

# Student Financial Services Policy Anglo-American University (AAU)

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## A. General provisions

- i. This policy outlines the administrative procedures and student services related to the payment of tuition and fees at AAU. It complements the Tuition and Fees Framework, which sets out the binding long-term rules, and the Tuition and Fees Announcement, which publishes periodically updated rates.
- ii. AAU bank details are as follows:

Name of bank	Raiffeisen bank
Address	Vodičkova38 Prague 1 Czech Republic
Post code	111 21
Name of account	Anglo-americká vysoká škola
Variable symbol	Student's ID / Invoice no.
Swift code	RZBCCZPP
Account number CZK	1031009862/5500
IBAN CZK	CZ7355000000001031009862
Account number USD	1021015222/5500
IBAN USD	CZ9255000000001021015222
Account number EUR	1031012308/5500
IBAN EUR	CZ8855000000001031012308
Global pay for students platform	<a href="https://students.Convera.Com/geo-buyer/angloamerican#!/">https://students.Convera.Com/geo-buyer/angloamerican#!/</a>

## B. Registration payments and discounts

### 1. Registration payments

- i. Auditing students must pay in full at the time of registration.
- ii. Degree-seeking students must pay at least the deposit specified for the registration period of the respective term. The deadline for payment of the remaining tuition is specified in the Academic Calendar.

- iii. New visa-seeking students are required to pay the first semester tuition and all the applicable fees in order to receive a confirmation of study for visa purposes.

## **2. Early payment discount**

- i. Students who register and pay in full during the registration period for fall, winter, spring, and summer terms according to the Academic Calendar are entitled to a 3% discount on tuition.
- ii. This discount is awarded automatically after the end of add/drop period for a respective term as a credit towards tuition in the next term.
- iii. This discount does not apply to the study abroad and auditing students.
- iv. Once the tuition has been paid, it is not refundable except for cases of visa denial for reasons beyond the student's control or when the add/drop policy applies.

## **3. Bring a friend discount – students**

- i. AAU offers the possibility of a discount for students who refer a new degree-seeking student that begins studying at AAU.
- ii. The student / who makes the referral is eligible for a discount of **USD 500** on his/her tuition for the first term in which the new student registers or use the amount to purchase anything from [amazon.com](https://amazon.com)/[amazon.de](https://amazon.de). It is up to the discretion of the student which site (.com or .de) to choose).
- iii. If a recommended student registers for less than five classes the amount will be reduced by USD 100 for every class dropped.
- iv. To receive the discount, the following conditions must be fulfilled:
  - (a) The student making the referral must have completed at least one semester at AAU
  - (b) The referred student is registered for at least 4 credit-bearing classes
  - (c) The name of the student making the referral is listed in the new student's application form as "referral from an AAU student or teacher" in the section "how do you first hear about AAU?"
- v. The discount applies to a maximum of 5 other classes (one term)
- vi. The discount does not apply to AAU employees.

## **4. Bring a friend discount – alumni**

- i. AAU offers the possibility of a discount for alumni who refer a new degree-seeking student that begins studying at AAU.
- ii. Alumni who make the referral are eligible for a discount USD 500. The amount can be used to purchase anything you wish from [amazon.com](https://amazon.com)/[amazon.de](https://amazon.de) site or you can donate it to AAU scholarship fund to support current students of your alma mater.
- iii. If a recommended student registers for less than five classes, the amount will be reduced by USD 100 for every class dropped.
- iv. To receive the discount, the following conditions must be fulfilled:
  - (a) The alumni are AAU graduates
  - (b) The name of the student making the referral is listed in the new student's application form as "referral from an AAU student or teacher" in the section "How do you first hear about AAU?"
  - (c) The discount applies to a maximum of 5 other classes (one term)
  - (d) The discount does not apply to AAU employees.

## **C. Add/drop period**

- i. Students may add and drop courses before the end of the add/drop period stated in the academic calendar. The AAU policy on dropping courses is as follows:
  - (a) Students can drop courses without penalty at any time up to the tuition payment deadline for a respective term according to the academic calendar.

