

Payment of Fees

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Students are reminded that University regulations dictate that fees are payable on demand and they should therefore settle any outstanding balance on their account immediately. Please note that the onus is on you to pay the account on time.

1 How and where to pay

You can pay by one of the following methods:

1.1 Card payment

Card payments can be made:

- online at the [Student Payment Website](#)
- by phone +44 (0) 118 378 6132 / 7764
- in person at the [Receipts Office](#). Please bring a copy of your statement with you.

You can use your **debit card** without the University levying a charge; however **credit cards and non-UK debit cards** will incur a 1% transaction fee, up to a limit of £50 per transaction.

We accept: VISA, VISA Electron, VISA Debit, MasterCard, AMEX, JCB and Maestro UK. The University **does not** accept Diners' International cards.

Please note the following when making card payments.

- Make sure you have sufficient funds in your bank account.
- Make sure that your credit card's limit will cover your payment.
- Contact your bank (for debit cards) or your card issuer (for credit cards) in advance to let them know that you will be making a payment to the University of Reading. Some card issuers automatically block transactions that don't fit your usual spend pattern or are over a certain amount of money.
- If the online payment system declines your transaction, call your bank or card issuer. They should be able to tell you why it was declined and may be able to authorise your card so that you can try again.

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1.2 PayPal

The University of Reading has partnered with PayPal to offer you more choice in how to pay your Tuition and Accommodation Fees. Please be aware that paying via PayPal will incur a handling fee of 1% of the Fee amount (up to a cap of £50 per transaction.)

1.3 Bank transfer with Western Union (UK & International)

The University of Reading has contracted Western Union Business Solutions, (previously known as Travelex), a specialist in global business payments, to provide you with a simple and low cost method of paying fees to the University of Reading in your own currency.

The payment process is simple. Once the payment application form has been completed, Western Union will provide you with an instant quote for payment of your Fees in your local currency via Western Union and this quotation is guaranteed for 72 hours. Once you agree to the offer, you will then be required to instruct your own bank (this can be done electronically) to transfer funds in your local currency to Western Union. Western Union will then forward a sterling payment on to the University.

As the transfer is initiated in your local currency there are **no additional expensive international bank charges**.

[Pay Now](#)

[General Enquiries about Western Union Business Solutions](#)

1.4 Cheque Payments

Please make all cheques payable to “University of Reading” and ensure that your 8-digit student record number is written on the reverse of the cheque. These can be sent by post to:

Receipts Office,
University of Reading,
PO Box 217,
Whiteknights,
Reading
RG6 6AH

Please note that if a cheque is dishonoured, an administration charge of £15 will be added to your account.

1.5 Cash Payments

Cash payments may only be made in person at the Receipts Office in Whiteknights House.

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1.6 Sterling Traveller's Cheques

Traveller's cheques may only be presented in person at the Receipts Office in Whiteknights House.

PLEASE NOTE

The University's bankers, in common with other UK banks, are subject to a series of regulations surrounding payments that originate, directly or indirectly, from a number of countries which are subject to economic sanctions. These countries are:

Cuba, Iran, North Korea, Myanmar (Burma), North or South Sudan, and Syria.

Students must not make payments to the University of Reading or Henley Business School originating from these countries without the University's prior approval. Should you be in any doubt about whether a payment falls into this category, or wish to discuss this further, please contact receipts@reading.ac.uk for further information.

2 **What is on the bill?**

Statements of account will be emailed to your University email account at the beginning of each term. The University regulations oblige you to refer to that account on a regular basis.

Details of the sum owed are available on your account and may include all or some of the following:

- Tuition Fee
- Accommodation charges
- Battels Deposit
- Battels Charges
- Other fees and charges

3 **Queries**

If you have a query about any items on your account you can contact us via

- [RISIS Web Portal](#) click Helpdesk (students) and log a call
- Telephone +44 (0) 118 378 5555
- Email helpdesk@reading.ac.uk

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4 Part-payments

If a student makes a partial payment in respect of an account or accounts for a number of different fees, the sum paid will be set against the various fee items in an order predefined by University policy.

Should you require a specific payment to be allocated in any other way you will need to make payment in person at The Receipts Office and inform the cashier of the item(s) that you wish to settle.

5 Refunds

It is possible that your account may show a credit balance. If this is due to an accidental overpayment you should log onto the RISIS webportal, click Helpdesk (students) and log a call. Refunds will be made to the card or bank account of the original payer, except where it is no longer possible to do so. You must ensure that your most up to date bank details (either a UK bank account or an international account) are on the webportal.

You must ensure that any payments from sponsors to the University are only for amounts due to the University. Any monies due to you from the sponsor must be made directly to you.

6 Penalties for non-payment

If you do not settle your debt to the University, some or all of the following actions may be taken:

- suspend your enrolment until such time as the debt is paid,
- require you to leave University accommodation if the debt relates to accommodation fees,
- withhold any examination results, certificates or confirmation of award including participation in the graduation ceremony if the debt relates to academic fees,
- pursue recovery of your debt through the legal process. The University will also seek recovery of the costs associated with the legal process.