

DE MONTFORT UNIVERSITY DUBAI CAMPUS

FINANCE HANDBOOK

FINANCIAL RESPONSIBILITIES FOR ENROLLING AND ENROLLED STUDENTS

Students are responsible for ensuring that tuition fees are paid in full as per the University's terms and conditions. All students are charged tuition fees which may be paid by a sponsor, or by personal contribution. Details of invoicing and payment options are set out in this Handbook. Please note that failure to pay all tuition fees due will impact on your ability to continue or to complete your course.

1. Application Fee

All students will be charged an application processing fee of AED 500, which is non-refundable and covers the cost of processing your application.

2. Tuition Fees

Tuition fees cover the provision of tuition which students receive and the use of University facilities, including the libraries and computing facilities, which are available throughout the duration of your enrolment with the university.

Tuition Fees do not cover, the cost of reference books, notebooks and other stationery needed for study. It also excludes other fees and charges, details of which are set out in this handbook.

3. Security Deposit

There is a refundable security deposit (AED 2,000) charged to cover damage/breakage/loss in connection with academic or non-academic materials/consumables or any other charges. This deposit may also be applied against any outstanding debt or any fine that the University has imposed.

4. Other Fees and Charges

Other fees and charges include all other charges applied by the University, such as disciplinary fines, payment for late enrolment and replacement documentation or change of course fee etc (e.g. Student Identity Cards) etc.

Detail list of other charges are set out in Appendix 2 of this Handbook, which is not exhaustive and is subject to change. Invoices for other fees and charges will be issued separately to those for tuition fees.

5. Invoicing

All students can expect to be invoiced for their tuition fee at the start of each semester. All invoices raised shall fall due within 30 days from the date of the invoice.

6. Payment Options:

The following payment options are available to students:

- Cash (in person on campus)
- Credit Card (in person)
- Bank Online transfer (Bank account details are set out on the invoice and students must pay all bank charges incurred)
- Post-dated cheques (payable in Dubai) – see sections 7 and 8
- Instalment Plan for International Students – see sections 7 and 8

7. Arrangement for Payment by cheque or instalment plan

In accordance with the University's Finance Regulations, all fees, and charges due, unless otherwise stated, are payable by students to the University in advance of enrolment as a student of the University or subject to one of the available payment options.

Details of tuition fees and other charges are issued to students either at the start of the Academic Year, or as appropriate during the year, and are due for payment as set out in section 8.

IMPORTANT: Student are advised to contact the Finance office for any queries or clarifications or assistance on the above said payment plans.

8. Post-dated Cheques (payable in Dubai for UAE resident students only)

At the Dubai Campus, a payment plan for **Post-dated Cheques payable in Dubai** is available to UAE resident

students only.

8.1 For undergraduate students.

You will be required to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer. The remaining 90% balance would be settled by presentation of 9 post-dated cheques (5th September 2021 to 5th May 2022)

8.2 For postgraduate students:

You will be required to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer. The remaining 90% balance would be settled as follows:

- Full time study - 9 post-dated cheques (5th September 2021 to 5th May 2022)
- Two-year part-time study - 19 post-dated cheques as follows:

1st year - 9 post-dated cheques (5th September 2021 to 5th May 2022)

2nd year - 10 post-dated cheques (5th September 2022 to 5th June

8.2 Instalment Plan for International Students: (Tuition Fee)

Students from outside the UAE who require University visa sponsorship have an international payment plan available allowing them to pay a non-refundable advance instalment of 10% of the annual tuition fees with acceptance of the offer, 15% on the first month of their intake (this will be payable earlier if the student is applying for a student visa) and the remaining 75% shall be paid in 3 equal instalments for full time study.

8.3 Instalment Payment Plan for International Students

Students from outside the UAE can arrange an international payment plan, allowing payment to be made as follows:

- 10% of the annual tuition fees with acceptance of the offer (this is a non-refundable advance instalment)
- 15% will be due on 1st September 2021 or before enrolment (this will be payable earlier if the student is applying for a University sponsored visa)
- 25% will be due on 1st November 2021
- 25% will be due on 1st January 2022
- 25% will be due on 1st March 2022

IMPORTANT - Please note that 25% of the tuition fees will become non-refundable once the visa process has commenced.

9. Visa Application status and refund of fees paid

All students requiring the university to sponsor them for a visa to study in UAE are required to pay 25% of the tuition for the course they wish to study, before the visa application is submitted by the university. In this respect, please note the following in respect of the 25% fee paid to the university:

- a) Where the university has made the application for your visa, and whilst this application is being processed by the UAE Authorities, the 25% fee paid would not be refundable.
- b) Where the university has applied for your visa and received the entry permit, the 25% fee paid would not be refundable.
- c) In case the visa application is rejected by the UAE Authorities, full refund of tuition fees paid at that stage will be made.