- (b) Students can drop and replace their courses during the add/drop period. First two request forms submitted during the add/drop period are free of charge, third and subsequent request forms are subject to a fee. This fee will not apply to administrative add/drop requests that are beyond students' control, such as course cancellations initiated by AAU or already filled classes.
  - (c) Students dropping some of their courses during the add/drop period without replacing them with the same number of courses will be charged a CZK 800 per credit (CZK 2,400 per 3-credit course) drop fee of the tuition of the dropped course in order to cover administrative costs.
  - (d) Students dropping all of their courses during the add/drop period without replacing them with other courses will be charged a CZK 1,600 per credit (CZK 4,800 per 3-credit course) drop fee of the tuition of the dropped courses in order to cover administrative costs.
  - (e) There is no refund after the add/drop period. Students who choose to withdraw a course after the end of the add/drop period may officially withdraw from the course until the withdrawal deadline listed on the academic calendar of the respective term. There is no refund of the tuition for the withdrawn courses.
- ii. If a course is cancelled due to low enrollment, AAU will provide the students with a full refund of the tuition for such a course.

Dropping courses	Fee
Up to the tuition payment deadline	Free
During the add / drop period and replacing them	Free
During the add / drop period without replacing them	CZK 800 per credit (CZK 2,400 per 3-credit course) drop fee from the tuition of the dropped course; CZK 1,600 per credit (CZK 4,800 per 3-credit course) drop fee if dropping all of them without replacing them
After the add / drop period	No refund

## D. Installment payment plan

### 1. AAU Degrees

- i. AAU offers to both its new and continuing students the possibility of paying tuition in installments. The AAU policy on an installment payment plan is as follows:
- (a) Auditing students are not eligible for the installment payment plan.
  - (b) The installment payment plan is possible only for obligatory terms (fall and spring).
  - (c) Only students in good financial standing in previous semesters are eligible for the installment payment plan.
  - (d) In the event that students who are paying tuition in installments decide to terminate or interrupt their studies during the course of the current semester, they are still fully liable for the full payment of all remaining tuition installments as outlined in the signed installment agreement. This obligation applies in full, even if the students cease to attend classes or otherwise discontinue their academic participation for that semester.
  - (e) Only students who were not late with installment payments in the previous semester are eligible for installment payment plan for the upcoming semester.
  - (f) The installment payment plan shall be agreed upon with the Bursar no later than by the end of the add / drop period according to the academic calendar. After the end of the add/drop period, in extraordinary cases, the installment payment plan can be agreed upon with the CFO.

- ii. Students who pay their tuition in installments need to pay at least the minimum amount necessary for registration in the respective semester i.e.:
  - (a) 40% of the tuition plus all the applicable fees for new students
  - (b) Equivalent of the deposit determined for the registration period of the respective semester for continuing students.
  - (c) The rest of the tuition is then divided into 4 equal installments and carries a 2.5% installment fee payable with the first installment payment. The first three installments are then payable on or before the twentieth day of the months following the beginning of the semester i.e.:
    - (d) September, October and November installments in the fall semester – regular start
    - (e) February, march and April installments in the spring semester.
- iii. The last installment is payable on or before the **tenth day of respective month** i.e.:
  - (a) December installment in the fall semester – regular start
  - (b) May installment in the spring semester.
- iv. Once tuition has been paid in full, it is not possible to switch to an installment payment plan for that semester.

## E. Penalties

- i. Any past due amount including housing and past due installments carries a fee according to the following table:
 

Past due	Fee
Up to 14 days	2%
15 – 30 days	10%
31+ days	25%
- ii. Students with a debt towards the institution
  - (a) Will not be allowed to register for new courses
  - (b) Will not receive their transcript, diploma, or any other study confirmations
  - (c) Will not be issued an ISIC card or a card revalidation stamp
  - (d) Until such debt has been settled (i.e., until payment has been received or a schedule of future payments has been agreed upon).
- iii. With the exception of library late fees, all debts should be settled with the Bursar's office. Library fines may be paid in the library or the Bursar's office. For more information on library fees please see the Library policy.
- iv. It is each student's responsibility to understand payment deadlines, to pay tuition, either in full or in contractually bound installments, and to make all the necessary steps to keep their payment status correct. Unpaid and past due obligations will be given to the legal department for collection.
- v. AAU recognizes that some students may encounter financial hardship during the course of a semester. Such students are advised to contact the dean of their school of study. Such requests will be dealt with on a case-by-case basis. While AAU strives to support students in financial hardship, action taken will depend on the seriousness of the problem as well as the institution's ability to provide help.

