

## **Quarantine financial support 2021 intake – Terms and Conditions**

### **Introduction**

To support students coming to study at the University of Sussex from UK Government designated Red List countries, the University has put in place a Covid Travel Support Package (“the Support Package”) under which, provided you meet the criteria and satisfy these terms and conditions, the University will provide a tuition fee refund in the second term to reimburse you for the costs of quarantining up to a maximum of £1750.

### **Reimbursement for Quarantine Hotel stays for students from Red List countries**

#### **Eligibility criteria**

1. The Support Package for students from Red List countries (as defined by the UK Government on 30<sup>th</sup> June 2021) is only available to students from the University of Sussex and the Institute of Development Studies (IDS). Students studying in the Brighton and Sussex Medical School are not eligible for the Support Package. Please note that if you are a Study Group student you may be eligible to receive a support package from Study Group directly.
2. The package only applies to students of the University of Sussex and students from the Institute of Development Studies. We are not able to provide support for quarantine or testing for any dependents or family members who travel to the UK with you.
3. The Support Package is for UK arrivals only. The University will not contribute to any costs incurred for quarantine, tests or other Covid-19 measures required by any other country prior to your arrival in the UK.
4. To be eligible for the full Support Package of £1,750 you must commence your quarantine in a UK government approved quarantine hotel between 23 August and 10 September 2021.
5. The Support Package for a stay in a quarantine hotel that begins between the 11 September 2021 (i.e. 00:01 GMT on 11 September onwards) and Saturday 18<sup>th</sup> September will be paid at half the rate, namely £875.
6. Claims for a Support Package for a stay in quarantine hotel accommodation that begins on or after 19 September will not be accepted unless there are exceptional circumstances (see number 30 below).
7. The Support Package is designed to help those who usually live overseas, are paying an overseas fee and will be coming to the UK to start or continue their course for the 2021/22 academic year.
8. If you meet the eligibility criteria, you are allowed to claim the Support Package once. To be entitled to the Support Package, you must fulfil the following criteria:

9. New Students: If you are a new student, to be eligible for the Support Package for your tuition fees in 2021/22 you must have either:
  - paid these in full; or
  - set up a payment plan (under which all payments are up to date); or
  - provided evidence of sponsorship covering all your tuition fees.
10. Returning Students: If you are a returning student, to be eligible for the Support Package you must have:
  - (i) paid all of your 2020/21 tuition fees in full; and
  - (ii) for your 2021/22 tuition fees, you must have either:
    - paid these in full; or
    - set up a payment plan (under which all payments are up to date); or
    - provided evidence of sponsorship covering all your tuition fees.

#### **How will the Support Package be paid?**

11. If you are self-financing and have paid your tuition fees in full, a credit will be applied to your student account during December 2021. This credit will be paid into the bank account from which the fee is paid during the second term in January 2022.
12. If you are self-financing and have set up our termly payment plan to pay your tuition fees, a credit will be applied to your account in December. This credit will go towards your January tuition fee instalment, reducing the amount that we take from your nominated account in January 2022.
13. You will need to submit evidence of your stay in government quarantine accommodation (see below for how to claim).
14. Students will only be entitled to receive the Support Package in term two; no tuition fee refunds will be given in term one. If you choose to leave the University of Sussex by 1 December 2021 and do not return to study, you will no longer be eligible for the Support Package - we will not be able to provide reimbursement for the quarantine hotel stay and you will be liable for the full amount of tuition fees due.
15. If you permanently or temporarily withdraw from your course before the 1<sup>st</sup> December you will not be eligible to receive the reimbursement credit for the Support package.
16. If you permanently withdraw from your course after the 1<sup>st</sup> December your reimbursement credit of £1,750 (or £875 for late arrivals) will be reduced in line with your tuition fees and our tuition fee liability policy. For example, if you withdraw in the first semester after the 1<sup>st</sup> December, and are charged 33% of your tuition fees for this period, you will be eligible to receive 33% of the reimbursement credit.

17. If you temporarily withdraw from your course after the 1<sup>st</sup> December your reimbursement credit will not be reduced, as you intend to return to your course. Your tuition fees will be amended in line with our tuition fee liability policy, and any credit from your reimbursement credit or tuition fee payments will remain on your student account to be put towards future tuition fee charges.

#### **How do I claim the Support Package as reimbursement for a stay in a Quarantine Hotel?**

18. We will send you further information about how to apply for the Support Package prior to your arrival. This will be paid through a tuition fee refund after you arrive at Sussex in the second term to reimburse you for the costs of quarantine (up to £1750). **Keep evidence of your quarantine booking and receipt, as you will need these when you submit your claim.** Check your emails regularly as well as our Frequently Asked Questions pages. These will be updated later in the summer with details of our Support Package and the application process.
19. Our policy applies to the quarantine status of your country of residence only and is based on the UK government's 'Red List' as at 30<sup>th</sup> June 2021 and may be subject to change if there are UK government updates to travel policy and costs, and if alternatives to managed quarantine are available. We are not able to extend support to countries that appear on the Red List post the 30<sup>th</sup> June 2021.
20. To be eligible for this Support Package you will need to claim by no later than 31<sup>st</sup> October 2021.

