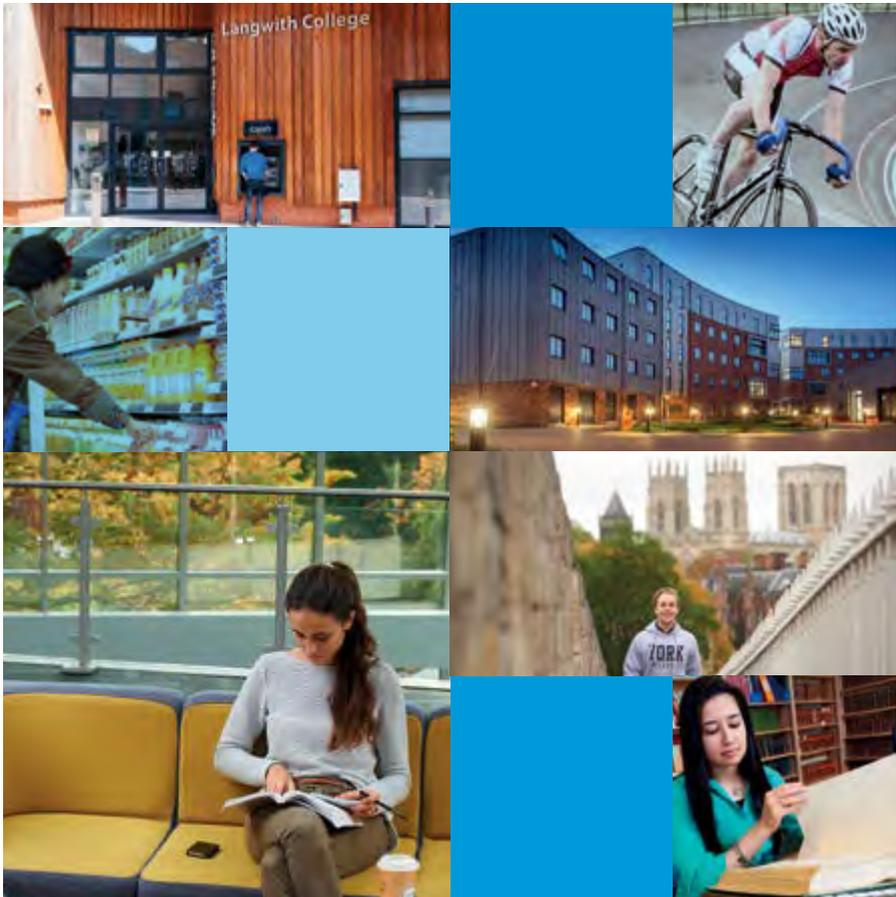


WELCOME TO YORK

ESSENTIAL FINANCIAL INFORMATION

2020/21



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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.

The situation around the Coronavirus (COVID-19) outbreak continues to change and government advice continues to develop which may lead to changes to some of the information in this booklet. For the latest information including wellbeing advice, changes and updates to processes, and information about facilities can be found on the Coronavirus (Covid-19) updates page coronavirus.york.ac.uk

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 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, masters and doctoral 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.

Registration of attendance for students is normally confirmed as shown below, please see the [Student Welcome pages for the latest information of any changes.](#)

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

First Year UG, PGCE, nurses, masters and doctoral NOT living in University accommodation must go to either the Fees Office, Finance Services, Unit 1, Market Square or the Student Hub at the start of your term.

PG, Doctoral Online and 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:

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 Loans	0300 100 0031

Student Loans – Repayment

England, Scotland & 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 6 October 2020, 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 28 September 2020 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 the Student Hub or email **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 page 2.

Students who are still experiencing problems, please contact the Student Hub **student-hub@york.ac.uk** or 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-hub@york.ac.uk**
01904 324140

NHS Students

New UG nursing and midwifery students obtain loans as other UG students.

The government has announced it will be providing additional funding support to healthcare students starting their course from September 2020.

Students on eligible courses starting their second or third year will also be able to apply for the additional funding.

Please visit **nhsbsa.nhs.uk/learning-support-fund/new-student-funding** 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
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.**

Postgraduate master's loan

If you are a new student starting a postgraduate masters course, you could get a Postgraduate Master's Loan of up to £11,222 to help with course fees and living costs.

Further information is available at gov.uk/masters-loan

Postgraduate doctoral loan

If you're starting a doctoral degree on or after 1 August 2020, you could get a Postgraduate Doctoral Loan of up to £26,445 to help with course fees and living costs.

Further information is available at gov.uk/funding-for-postgraduate-study

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/funding-for-post-graduate-study

General queries can be sent to research-student-admin@york.ac.uk or the relevant department.

Any student who is receiving a UK government loan or still in receipt of 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.