## F. Visa-seeking students

### 1. New visa-seeking students

- i. Academically qualified visa-seeking students are required to pay the first semester tuition and all the applicable fees in order to receive a confirmation of study for visa purposes, i.e.:
- ii. Fall 2025

- (a) CZK 119,706 for undergraduate (BA) students who are EU/EFTA nationals or Czech permanent residents / CZK 138,156 for undergraduate (BA) non-EU/non-EFTA students
  - (b) CZK 119,706 for graduate (MA) students who are EU/EFTA nationals or Czech permanent residents / CZK 138,156 for graduate (MA) non-EU/non-EFTA students
- iii. Study confirmations shall be issued by the Admissions office of the Anglo-American University only after receiving the appropriate payments in full.
- iv. Students denied a visa for reasons beyond student's control are obliged to inform the admissions office and must present the official denial evidence or evidence showing that their visa cannot be granted on time issued by the respective embassy/consulate in order to obtain a full refund (less banking fees and the application fee). After receiving the visa denial evidence, a refund shall be remitted to the student in 10 working days. New students granted visas are eligible to register for classes at Anglo-American University during the registration period as it appears on the academic calendar. If a new student registers for fewer courses than those already paid for, the difference shall be applied as credit toward the student's next semester tuition and fees. If a new student registers for more courses than the amount already paid, the student must pay the difference within tuition payment deadlines as they appear in the academic calendar.

## **2. Continuing visa-seeking students**

- i. Continuing students seeking a visa extension must be in good financial standing with Anglo-American University, i.e., have no debts owed to Anglo-American University, including its library, have no unreturned library books, and pay at least 10% of their next semester's tuition as well as all applicable fees in order to be registered for the next semester and receive an updated confirmation of studies for visa purposes.
- ii. A study confirmation shall be issued by the student services center of the Anglo-American University only after receiving the appropriate payments in full.
- iii. Continuing visa-seeking students granted a visa are obliged to pay the rest of their tuition as arranged by the Bursar, within tuition deadlines as they appear on the academic calendar or as arranged in the installment agreement.
- iv. Continuing visa-seeking students denied a visa for reasons beyond student's control must inform the student services center and present the official denial evidence issued by the respective embassy/consulate/Czech foreign police in order to obtain a full refund (less banking fees). The refund shall be remitted to the same bank account from which the original tuition payment was transferred within 10 working days of receiving the visa denial evidence.

## **3. Tuition refund**

- i. Should the applicant's visa be rejected for reasons beyond the student's control, the applicant may request a full tuition refund. The applicant must submit the official decision issued from the respective embassy to the admissions office within 30 days of the visa rejection. If the student has commenced the studies in the meantime and/or did not drop the classes once the semester starts, tuition refund will not be possible, nor is it possible to drop all classes the student has registered for. In the case of other serious reasons preventing the applicant from beginning their studies, AAU requires a written personal statement detailing those reasons to be submitted to the admissions office together with the official supporting documentation no later than the start of the given semester the student was admitted to. If the student has commenced the studies in the meantime and/or did not drop the classes once the semester starts, tuition refund will not be possible, nor is it possible to drop all classes the student has registered for. Full tuition refund is not guaranteed; therefore, applicants should submit the tuition payment and all applicable fees only if they are fully committed to AAU.
- ii. Continuing students whose visa is rejected for reasons beyond the student's control should submit a personal written statement and the official decision issued from the respective embassy to the

student services center within 30 days of the visa rejection. In such cases, students are eligible for refund if alternative methods of teaching are not available.

iii. Refund process is as follows:

- (a) Student notifies admissions/student services department about visa denial or about any other reasons preventing the student from beginning /continuing their studies according to the Admissions / Financial policy
- (b) Once Admissions/Registrar department receives all required supporting documents (official statement from the embassy about visa denial, personal statement in case of any other reason, etc.), And approves the refund, the Bursar will be notified. The decision on the refund is made by the Chief Financial Officer and head of the department. In extraordinary situations special requests can be brought up for discussion at the Senior Leadership meeting
- (c) If it is a newly admitted student, the Admissions Counselor contacts the student directly and requests the bank details template to be filled out by the student
- (d) If it is a continuing student, Bursar contacts the student directly and requests the bank details template to be filled out by the student
- (e) After the filled bank details template is submitted by the student back to the Admissions Counselor / Bursar, the refund shall be processed within 10 working days