IMPORTANT – Please note that the university will always comply with the latest policy and guidelines issued by the Government of the UAE. The University reserves the right to amend its policy in relation to visa status to remain compliant with UAE visa requirements.

10. Late Enrolment Fee

All students who do not enrol with the University prior to commencing classes in September, may be charged a late enrolment fee AED 300/- to cover administration costs. You will still be required to pay any outstanding fees, enrol online then have your ID checked and your student card produced. Please be aware that you will not be permitted to attend classes, take examinations etc until you are fully enrolled with the University.

11. Late Payments

The following will apply if a cheque is dishonoured, returned unpaid or a payment is missed:

- There will be a fine of AED 500.00(+ VAT) to cover the administration costs of processing the dishonoured cheques
- You are liable to pay any penalty charges your bank may levy;
- The balance of any amounts due becomes immediately payable in full.
- Cheque replacement charges is AED 50 (+ VAT) per instrument

12. DMU Refund Policy - Tuition Fees Only

Should you wish to withdraw from your programme of study before completion, you may be entitled to a refund of all or part of the tuition fee paid.

- If you withdraw before commencing your studies you are entitled to a refund of all fees paid, with the exception of the admissions application fee and advance installment (equivalent to 10% of the first-year tuition fees).
- For University sponsored visa students 25% of the tuition fee would be charged and become non-refundable once the visa processing has commenced.

13. Qualifying Criteria for refund of Tuition Fees

Your withdrawal should be processed automatically once you have submitted your completed '**Withdrawal Form**'.

The Finance Office will process the withdrawal and calculate any refund due as follows:

- If you withdraw from your programme of study within 4 weeks of the programme starting you are entitled to a refund of all monies paid, with the exception of the advance installment, (equivalent to 10% of the first-year tuition fees) to date. For University sponsored visa students 25% tuition fee would be charged and become non-refundable once the visa processing has started.
- If you withdraw from your programme of study within 4 weeks of the programme ending, you will not be entitled to any refund for that particular year.
- If you withdraw from your programme of study at any other time, the fees for the semester in which you are currently enrolled for will be charged and any excess balance paid will be refunded.

IMPORTANT: Refund requests can be expected to be processed within 4 weeks from the date of receipt of a fully completed Refund Request Form. For any further clarification please contact Finance office.

14. Temporary suspension of studies

Students who wish to opt for 'suspension of studies' first get in touch with Student Advice Centre department and get the form approved by the course subject Heads.

Students will need to ensure that they complete and meet all the payment obligations related to that semester in which he/she has enrolled before opting for suspension of studies.

15. Change of Course or change in Study Mode

Students may decide to switch/change their program of study to another program, or change their mode of study, for example from full time to part time or vice versa. Approval from the relevant Head(s) of School is required before this change can take effect.

Students must be aware that there may be financial implication in opting for such changes. You are advised to contact Student Advice Centre (see details below) in the first instance to confirm this and to obtain confirmation from the Finance office (see contact details below) that your records have been updated on your account to reflect your revised fee and any outstanding amounts that may be due.

16. Hardship

Enrolled students with changes in their own financial circumstances and facing hardship, can get in touch for advice and guidance with Finance office/Student Experience office and seek necessary advice.

Further Information

For further information on Finance, please refer to:

De Montfort University Dubai campus, **Finance office**, Dubai International Academic City
PO Box 294345 Dubai,
United Arab Emirates
Tel :04-4358671/72 Email: finance.dubai@dmu.ac.uk

For further information on Hardship, please refer to

De Montfort University Dubai campus, **Student Experience office**, Dubai International Academic City
PO Box 294345 Dubai,
United Arab Emirates
Tel :04-4358609 Email: studentlife.dubai@dmu.ac.uk

Note: All correspondence / Notification from the university would be only to the student registered university email ID only as per the data protection & legislation act.

Appendix 1 - Debt Management Procedure for Tuition fee

The following procedures apply to outstanding fees and charges due to the University:

- 1. Tuition Fees:** The failure to pay tuition fees in accordance with the chosen payment option will result in the **full amount of annual fee becoming due immediately.**

In all instances of non-payment, early communication with the Accounts Receivable department in Finance or the Legal Office is strongly encouraged. Contact details are set out below under Further Information.