Standard full time tuition fees 2020/21

Undergraduate and PGCE Fees		£
Home / EU, PGCE, Foundation Year and Visiting from 17/18		9,250
Home / EU Year in Industry UK/Abroad (Non Erasmus) from 17/18		20% of full time fee
Home / EU Year Study Abroad and Year in Industry Abroad (Erasmus) from 17/18		15% of full time fee
Home / EU, PGCE, Foundation Year and Visiting started 12/13 to 16/17		9,000
Home / EU Year in Industry, Sandwich Placement, Study Abroad, and Erasmus started prior to 17/18		15% of full time fee
Overseas, PGCE and Visiting started 20/21	Non laboratory programmes and Visiting	17,890
Overseas, PGCE and Visiting started 19/20	Non laboratory programmes and Visiting	17,462
Overseas, PGCE and Visiting started 18/19	Non laboratory programmes and Visiting	17,291
Overseas, PGCE and Visiting started 17/18	Non laboratory programmes and Visiting	17,285
Overseas, PGCE and Visiting started 16/17	Non laboratory programmes and Visiting	16,971
Overseas, PGCE and Visiting started 15/16	Non laboratory programmes and Visiting	16,725
Overseas started 20/21	Laboratory programmes	22,080
Overseas started 19/20	Laboratory programmes	21,756
Overseas started 18/19	Laboratory programmes	21,754
Overseas started 17/18	Laboratory programmes	21,754
Overseas started 16/17	Laboratory programmes	21,754
Overseas started 15/16	Laboratory programmes	21,528
Postgraduate (Taught) Fees		
Home / EU started 20/21	Laboratory programmes	9,010
Home / EU started 20/21	Non laboratory programmes	8,040
Home / EU started 19/20	Laboratory programmes	8,751
Home / EU started 19/20	Non laboratory programmes	7,966
Home / EU started 18/19	Laboratory programmes	8,259
Home / EU started 18/19	Non laboratory programmes	7,885
Home / EU started 17/18	Laboratory programmes	7,798
Home / EU started 17/18	Non laboratory programmes	7,172
Home / EU started 16/17	Laboratory programmes	7,575
Home / EU started 16/17	Non laboratory programmes	7,197
Home / EU started 15/16	Laboratory & Non laboratory programmes	7,120
Overseas started 20/21	Non laboratory programmes	18,240

Overseas started 19/20	Non laboratory programmes	17,717
Overseas started 18/19	Non laboratory programmes	17,457
Overseas started 17/18	Non laboratory programmes	17,285
Overseas started 16/17	Non laboratory programmes	16,971
Overseas started 15/16	Non laboratory programmes	16,725
Overseas started 20/21	Laboratory programmes	22,720
Overseas started 19/20	Laboratory programmes	22,072
Overseas started 18/19	Laboratory programmes	21,754
Overseas started 17/18	Laboratory programmes	21,542
Overseas started 16/17	Laboratory programmes	21,754
Overseas started 15/16	Laboratory programmes	21,528
Postgraduate (Research) Fees		
Home / EU		4,407
Overseas started 20/21	Non laboratory programmes	17,300
Overseas started 19/20	Non laboratory programmes	17,238
Overseas started 18/19	Non laboratory programmes	16,739
Overseas started 17/18	Non laboratory programmes	16,256
Overseas started 16/17	Non laboratory programmes	16,018
Overseas started 15/16	Non laboratory programmes	15,457
Overseas started 20/21	Laboratory programmes	21,700
Overseas started 19/20	Laboratory programmes	21,654
Overseas started 18/19	Laboratory programmes	21,036
Overseas started 17/18	Laboratory programmes	20,926
Overseas started 16/17	Laboratory programmes	20,619
Overseas started 15/16	Laboratory programmes	19,872
Postgraduate Visiting Students		
Postgraduates (Taught)	Non laboratory programmes	18,240
Postgraduates (Taught)	Laboratory programmes	22,720
Postgraduates (Research)	Non laboratory programmes	17,300
Postgraduates (Research)	Laboratory programmes	21,700

Standard tuition fees 2020/21

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-hub@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 accommodation fees you must inform the Fees Office ***fees-office@york.ac.uk*** as soon as possible.

