in cash because it is unwise to withdraw and carry large amounts of cash.
The University closely monitors transactions made in cash in order to comply with anti-money laundering legislation. A traveller carrying more than €10,000 (or the equivalent in other currencies) will be required to declare the amount upon arrival to UK customs controls. Cash declaration forms will be available at ports and airports. Travellers must keep their copy of the form as University finance staff will ask to see a copy of this form.

If you have no alternative but to pay your fees in cash please ensure that you pay only the exact amount due to the University. Please be aware that University staff may carry out additional checks for students paying in cash and if the student is unable to provide the relevant documentation showing the origin of the funds the cash cannot be accepted.

*The maximum amount of cash accepted at the University Cash Office is £2000 and any cash over this limit cannot be accepted.*

*We do not accept cash payments direct to the University bank account and any cash received by this method cannot be returned.*

*You should not pay your living expenses to the University.*

Never give any money to a third party offering to pay your tuition fees or secure a fee discount for you.

You can pay tuition or residence fees online at: [york.ac.uk/payments](http://york.ac.uk/payments).

**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**

The University offers a number of bursaries and scholarships to students, depending on their individual circumstances. Please refer to the Student Financial Support website for the latest information on funding opportunities, eligibility and award levels: [york.ac.uk/studentmoney](http://york.ac.uk/studentmoney).

If in doubt please contact the SFS: email: sfsu@york.ac.uk or +44 (0)1904 324043.

**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/requesttochangeleaveyourroom](http://york.ac.uk/students/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/support/academic/taught/leaving](http://york.ac.uk/students/support/academic/taught/leaving).

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**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](mailto:fees-office@york.ac.uk).
# USEFUL CONTACTS

Before contacting the University please read this carefully.

<table>
<thead>
<tr>
<th>Query</th>
<th>Office/Location</th>
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</thead>
<tbody>
<tr>
<td>General invoice-related enquiries</td>
<td><strong>Fees Office</strong></td>
</tr>
<tr>
<td></td>
<td>Finance Services,</td>
</tr>
<tr>
<td></td>
<td>Unit 1, Market Square, Heslington, York,</td>
</tr>
<tr>
<td></td>
<td>YO10 5NH</td>
</tr>
<tr>
<td>Tuition fee enquiries</td>
<td><strong>Fees Office</strong></td>
</tr>
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<td>Finance Services,</td>
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<tr>
<td></td>
<td>Unit 1, Market Square, Heslington, York,</td>
</tr>
<tr>
<td></td>
<td>YO10 5NH</td>
</tr>
<tr>
<td>To make a payment or payment enquiries</td>
<td><strong>Cash Office</strong></td>
</tr>
<tr>
<td></td>
<td>Finance Services,</td>
</tr>
<tr>
<td></td>
<td>Unit 1, Market Square, Heslington, York,</td>
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<tr>
<td></td>
<td>YO10 5NH</td>
</tr>
<tr>
<td>Accommodation charges, bookings and accommodation deposits.</td>
<td><strong>Accommodation Services</strong></td>
</tr>
<tr>
<td></td>
<td>Information Centre, Market Square</td>
</tr>
<tr>
<td>Enrolment and student loan payment</td>
<td><strong>Student Services</strong></td>
</tr>
<tr>
<td></td>
<td>The Student Hub</td>
</tr>
<tr>
<td>Emergency Loans, Hardship Funds, Masters Scholarships</td>
<td><strong>Student Financial Support</strong></td>
</tr>
<tr>
<td>Bursaries and scholarships for undergraduates</td>
<td><strong>Student Financial Support</strong></td>
</tr>
<tr>
<td>Student Support</td>
<td></td>
</tr>
<tr>
<td>Direct Loans for US students</td>
<td><strong>Student Financial Support</strong></td>
</tr>
<tr>
<td>SLC – Student Loan Company</td>
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<tr>
<td>NHS Bursaries</td>
<td></td>
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<tr>
<td>Social Work Bursaries</td>
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</tr>
<tr>
<td>Contact name</td>
<td>Telephone number</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
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</tr>
<tr>
<td>Any member of staff will be able to help you.</td>
<td>+44 (0)1904 322120</td>
</tr>
<tr>
<td>Gina Drake</td>
<td>+44 (0)1904 322119</td>
</tr>
<tr>
<td>Any member of staff will be able to help you.</td>
<td>+44 (0)1904 322116</td>
</tr>
<tr>
<td></td>
<td>+44 (0)1904 322117</td>
</tr>
<tr>
<td>Any member of staff will be able to help you.</td>
<td>+44 (0)1904 322165</td>
</tr>
<tr>
<td>Any member of staff will be able to help you.</td>
<td>+44 (0)1904 322136</td>
</tr>
<tr>
<td>Fiona Stafford and Alison Symington</td>
<td>+44 (0)1904 324043</td>
</tr>
<tr>
<td>Fiona Stafford</td>
<td>+44 (0)1904 324043</td>
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<td></td>
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</tr>
<tr>
<td>Student Advisers</td>
<td>+44 (0)1904 324140</td>
</tr>
<tr>
<td>Emily Smith and Alyson Symington</td>
<td>+44 (0)1904 324115</td>
</tr>
<tr>
<td>slc.co.uk</td>
<td>See page 2</td>
</tr>
<tr>
<td>Helpline</td>
<td>0300 330 1345</td>
</tr>
<tr>
<td>Helpline</td>
<td>0300 330 1342</td>
</tr>
</tbody>
</table>
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

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 & 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)

Banks and Building Societies may not accept Direct Debit instructions for some types of account. DDI1
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,
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Signature(s)

Date

Student Number (please print)

Student Name (please print)

Banks and Building Societies may not accept Direct Debit instructions for some types of account. DDI1
PAYMENT BY CHEQUE OR BANKERS DRAFT
PAYING-IN SLIPS

Please complete the form below and return with your payment.
Write your STUDENT NUMBER and FAMILY NAME on the back of the cheque.
Send one copy of the form with each payment to:

The Cash Office,
Finance Services,
University of York,
Unit 1, Market Square,
Heslington,
York, YO10 5NH
Tel: +44 (0)1904 322116/322117

Student payment of fees

Name _____________________________________________________________

Student Number ___________________________ Date ______________________

Paying** Tuition Fees £ ___________________________

Accommodation £ ___________________________

Other (please state) £ ___________________________

TOTAL of payment submitted £ ___________________________

**Please ensure you complete the details