

### **DIRECT DEBIT INFORMATION**

- Your completed Direct Debit Instruction will be used for the collection of tuition fees, exam fees and travel payments which will enable the College to draw money for your fees from your bank account on the dates stated on the instruction.
- The College charges a £15 administration fee for all Direct Debit instalment agreements.
- The College reserves the right to verify your identity and bank details before accepting a Direct Debit agreement.
- Instalments falling on a weekend or public holiday will be payable the next working day.
- The final direct debit instalment must be collected at least one month prior to the end of your course.
- **If you cancel your Direct Debit Instruction without giving the College prior notice, full outstanding fees are to be paid immediately and you will be subject to debt recovery procedures.**
- The College reserves the right to charge a Dishonour Fee of £15 for unpaid or cancelled direct debits.
- **If you withdraw from your course, you are still liable for your outstanding fees in line with the rules set out within the College Fees Policy.**
- The College will not refund instalments due or bank charges unless due to a College error.

### **DIRECT DEBIT GUARANTEE**

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Kendal College will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Kendal College to collect a payment, confirmation of the amount and date will be given you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Kendal College or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Kendal College asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.