If a student is identified as being overdue for payment of tuition fees and have not contacted the University by the

due date, the following steps will be taken:

- **5th Day** - the Finance Office will send a FIRST reminder letter to the student's DMU e-mail and personal (if available) email account drawing attention to the outstanding payment.
- **10th Day** - If the fees remain unpaid, a SECOND reminder letter will be sent to the student DMU e-mail and personal (if available) email account, setting out the implications of non-payment and stressing the importance of informing the University, as a matter of urgency, of the reason(s) as to why payment has not been forthcoming.
- **15th Day** - If the fees remain unpaid and the defaulting student has failed to make alternative arrangements with the Finance Office, his/her access to IT and Library facilities will be withdrawn. Access will not be re-instated until either the outstanding fees are paid in full or a satisfactory payment plan has been agreed with the Legal Office. At this point, Student's Head of School/Programme will also be informed.
- **20th Day** - If the fees remain unpaid, the University at this point will withdraw any award of scholarship or other financial assistance offered to the student. The case will be referred to the Head of the DMU Dubai Campus recommending the withdrawal of the student from the programme of study unless the student provide evidence of exceptional circumstances which the University accepts as a legitimate reason for the failure to make payment on time. The University has the right to enforce withdrawal at any stage.
- A 4% P.A penalty charge may be levied on the outstanding unpaid balance on student fee account at this time. If withdrawn, University visa sponsored students will also have their visa cancelled immediately.
- **25th Day** - If the fees remain unpaid, the Head of the Dubai Campus will write to the student notifying the University's decision regarding his/her withdrawal from the programme of study. Student's Head of School/Institute will also be notified of the situation. Your University sponsored visa (if applicable) of the defaulted will also be cancelled. Legal action will be taken at this stage to recover the outstanding debt.

2. Other penalties applied where fees are outstanding

- Student will not be permitted to enrol for the next year of their programme of study whilst owing money to the University for Tuition Fees. However, a student would not normally be required to withdraw from the University for Non-payment of minor fines.
- Student may be withdrawn from the University for non-payment of tuition fees and this will therefore prohibit them from taking examinations or assessments at any diet of examinations or from proceeding to their project/dissertation.

The University will withhold references and the conferment of degree to the student - no degree certificate or reference will be issued. Transcripts of results, results letters and certifications will state clearly that the candidate has not yet satisfied the requirements for the award of the degree

The University reserves the right to amend this policy from time to time considering the prevailing circumstances

3. Debt due to Cheque Return

The following procedure details the process undertaken if, for any reason, a cheque is returned from the Bank unpaid:

- **Day 1** – the Finance Office will send an email to the student’s DMU and personal (if available) email account drawing their attention to the dishonored cheque. Also, a penalty charge of 500 AED will be levied to cover administrative costs.
- **Day 5** – If the fees remain unpaid, a letter will be sent to the student’s DMU and personal (if available) email, setting out the implications of non-payment and stressing the importance of informing the University, at the earliest opportunity, of the reason(s) as to why payment has not been forthcoming.
- **Day 10**– If the fees remain unpaid, the authorities may be informed of the issue and action may be taken.
- **Day 15** - The procedures for Non-Payment of Tuition and Other Fees/Charges detailed above from Day 15 will then be followed.

Note: The University reserves the right to use its own discretion in applying other lawful methods for recovering tuition fee debt that remains unpaid after having applied its Debt Management Procedures.

Further Information

For further information on Debt Management, please refer to:

De Montfort University Dubai Campus, Legal & Debt Management office,

Dubai International Academic City, PO Box 294345 Dubai, United Arab Emirates Tel :04-4358627

Email: receivable.dubai@dmu.ac.uk

Note: All correspondence / Notification from the university would be only to the student registered university email ID as per the UK Data Protection Act 2018.

Appendix 2 – Schedule of other fees and charges

List of Other fees and charges		
Description	Amount	Detail of the fee
Application Fee	AED 500	Processing fee for student application to admission.
Award Certification fee/ Attestation fee	AED 220	Fee for student certificate attestation.
Change of Course Fee	AED 60	Fee for change of course.
Cheque Holding Fee	AED 100	Fee for, if Student need to hold the cheque for 15 Days

