

This document should be read in conjunction with the Student Contract documents that you have received by email as part of your offer. These documents can also be found on your [myEssex](#) applicant portal and are published on the University of Essex website.

Any reference to course deposit in this document relates to the East 15 Course Deposit unless otherwise stated.

### East 15 Course Deposit terms & conditions

#### 1. East 15 Course Deposit

If you receive a formal offer of a place at East 15 Acting School, you are required to pay a course deposit of £200. This deposit will be refunded in full once you register at East 15 Acting School according to the terms set out below (see Refunding the course deposit in section 5 below).

The course deposit is required to ensure that applicants demonstrate commitment to East 15 Acting School and secures your place, subject to you meeting the conditions of your offer within any communicated deadlines. In exceptional circumstances, the school may be able to agree to an alternative payment plan if you have submitted a successful audition fee waiver application. Requests for an alternative payment plan should be emailed to [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk). If successful, the deposit amount will be reduced to £100.

If you accept or intend to accept an offer from East 15 Acting School, you should pay the course deposit as soon as possible, and no later than the deadline stipulated for payment in the offer letter and other correspondence.

You will also need to formally accept your offer. Direct undergraduate and Master's applicants should do this by accepting the offer through the [myEssex applicant portal](#). UCAS applicants should accept the offer via the [UCAS Hub](#), by the deadline given by UCAS.

East 15 applicants who have paid the East 15 Course Deposit are exempt from needing to pay any additional tuition fee deposit to the University of Essex.

#### 2. Deadlines for payment

You should ensure that the course deposit payment is made no later than the deadline date stated in your formal offer letter from University of Essex. Please be aware that it is your responsibility to ensure that the course deposit payment is made by the deadline, and to contact East 15 Acting School at [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk) if you have any queries regarding the deadline or payment.

#### 3. Failure to pay

If you fail to pay the course deposit by the stated deadline you will have your course offer withdrawn unless an alternative agreement has been agreed in advance by the Director of East 15 Acting School.

#### 4. 14 Day Right to Cancel

Paying the course deposit indicates that you accept your offer of a place and a contract will be made between you and the University of Essex/East 15 Acting School. If you change your mind, you have the right to cancel your contract within 14 days from the day on which you paid your deposit. You will be entitled to receive a refund for your course deposit if you cancel within the 14 day right to cancel period.

To meet the cancellation deadline, you must inform us of your decision to cancel the contract by a clear statement (e.g. by email or by letter) before the cancellation period has expired. If you send a letter by post you should retain proof of postage. All notice of cancellations should be emailed to [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk) or sent to Admissions, East 15 Acting School, Hatfields Campus, Rectory Lane, Loughton, IG10 3RY, UK.

If you cancel the contract within the specified 14 days we will contact you to arrange for the refund of your East 15 course deposit.

## 5. Refunding the course deposit

Provided you register and attend East 15 Acting School for at least the first 6 weeks of the course, the course deposit will be refunded in full.

The course deposit **will not** be refunded where you:

- choose not to, or are unable to, join East 15 Acting School for any reason and request to cancel their contract outside of the 14 day right to cancel period; or
- fail to provide documentary evidence that you have met the conditions of your offer by the stated deadline.

Extenuating circumstances in respect of course deposit refunds will not be considered.

The course deposit **will** be refunded in the following, limited circumstances, should you not register and attend East 15 Acting School for at least the first six weeks of your course:

- East 15 Acting School will consider refunding the course deposit if you are able to demonstrate that you have withdrawn your application as a result of procedural irregularity by the University of Essex or East 15 Acting School.
- In the unlikely event that we are unable to provide a place on the agreed course for any reason, East 15 Acting School will endeavour to keep the disruption to your education to a minimum, for example, by offering you a place on a suitable alternative course or deferred entry to the next year of study. If East 15 Acting School is not able to offer you an alternative course or deferred place at the school, a full refund of the course deposit would be made.
- If you provide documentary evidence that does not meet the academic or English Language conditions of your offer and your place to study is not confirmed as a result of conditions not being met, your course deposit will be refunded.

