

## **LUTHER KING HOUSE POLICY AND PROCEDURES: PAYMENTS AND FEES**

### **COMMERCIAL PAYMENTS**

B& B customers will pay in full on arrival. Where a company has agreed to settle the bill for a guest, confirmation on company letterhead should be stored at reception and then passed to the Finance office on check-out. For long-stay guests, companies should be invoiced on a weekly basis.

All new conference customers must have a credit worthiness check if they are not paying in advance.

- Customers who fail a credit worthiness check will be required to pay in full before the event.
- Customers who satisfy a credit worthiness check will be required to pay in full within 30 days.

All overdue debts will be reviewed on a monthly basis and will be followed up by the Credit Control team, who will issue reminders based on the age of the debt.

### **ACADEMIC STUDY PAYMENTS**

Students at LKC may be registered for study on an academic programme or they may be studying for personal interest on a not-for-credit basis. Fees are charged for all students.

#### **1. Educational Fees**

Tuition fees are set on an annual basis. All invoicing of tuition fees for students registered for degree programmes or for audit will be done by the Finance team based on the prices agreed by the Finance and Monitoring Committee.

##### **a) Colleges**

Where payment is a College responsibility, invoices will be raised to the Colleges in early October for their respective registered students. 75% of the total invoice is payable immediately and the balance due by the end of February.

##### **b) Sponsored Students**

Where a student is being sponsored, all the correct paperwork should be provided before or at registration. In the event that a sponsor defaults on payment, the student will become responsible for the debt.

##### **c) Self-funding Students**

Where a student is responsible for payment of their fees, one of the following methods of payment must be agreed with the Finance Office at the beginning of their period of study:

- i. Payment in full at registration.
- ii. Payment Plan Agreement completed at registration (e.g. direct debit) to include an immediate initial payment of at least £500.

- iii. Payment by the Student Loans Company or other recognised funders (Registry to inform Finance of eligible students).

Students on an academic programme will not be allowed to re-register for the next year or to graduate until all debts to the Trust are paid. This includes tuition fees and library debts. In exceptional circumstances, the President may permit a student who owes money to the Trust from a previous year to re-register if there are justifiable reasons for doing so.

Where a student has failed to gain the credits required to progress from one level of study to the next and a student is given permission to repeat the year, fees are payable for the year that is repeated. Any request for fees to be reduced or waived must be submitted to the Finance and Monitoring Committee by the college of which the student is a member with full reasons given. A decision will be made by this Committee. Evidence will be required that the student is able and willing to continue their programme of study.

Students registered on an academic programme of study are entitled to audit any available module up to their current level of study on payment of the audit fee set annually. This does not apply to biblical languages, which can be audited without payment.

## 2. Payments and Refunds

If a student wishes to make any changes to their registration (such as withdrawal from a programme or de-registering from a module), the college of which the student is a member and the student themselves must notify the Registrar in writing immediately.

### a) Taught programmes

Tuition fees are charged for each module in advance, whether these are taken for credit or for audit.

#### *Modules for Audit:*

Payment is expected in full at the time of booking. If a student de-registers from a module prior to its delivery, 50% of the fee will be refundable. Once teaching for a module has started, there is no entitlement to a refund.

#### *Modules for Credit:*

If a student de-registers from a module prior to its delivery, they are entitled to a full refund. If a student attends no more than two sessions (three hours in total) they may de-register and receive a refund for the teaching sessions not attended. If a student attends further sessions and then chooses to de-register, there is no entitlement to a refund.

If a student is registered to take a module for credit and has attended no more than two sessions (three hours in total), they are entitled to change to audit and pay the audit fee. If a student attends further sessions before changing to audit, the full amount for credit will be charged. If a student changes from audit to credit, they will pay the full credit fee.

If a student withdraws from a programme, they may request a refund for any modules not attended. This request will normally be met, but only after consideration is given to SLC regulations, registration fees owed, and any other financial liabilities incurred by the Trust.

### b) Research programmes

Tuition fees are charged on an annual basis in advance. If a student withdraws from the programme during the course of an academic year, there is no right to a refund for fees due for that year.

c) Open Learning

Whenever a fee is due, payment is expected in full at the time of booking. If a student de-registers from an event prior to delivery, 50% of the fee will be refundable. Once the event has started, there is no entitlement to a refund.

Any refunds will be processed to the original payee by the original method it was paid. If there is any outstanding debt to LKC, this will need to be paid before any refund is made.

### 3. Compensation

In the event of LKC failing to provide the agreed academic programme of study, students will be entitled to a full refund of all fees that have been paid. Compensation will be paid whether the costs incurred take the form of a loan from the Student Loans Company, have been paid by a sponsor, or have been paid by the student themselves. Any agreed bursary payments will be honoured.

Arrangements are in place to offer students alternative opportunities to complete a course of theological study. Whether or not such opportunities are accepted, LKH will compensate for any appropriate claim for maintenance costs incurred and lost income suffered as a result of study at LKC.

## DEBTS

The Finance team is responsible for the collection of all money owed to the Trust, both commercial and educational. All overdue debt will be followed up by the Credit Control team who will issue reminder letters based on the age of the debt.

Court action should be seen as a last resort. A preferred alternative is the use of a debt collection agency, the Thomas Higgins Partnership, who are solicitors specialising in bad debts. Once a bad debt has been identified for action, the budget-holder will request that a 'letter before action' be sent to the debtor. Any subsequent action will require the express written authority of the President.

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