Tuition fee instalments

Autumn Term (2020 starters)

Up to £680 or visiting one term only	Pay in full by 31 October 2020
Over £680 up to £1,380 or visiting two terms only	50% by 31 October 2020 50% by 31 January 2021
Over £1,380 or visiting three terms	50% by 31 October 2020 25% by 31 January 2021 25% by 30 April 2021

Spring Term (2021 starters)

Up to £680 or visiting one term only	Pay in full by 31 January 2021
Over £680 up to £1,380 or visiting two terms only	50% by 31 January 2021 50% by 30 April 2021
Over £1,380 or visiting three terms	50% by 31 January 2021 25% by 30 April 2021 25% by 31 July 2021

Summer Term (2021 starters)

Up to £680 or visiting one term only	Pay in full by 30 April 2021
Over £680 up to £1,380 or visiting two terms only	50% by 30 April 2021 50% by 31 July 2021
Over £1,380 or visiting three terms	50% by 30 April 2021 25% by 30 July 2021 25% by 31 October 2021

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 six 100% online MSc degrees in Management and Computer Science.

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 **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**](http://accommodation.york.ac.uk)

The 20/21 three standard rent instalments are due on the following dates:

- 31 October 2020
- 31 January 2021
- 30 April 2021

Invoices for accommodation charges are not shown on evision 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**](http://accommodation.york.ac.uk) at any time. If you have any difficulty in doing this, please contact Accommodation Services at [**accommodation@york.ac.uk**](mailto: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**](http://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**](http://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**](http://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/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 10 to 14 are not applicable to York Online Students.

For information on how to pay for the York Online Courses go to page 9 or online.york.ac.uk

PAYMENT METHODS

Direct debit (tuition and accommodation 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 5 October 2020 to enable registration of the mandate and allow the University to provide the required notification for the first collection on 31 October 2020.

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 – for current and withdrawn students and parents.

Credit and debit cards

We are unable to accept payment by card over the telephone. Card payments should be made online. If your card provider does not allow online payments you can pay in person at the payment counter in the Fees Office.

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.

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.

Cheques and bank drafts

Please make these payable in sterling to 'The University of York' and post to the Fees 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.

Following changes within the banking industry we can only accept cheques written in bold black ink that have no amendments or alterations. Any cheques that fail to meet these new standards will be returned and payment will have to be made by another method.

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

Account Name	University of York
Bank	Lloyds Bank Plc Pavement York YO1 9UP
Account Number	42268468
Sort Code	30-63-64
IBAN Number	GB73 LOYD 306364 42268468
BIC/Swift	LOYDGB21657

All payments for the University must be made online, by bank transfer, direct debit or at the payment counter in the Fees office. Do not make any payments by cash or cheque at a bank as these payments cannot be accepted and cannot be returned.

Cash payment

To ensure compliance with Anti Money Laundering legislation the University does not accept payments in cash.

We do not accept cash paid into the University's bank account (including at any branches) and any cash received by this method cannot be returned.

Do not give cash or any form of payment to a friend or third party who has said they can pay cash in to the University account for you.

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

Money Laundering and Fraud

All students, in particular Overseas students, are targets for criminal gangs who 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 potentially illegal and there are serious consequences for engaging with this type of criminal activity. Additionally fraudsters will target students posing as legitimate organisations and try to trick them into making payments to them before disappearing.

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 security 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.

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

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.

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 Student Financial Support website for the latest information on funding opportunities, eligibility and award levels: ***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/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 name	Telephone number	Email/website
General invoice-related enquiries	Fees Office Finance Services, Unit 1, Market Square, Heslington, York, YO10 5NH	Any member of staff will be able to help you.	+44 (0)1904 322120	fees-office@york.ac.uk
Tuition fee enquiries	Fees Office Finance Services, Unit 1, Market Square, Heslington, York, YO10 5NH	Gina Drake	+44 (0)1904 322119	gina.drake@york.ac.uk
Payment enquiries	Fees Office Finance Services, Unit 1, Market Square, Heslington, York, YO10 5NH	Any member of staff will be able to help you.	+44 (0)1904 322120	fees-office@york.ac.uk
Accommodation charges and bookings	Accommodation Services Information Centre, Market Square	Any member of staff will be able to help you.	+44 (0)1904 322165	accommodation@york.ac.uk
Enrolment and student loan payment	Student Services Student Hub	Any member of staff will be able to help you.	+44 (0)1904 322136	enrol@york.ac.uk
Emergency Loans, Hardship Funds, Masters Scholarships, Bursaries and scholarships for undergraduates Direct Loans for US students	Student Financial Support Student Hub	Any member of staff will be able to help you.	+44 (0)1904 324043	sfsu@york.ac.uk
Student Support	Student Services Student Hub	Student Advisers	+44 (0)1904 324140	student-hub@york.ac.uk
SLC – Student Loan Company		slc.co.uk	See page 2	
NHS Bursaries		Helpline	0300 330 1345	nhsbsa.nhs.uk/students
Social Work Bursaries		Helpline	0300 330 1342	nhsbsa.nhs.uk/students

- 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 & Accommodation Fees
- Tick if Account Holder is not Student
- Email address for Direct Debit notification

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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)

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



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