Deposits will not be carried forward to future applications (apart from deferrals, outlined in section 7 below). For example, if you choose to withdraw from your course, and then re-apply and are offered a place the following year, you will need to pay the course deposit again.

If your place is deferred to the next year of study, please see section 7 below for further information on the course deposit process.

## 6. Federation of Drama Schools Agreement (BA Acting and BA Stage Production & Management only)

A refund of the course deposit will be provided if you can demonstrate that you have enrolled/registered onto an equivalent course for the same year of entry, at another Federation of Drama Schools institution. In this instance, you should request a refund of the course deposit in writing to [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk) and include evidence of your enrolment/registration (evidence of application and offer only is not acceptable) at another [Federation of Drama Schools](#) institution. In this instance, you should note that the course deposit refund process may take up to 12 weeks to complete. This rule only applies to applicants offered places on the BA Acting and BA Stage Production and Management.

A copy of the Federation of Drama Schools Agreement is available on our [terms and conditions](#) webpages.

## 7. Deferral

All requests to defer are at the discretion of East 15 Acting School and are not guaranteed.

If you request a deferral which is then agreed by East 15 Acting School, you must still meet the conditions of your offer, including the course deposit payment, and be able to meet any future requirements for immigration sponsorship by the set deadline. The deposit will then be carried over and refunded as above, once you become a fully registered student and have been in attendance for the first 6 weeks of your course. If you have paid your deposit and a request to defer outside of the 14-day cancellation policy is refused, the deposit will not be refunded if you choose not to attend East 15 for the year of entry you originally applied for.

If a deferral is agreed, it will be for the stated course only and cannot be transferred to an alternative course. If you defer and want to change your course, you will need to withdraw and re-apply with no guarantee of an alternative offer being made. In these circumstances, the East 15 Course Deposit will also not be refunded or transferred to an alternative course.

If you defer your place, you must confirm by email to [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk) by 1st June of the year you are due to begin your studies, that you are intending to start your studies that year. East 15 reserves the right to withdraw an offer of a place should a deferred applicant fail to:

- confirm that you are intending to join East 15, or
- do not respond to communications from us, or
- fail to meet the conditions of your offer.

If a deferral is agreed, you may defer up to a maximum of 2 years from the original entry date on the same course. If a deferral is refused and you choose not attend East 15, the course deposit is not refunded.

## **8. Refunding the Course Deposit after enrolment**

A refund of the course deposit will usually be issued through one of the following methods:

- Students who are funded by a loan (e.g. Student Finance England Loan or other form of supported payment such as a US loan) and do not owe any fees to the University of Essex (e.g. accommodation fees) – the refund will be paid back to the card that the original payment was made.
- Students who are paying for University of Essex accommodation (i.e. Southend campus students in halls of residence) – the refund will be deducted from any outstanding rent payments.
- Self-funding students who are paying by instalments – the refund will be deducted from the tuition fee total.
- Self-funding students who have paid their tuition fees in full and have no other University of Essex fees outstanding – the refund will be paid back to the card that the original payment was made.

Additional methods for refunds are also available; further information on the process will be sent to applicants before the start of their first term of study.

Refunds are usually made at the end of November or beginning of December in the first term of study.

## **9. Commitment to improvement**

East 15 Acting School is committed to providing a robust admissions service. Therefore, we are keen to receive feedback from applicants. Should you wish to offer feedback in relation to the admissions process, you should send your feedback via email to [e15adms@essex.ac.uk](mailto:e15adms@essex.ac.uk). It is, however, important to note that the course deposit cannot be refunded on the basis of negative feedback or dissatisfaction.

## **10. Complaints**

If you wish to submit a complaint, you should refer to information regarding the complaints process found in the [Complaints Policy for applicants](#)(pdf) published on the University of Essex website.

Unless it is clearly established that a procedural irregularity by the University of Essex and/or East 15 Acting School has occurred during the admissions process, complaints in relation to the refund of course deposits will not be considered.