Cheque Replacement	AED 50 per cheque	Fee for student need to replace the cheque before the cheque date
Cheque Return Fine	AED 500	Fee for cheque return from the bank due to insufficient funds & Closed account
Immigration/Visa Fine	As per visa dept advise	Fine for over stay
Express Visa Fee	AED 1310	Fee from students for getting the visa with in short period.
Graduation Fee	AED 600	For attending Graduation ceremony.
Graduation Gown Fee	Online Payment Only to the vendor	Fee from students for gown during the graduation ceremony.
Graduation Guest Fee	AED 200	Fee from students for additional guest to attend the graduation ceremony.
Graduation from Absentia	AED 300	In absentia fee student who do not intend to attend the graduation ceremony
Gymnasium Membership Fee	AED 150	Fee from students for using the on-Campus GYM (it is free for hostel student)
Hostel Additional Stay	Variable	Fee from student whoever stayed in hostel after contract period.
ID Replacement	AED 60	Fee for duplication Hostel Access card
Key Duplication	AED 95	Fee for Duplicate key issue to hostel students.
Late Enrollment Fee	AED 300	Fee for Late enrollment
Official Letter Fee	AED 60	Fee for Issuing Official letter as bona fide to students. Additional copies of AED 6 will be charged.
Print/Copy Recharge Coupons	AED 25/50/100	<u>Recharge Coupons Fee for print/copy by students on request basis. Rates at copy center - Pls refer the chart.</u>
Re-sit Fee	AED 210	This is the fee charged to retake any part of the course
Student Safe Locker	AED 200	Refundable deposit collected from the students to avail locker facility
Student Disciplinary Fine	Variable	Fine relating to disciplinary related matters in accordance with the Student Code of Conduct

Studio access Fee	AED 200	Fee from Fashion designing students to access the studio.
Transcript Fee	AED 120	Fee for Issuing official transcript. Additional copies of AED 30 will be charged.
Vehicle Parking Fee	AED 1750 / Year	For the surface it is free and for a designated parking space at the basement
Visa letter Fee	AED 110	Fee for issuance of letter for student residence status for parent sponsored students.
Write Up Fee-Dissertation	AED 600	Fee for re-submission of dissertation
Sponsorship Letter (Tecom-Arabic) for immigration, RTA (Driving License) or Embassy	AED 110	Fee for RTA Letter to get the driving license by Student.
Replacement Degree Certificate	AED 270	Fee for duplication of degree certificate.
Security Deposit	AED 2000	There is a refundable security deposit charged to cover damage/breakage/loss in connection with academic lab and IT equipment, library materials and any other consumable. This deposit may also go against any outstanding debt or fine that the University has imposed.
Bench Consumables Fee	Variable	Fee charged by the School/Institute to cover any additional costs incurred by practical work carried out by the student, not covered by the tuition fee
Off-Campus Examination Fee	AED 750	Fee for student opting for attending the exam in off-campus
Enrolment Fee for Students Affiliating to the University	AED 780	Fee for continued affiliation to the University for students completing their Thesis or Dissertation.
Thesis Resubmission Fee (Masters, PhD)	AED 600 / 900	Fee for resubmission of student projects/thesis.
Processing Applications for Exemptions	Variable	Fee for processing applications for exemptions.
Course Surcharge	AED 60	Fee for change of course & study mode
University Transport fee	Between AED 4500 - 8000	Fee for transport to day scholars at different routes in UAE including Abu Dhabi.

Student Accommodation	Between AED 20000 - 50000	Fee student opting for on campus accommodation (Hostel)
Accommodation Deposit	AED 2000	
Student Visa *	AED 2870	Processing and approval of a new Student Visa from outside the country. This includes EID and Medical Test.
	AED 3690	Processing and approval of a new Student Visa from inside the country. This includes EID and Medical Test.
	AED 2520	Processing and approval of the renewal of a Student Visa. This includes EID and Medical Test.
	AED 820 AED 1370 (Express)	There is a charge for the cancellation of a Student Visa.
	AED 820	Local Amendment (Visa Change Status)
	AED 820	There is a charge for the cancellation of a Student Visa from outside UAE with Passport, card and Emirates ID card.
	AED 1659	There is a charge for the cancellation of a Student Visa from outside UAE without Passport and Emirates ID Card.
	AED 3000	Refundable Deposit for Student Visa. This deposit may be applied to any outstanding debt or fine that the University has imposed.
	AED 7060	Applying Student Absconder notice and penalty
	AED 2000	Withdrawal of Student Absconder notice
All fee mentioned above are exclusive VAT		
* Please note that some fees are set by the Government Services Office and may be subject to change at short notice. kindly be aware that this is out of the control of the University.		

Students - Print and Copy – Charges (pricing)

Paper Size	Cost per side	Type
A4	0.30 AED	Black & White
	1.5 AED	Color
A3	0.50 AED	Black & White
	2.5 AED	Color
A2	1 AED	Black & White
	5 AED	Color
A1	2 AED	Black & White
	10 AED	Color

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