

Online Payment Terms and Conditions

This online payment system is provided by WPM Education Limited (company number 05811211) or its group companies ("Service Provider") on behalf of the University of Northumbria at Newcastle, a higher education corporation and exempt charity, whose principal office is at Sutherland Building, College Street, Newcastle upon Tyne, NE1 8ST ("University" or "we"). The University may update these terms from time to time and any changes will be effective immediately on being published on its website or otherwise notified to you.

Using the online payment facility on this website indicates that you accept these terms:

1. Fees and Payment

1.1 If you are paying online as a student, all online payment terms and conditions are subject to the rules and regulations of the University as set out in the [Handbook of Student Regulations](#).

1.2 All fees quoted are in GBP - UK £Sterling. Any currency conversion costs or other charges or costs incurred by you when making a payment or in processing a refund shall be borne by you and shall not be deducted from any fees payable to the University.

1.3 While the University tries to ensure the fees information contained within the online payment facility is accurate at the time it was published, we do not warrant that this is the case. If there is an error in such information, the University's Finance Department will notify you promptly upon becoming aware of the error. The correct fee will be payable notwithstanding any such error.

1.4 Online payments of fees can be made by credit or debit card. These payments are not collected by the University directly but by the Service Provider and its processor(s). On accepting these terms and conditions, the student (or the third party making payment) will be redirected to a website which is maintained and administered by the Service Provider. We are not responsible for the Service Provider's website or its content.

1.5 The student (or the third party making payment) will then be asked to submit appropriate personal and financial information to the Service Provider so that the online payment process can be offered.

1.6 Once payment has been processed by the Service Provider and received in cleared funds, the Service Provider will contact the University to confirm the details of the successful payment made by the student (or the third party making payment) and the student (or the third party making payment) will also receive a confirmation email.

1.7 In the event that the student (or the third party making payment) does not receive confirmation within 14 days of making, or attempting to make, the payment, it is the responsibility of the student (or the third party) to check with the University that the payment has been received in full.

1.8 The student (or the third party making payment) shall remain responsible for any fees until such time as the confirmation referred to above is received in relation to each fee owed to the University.

1.9 Payment will normally reach the University account to which a payment is being made within three working days and, if you are a student, this will then be updated onto your student account.

1.10 The University cannot accept liability for a payment not reaching the correct University account if the student (or the third party making payment) quotes or inputs an incorrect account number or incorrect personal details. Neither can we accept liability if payment is refused or declined by the credit/debit card supplier for any reason.

1.11 If the card supplier declines payment, the University shall be under no obligation to bring this fact to your attention. You should check with your bank/credit/debit card supplier that payment has been deducted from your account.

1.12 Every effort is made to keep the online payment facility up and running smoothly. However, the University takes no responsibility for and will not be liable for the online payment facility being temporarily unavailable due to any technical or other issues beyond our control.

1.13 In no event will the University be liable, whether in tort (including negligence), contract or otherwise, for any loss or damage of any kind including (but not limited to) loss of profits or income, loss of business or opportunity, loss or corruption of data or information, or indirect or consequential loss or damage, directly or indirectly, arising from or in connection with

your use of the online payment facility. Nothing in these terms and conditions will exclude or limit the University's liability (a) for death or personal injury caused by the University's negligence, (b) for fraud or (c) for any other liability which cannot lawfully be excluded or limited.

2. Refund Policy

Except as follows, once a payment has been verified and received by the University, the payment may not be cancelled. In certain circumstances the student (or the third party making payment) may be entitled to a refund in accordance with the University policy on refunds which is available [Finance Refund Policy June 2018](#). Refunds, if applicable, will only be made to the debit/credit card used for the original transaction.

3. Security

3.1 By agreeing to these terms and conditions, the student (or the third party making payment) accepts and consents to his/her personal data being provided to the Service Provider and its processor(s) for the purposes set out at paragraph 4.1 below. The Service Provider and its processor(s) may be located anywhere in the world.

3.2 All payment details which are entered through the online payment facility are encrypted when the student, or third party making payment, enters them. Communications to and from the Service Provider's site are encrypted.

3.3 The University shall not be liable for any failure by the student (or the third party making payment) to properly protect data from being seen on their screen or otherwise obtained by other persons during the online payment process. Nor will the University be liable for any failure by the student (or the third party making payment) to provide complete and accurate information in the course of the online payment process.

4. Data Protection

4.1 The University, the Service Provider and/or its processor(s) will only use information entered on this site for the following purposes:

- Administration of your payment and maintenance of your account with us, including the issue of receipts by e-mail and the administration of overpayments and refunds;
- To contact you about payments you have made;
- Prevention of fraud; and
- Debt recovery.

4.2 Occasionally, we might need to share your information with other organisations to fulfil the above purposes. We will not otherwise sell, license or trade your personal information to others. We do not provide your personal information to direct marketing companies or other such organisations. We do not store your credit or debit card information after payments have been processed.

4.3 By using the online payment facility, you consent to the collection, use and processing of your personal information in accordance with these terms and conditions.

5. Governing Law

This Agreement shall be governed by and construed in accordance with English Law under the jurisdiction on the English courts.