#### **Self-financing students**

21. If you are self-financing and have paid your tuition fees in full, a credit will be applied to your student account in December and paid in the second term in January 2022. As the credit represents a reduction in tuition fees it will be refunded to the person who paid your tuition fees, i.e. it will be refunded back to the account from which it was paid.
22. If you are self-financing and have set up our termly payment plan to pay your tuition fees, a credit will be applied to your student account in December. This credit will go towards your January card instalment, reducing the amount we take from your nominated card in January 2022 by £1,750 (or £875 for late arrivals).

#### **Sponsored students**

23. If a sponsor is paying your tuition fees and they have paid the quarantine costs on your behalf, a credit will be applied to their account in December. We will then issue an invoice for your reduced tuition fees in December (or issue an amended invoice if one has already been automatically generated and issued).
24. If a sponsor is paying your tuition fees and you paid the quarantine costs yourself, a credit will be applied to your student account in December. This credit will then be refunded to the person who paid your quarantine costs in January 2022, i.e. it will be refunded to the account from which it was paid.

25. You will be able to claim your refund after you have arrived and paid your course fees in the second term. The amount due as a refund will be paid into the bank account from which the quarantine fees were paid during the second term in January 2022.
26. During the application process you will be required to submit evidence of the quarantine costs you have incurred. Further details will be provided but will include:
- a) Receipt from a government approved quarantine hotel which includes:
    - the start and end date of the isolation,
    - your name,
  - b) Copy of flight ticket from your first location point through to the UK,
  - c) Results of negative Covid-19 tests.

Please therefore keep your receipts safe, as we will not be able to accept a claim for the Support Package without evidence. Please do not pay in cash, as for anti-money laundering purposes we will require evidence of payment from a designated account. We can only assist enrolled students, we are unable to assist with costs for partners and family who have to be in managed isolation (quarantine).

#### **Additional details**

27. If UK government guidance and requirements change, the University reserves the right to review this Support Package. We shall notify students of any changes as soon as possible. In particular, if the UK government were to approve quarantine in University managed accommodation then – subject to availability – we would require students to quarantine in University managed accommodation instead of at a hotel. If a student then chose to quarantine in a hotel, the University would not provide any support towards the costs of this.
28. Please be assured that if you are unable to travel to Sussex due to travel restrictions in your country, you can study online until you are able to join us, providing you are on campus by 15 October at the latest (unless you are studying a course that requires in-person teaching, in which case we will contact you with further advice). Please note if you have a room booking in University managed accommodation, we will begin to charge you from the day you check in or from 18 September, whichever is earliest.
29. Further details of the support available, and guidance on how to book testing, will be provided to you by email before you begin your journey to Sussex.

#### **What constitutes exceptional circumstances?**

30. Approval of the Support Package for a quarantine that starts on or after 19<sup>th</sup> September 2021 will only be made in extremely limited circumstances. Claims will only be considered if you have evidence that you were delayed from coming to the UK between 23 August – 18 September 2021 because there were severe, unanticipated and exceptional circumstances beyond your control which prevented you from arriving to start study (i.e. your country was in a national lock down which meant you were not able to travel to the UK earlier, or you have evidence that you were required to self-isolate by your country).

31. If you are going to be delayed in arriving in the UK because of circumstances outside of your control you should contact the [International Office at the University as soon as possible](#). You will need to provide written documentation / evidence that your country was in lock down / you had to self-isolate and therefore you were unable to reach the UK prior to 18 September 2021.
32. We will only consider claims for the Support Package for reimbursement for a quarantine hotel stay that starts on or after 19<sup>th</sup> September if you make a claim in writing to the [International Office](#) as soon as possible and no later than the 31<sup>st</sup> October 2021. The International Office will assess your request and if approved will notify the Finance department.

**When can I arrive at the University?**

33. Once you have completed your quarantine, you can then arrive at Sussex from 23 August and move into your University managed accommodation. When you are made an offer of University managed accommodation, we will ask you to sign a licence to agree the terms and conditions of your residence.
34. You will be charged rent for your Sussex accommodation from the day you move in into your university managed accommodation or from 18 September 2021 (whichever is earliest).
35. If you are renting in private accommodation, you can arrive from the date when your tenancy starts and your rent must be paid in line with the agreement with your landlord.

**General**

36. The University reserves the right to amend the policy and procedures in order to implement the Support Package. This may include, but is not limited to, further information on how and when a claim for a Support Package must be made, any deadlines for claims and any evidence required.