



Payment of Fees

Important Information

When are my payments due?

Programme fees and, where appropriate, University accommodation fees are raised annually and are due to be paid in full prior to the start of each academic year. Where programme fees are raised part of the way through the year (e.g. for students on postgraduate research programmes), the due date will be provided on the invoice that is issued to you.

Where programme or accommodation fees amount to £300 or more, payment instalment plans are available. Payment collection dates can be found on www.liv.ac.uk/feespayment/ and are normally collected in three instalments.

Where fines are levied or charges are raised for damage caused, payment is due in full within 15 days of the date of the invoice.

What happens if I do not pay on time?

If you fail to pay fees in full by the due date, or fail to set up a suitable payment plan, or if a payment you make as part of a payment plan fails, then you will be written to via your University email account to be advised of this. Further information will be provided in this letter regarding the final date that payment is due before financial sanctions are applied to your University account.

Financial sanctions will be applied in relation to all student fees, whether these relate to your programme, University accommodation or a fine or other charge that has been raised against your fee account.



If I pay using the recommended online system, how long should I allow for the payment to reach my University account?

Payments normally take between 24 and 48 hours to appear on your account. Payments made before 9.00pm will appear on your account the next working day.

If I pay using an alternative means of payment, such as a banker's draft, personal cheque or bank transfer, how long should I allow for the payment to reach my University account?

You should allow up to 10 working days for payment to reach your University account. This allows for banking clearance time and for cleared funds to be applied to your fee account.

I have taken out a Student Finance Loan to pay my programme fees. Why am I being told that I have fees outstanding?

You should advise us of this immediately, so that we can investigate the matter on your behalf. Your fees will remain outstanding so it is very important that you get in touch with us so that we can help you.

My fees are paid by a sponsor. Why do I have fees outstanding?

You should contact us immediately to check that we have received your sponsor guarantee letter and, if not, you should provide us with a copy. We will then make arrangements to invoice your sponsor directly. If the fees outstanding relate to University accommodation then you should provide the Accommodation Office with this sponsor guarantee letter.

If we have invoiced your sponsor but they have failed to pay your fees by the due date, then we will make you (the student) liable for the outstanding fee. It is important that you get in touch with us so that we can address the situation with your sponsor.



What happens if I fail to pay the fees due by the date indicated on the reminder email?

If by 1 February 2018, you:

- fail to enter into a suitable arrangement to pay student fees, fines or charges within the timescales given
- default on any fee payment arrangement

the University will seek to restrict your access to all University library and computing services. This will include restriction of access to Library services and the removal of MWS IT account and hence access to email, the VITAL e-learning environment, the Liverpool Life student portal, and online academic and examination timetables.

This sanction will remain in place until such time that a suitable arrangement to pay fees is in place and/or the outstanding account balance is settled.

If after 1 February 2018, you:

- default on an existing payment arrangement
- you fail to settle an outstanding account balance within the timescales prescribed

the University will notify the you in writing and give you 5 working days' notice to settle the outstanding account balance. If you fail to meet this deadline within 5 working days, the University will seek to restrict your access to all University library and computing services. This will include restriction of access to Library services and the removal of MWS IT account and hence access to email, the VITAL e-learning environment, the Liverpool Life student portal, and online academic and examination timetables.

Sanctions will prevent you from ordering products and services such as transcripts, replacement student cards and registration status letters.

This sanction will remain in place until such time that a suitable arrangement to pay fees is in place and/or the outstanding account balance is settled.

If I make arrangements to pay what is overdue, how quickly will my access to University services and facilities be reinstated?

You should firstly note the payment clearance times stated above in relation to online and alternative methods of payment. You should also allow up to 2 working days in addition to these clearance times for your access to be reinstated fully in view of the number of systems affected.

Will the fact my IT services were withdrawn be taken into account with regard to my academic standing?

No. Loss of IT services will not be accepted as part of any claim for mitigating circumstances to be taken into account by a Board of Examiners.



What will happen if I fail to pay what I owe after being put on financial suspension?

Even if you progress from one year of your programme to the next, you will be prevented from re-registering for a new session of study until you pay what you owe. In such cases, you will be deemed withdrawn from your studies where you are not registered having failed to pay what you owe (*unless you apply to academically suspend your studies on financial grounds – see question below*). This applies to all students at all levels of study.

If you are a student on a programme of postgraduate research, you should be also be aware that if you remain on financial suspension for a period of 6 months or more **in session**, your studies will be terminated automatically.

If you still owe fees one month before you are due to graduate, you will be

prevented from graduating and all award documentation will be withheld until you pay what you owe.

What if I am unable to pay my fees?

The University is keen to support students who are finding it difficult to pay their outstanding fees, and alternative arrangements can sometimes be made under certain circumstances. To discuss your case with a member of the team, you should contact us in the Student Administration Centre (open Monday, Tuesday, Thursday and Friday, 9.00am to 5.00pm, Wednesday 10.00am to 5.00pm), by phone on +44(0)151 794 6777 or by email at feeseng@liverpool.ac.uk or studpay@liverpool.ac.uk.

Home or EU students experiencing financial hardship should contact the Money Advice and Guidance Team in the Student Services Centre, 150 Mount Pleasant (open Monday to Thursday, 9.00am to 5.00pm and Fridays, 9.00am to 4.00pm). The team can also be contacted by phone on +44(0)151 794 6673/5860/5861 or by email at fst@liverpool.ac.uk.

International students experiencing difficulties should contact the International Advice and Guidance Team, First Floor, Student Services Centre (open for drop-in sessions Monday to Friday, 2.00pm to 4.00pm). To make an appointment to discuss your case with a specialist adviser you should email ist@liverpool.ac.uk.

One option that may be available where you are unable to pay your fees is to academically suspend your studies for a period of time until you are in a position financially to settle your outstanding debt. This will suspend the accrual of fees (but not what you owe) and can give students the time they need to regain a sound financial footing. Any request to suspend your studies is subject to academic approval and you should therefore discuss your circumstances in the first instance with your School, as well as with the relevant support team listed above, in order to fully understand the financial and academic options available to you.

Issued by:

Student Fees and Funding Office
Student Administration Centre
Foundation Building
Liverpool
L69 7ZX

Tel: +44(0)151 794 6777

Email: feeseng@liverpool.ac.uk or studpay@liverpool.ac.uk

In Person: The Centre is open Monday, Tuesday Thursday and Friday 9.00am to 5.00pm; Wednesday 10.00am to 5.00pm