

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. Instalment due dates can be found at www.liv.ac.uk/feespayment/ and are dependent upon your level of study and fee status classification.

What happens if I do not pay my tuition fees on time?

If you fail to pay fees in full or required instalment by the due date, then you will be written to via your University email account to be advised of this. For programme fees, 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.

Where by 1 February 2023 (or by 1 June 2023 for those whose programmes start in January 2023) a student fails to make the necessary programme fee payment(s) in accordance with their relevant published payment plan, the University will seek to restrict their access to a range of key online administrative services. This will include restriction of access to the Graduate Document Portal, and to the facility to request secure, verified and digitally signed documents such as transcripts and official student status confirmations. **Students with an outstanding academic fee will not be permitted to re-register for the following academic session, register for a new course, or if the student is in their final year, be presented with an award, until such balance is settled in full. Once payment of the balance is received in full, any restrictions on your account will be removed within 48 hours of receipt of payment.**

Where applicable, if you wish to pay your accommodation fees in instalments, a payment plan **must** be submitted via www.liv.ac.uk/feespayment/. Failure to set up a payment plan will result in the University contacting you,

then initiating formal debt collection procedures, before seeking to deploy formal external debt recovery proceedings once all avenues for collection have been exhausted.



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

Payments made before 9.00pm GMT normally take between 24 and 48 hours to appear on your account.

If I pay using an alternative means of payment, such as CIBC International Student Pay, how long should I allow for the payment to reach my University account?

You should receive this information from CIBC directly once you have completed the payment process.

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

Please get in touch with the Fee Collection Team by email at feeseng@liverpool.ac.uk immediately, so that we can investigate the matter on your behalf. Your fees will remain outstanding until this is resolved so it is very important that you get in touch with us straight away 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 fail to pay your fees by the due

date, then you (the student) are liable for the outstanding fee. It is important that you get in touch with the Fee Collection Team by email at feeseng@liverpool.ac.uk, so that we can address the situation with your sponsor.



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 Fee Collection team, you should contact us by email at feeseng@liverpool.ac.uk

Home students experiencing financial hardship should contact the Money Advice and Guidance. The team can be contacted by phone on +44(0)151 795 1000 or by email at money@liverpool.ac.uk.

International and EU students experiencing difficulties should contact the International Advice and Guidance Team. To discuss your case with a specialist adviser you should email iajteam@liverpool.ac.uk or telephone 0151 795 1000.

One option that may be available where you are unable to pay your programme 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 you the time you 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
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