## **G. Housing refunds**

- i. Government-Issued Travel Restrictions
  - (a) In the event of official government-issued travel restrictions that prevent the student from traveling to or residing in the Czech Republic, a full (100%) refund of the total required payment will be granted.
- ii. Cancellations Made 90 or More Days Prior to the Check-In Date
  - (a) Students who cancel their reservation at least 90 days prior to the scheduled check-in date are eligible for an 80% refund of the total required payment.
- iii. Cancellations Made 60 to 89 Days Prior to the Check-In Date
  - (a) Students who cancel their reservation between 60 and 89 days before the check-in date will receive a 50% refund of the total required payment.
- iv. Cancellations Made 30 to 59 Days Prior to the Check-In Date
  - (a) Students who cancel their reservation between 30 and 59 days before the check-in date are entitled to a 30% refund of the total required payment.
- v. Cancellations Made 0 to 29 Days Prior to the Check-In Date or During the Booked Period
  - (a) No refunds will be issued for cancellations made fewer than 30 days before the check-in date or at any point during the booked accommodation period.
- vi. AAU Cancellation Deadline (Administrative Action Required)
  - (a) In cases where payment deadlines are exceeded by 7 to 60 days past the due date, AAU reserves the right to cancel the reservation. Specific administrative conditions and consequences may apply.

### **1. General cancellations and Visa related cancellations**

- i. Leaving your housing midway through the semester means you will not be refunded any difference. It is counted as cancellation of reservation 0-29 days prior to check-in date. This also applies to students that have made a booking for the whole academic year.
- ii. If a student decides to move out after only one semester, they will not be refunded for the semester they decided to live elsewhere (e.g. student decides to leave after the fall semester, they will not be refunded for the spring semester).
- iii. If studies and housing are postponed to the next semester or academic year, housing costs and fees will follow the same refund structure outlined above. Postponement is considered a cancellation for the reserved housing period.



- iv. **Visa Rejection:** Visa-related cancellations follow the refund structure outlined above. However, if a visa is rejected for reasons beyond the student's control and the visa application was submitted on time (at least 120 days before the semester starts), the applicant may request a full refund. To do so, they must provide the official rejection notice from the respective embassy to the Housing Specialist as soon as possible, but no later than 30 days after receiving it.
  - (a) Under this exception refunds will not be possible after the check-in date, and full refunds are not guaranteed. Applicants should only make payments and cover applicable fees if they are fully committed to using the accommodation. If an applicant fails to secure an embassy visa appointment, a current student fails to extend their visa, or for any other reason, the above listed cancellation rules will apply without exceptions.

## 2. Security deposit refund

- i. The AAU receives a deposit of 12,000 CZK to cover damage to property of the housing provider. This deposit will be refunded to a student after the final end of their stay. Once AAU receives a list of damages after the official departure date (January 22<sup>nd</sup> for semesterly stays, June 14<sup>th</sup> for whole academic year stays), the student will be informed about the extent of damages and on this basis, refund will be made.
- ii. If there are any damages after one semester and the student has another semester left, these damages will be paid by the student directly to AAU and immediately after that one semester.
- iii. If nothing is broken/damaged in another semester, the student will receive a full refund of their deposit.
- iv. If the damages caused by the student exceed the deposit, the student must pay the additional amount directly to AAU upon their departure.

## H. Tuition and fee reassessment

- i. Students may request a tuition or fee adjustment or waiver for the following reasons:
  - (a) An illness, accident, injury or situation, which could not be influenced, planned for or prevented by the student and which subsequently caused a change in the class schedule, thus changing the assessment.
  - (b) Substantial circumstances involving deadlines where a student has in good faith relied on information provided by a named AAU official, or the officials interpretation of the text of an AAU document or publication and was consequently mislead or mistaken about its terms.
- ii. The request shall be directed to the Chief Financial Officer who decides in consultation with the respective school dean or head of department, as appropriate.
- iii. The decision shall be taken within two weeks and may be appealed to the president.

### *Document Review and Approval History*

Date	Body/Individual	Action	Comments/Notes	Version
2025/06/02	President's Collegium	Reviewed	No objections raised	v1
2025/06/02	Faculty Senate	Reviewed	No objections raised	v1
2025/06/02	Student Council	Reviewed	No objections raised	v1
2025/06/02	Alumni Council	Reviewed	No objections raised	v1
2025/06/25	Board of Directors	Approved		v1