

I am arriving in the UK to study at Brunel from a red list country in September, am I eligible?

Yes, you will be able to apply and be considered for the reimbursement if you depart or travel through a red list country from 1 July 2021 until the deadline to register on 31 October 2021.

I am arriving in the UK to study at Brunel from an amber/green list country in September, am I eligible?

Yes, you will be able to apply and be considered for the reimbursement if you depart or travel through an amber/green list country from 1 July 2021 until the deadline to register on 31 October 2021.

How and when will I know if I have been successful?

Your quarantine application will be assessed during November and December 2021, after the deadline on 31 October 2021. You should submit all the required information in line with the terms and conditions and will be notified by email in January once your application has been processed. We will request your bank details when we notify successful applicants.

Your PCR refund applications will be assessed in the first two weeks of November and students will be notified if their application has been successful during the third week of November. We will request your bank details when we notify successful applicants.

I am struggling financially; can I have my reimbursement before January 2022?

We are very sorry but due to the volume of applications and processing time, the earliest we expect to reimburse you is January 2022. If this changes (i.e. due to fewer red list countries) we will do all we can to reimburse you sooner. Once you are fully registered, the University offers an [Emergency Loan](#) of up to £200, but this does need to be repaid within four weeks of receiving the payment.

My course starts on 31 August 2021. Can I be considered?

Yes, students on courses starting from 21 July 2021 to 31 October 2021 are eligible to apply

When exactly can I have my refund/money?

You will be notified by email of the date when you will receive your refund. We expect this to be in January 2022.

I do not have a UK bank account now, can I still apply?

Yes, as long as you have a UK bank account by the time of payment you can apply.

I do not have a UK bank account, how will you pay me?

Unfortunately, we are unable to make payments to a non-UK bank account.

Can you just use the reimbursement/refund towards my fees or accommodation?

Unfortunately, this is a cash refund and we can only make payments to a UK bank account. You can then use this money to pay your tuition fees or accommodation fees as you wish.

How can I appeal against the decision?

We aim to follow a fair process in line with the terms and conditions for this offer. If you think our process hasn't been followed correctly, we value all feedback via our [Student Complaints process](#).

I cannot afford the hotel, can you pay this for me?

We are sorry but we ask you to pay this first and then apply for a reimbursement. When booking your quarantine hotel you may be able to request [a deferred payment plan](#) to help.

I have to pay 40% of my fees to register, can you use this money towards the amount?

Unfortunately, this is a cash refund and we can only make payments to a UK bank account. You can then use this money to pay your tuition fees or accommodation fees as you wish.

I have to pay a £350 deposit to secure a room, can you use this money towards the amount?

Unfortunately, this is a cash refund and we can only make payments to a UK bank account. You can then use this money to pay your tuition fees or accommodation fees as you wish.

I am sharing the hotel quarantine costs with my friends/family. Can I still apply?

Yes, as long as the evidence is in your name and you meet the conditions, you can apply. We are reimbursing up to a maximum of £1,750 so if you paid less then you would be reimbursed a lesser amount.

I have paid £1,450 for my quarantine hotel, can I still apply?

Yes, as long as the evidence is in your name and you meet the conditions, you can apply. We are reimbursing up to a maximum of £1,750 so if you paid less then you would be reimbursed a lesser amount.

I have paid £2,285 for my quarantine hotel, can I still apply?

Yes, as long as the evidence is in your name and you meet the conditions, you can apply. We are reimbursing up to a maximum of £1,750 so if you paid more then you would be reimbursed £1,750 to help towards your costs.

I am a returning student travelling from a red list country, am I eligible?

Yes, you will be able to apply and be considered for the reimbursement if you depart or travel through a red list country from 1 July 2021 until the deadline to register on 31 October 2021.

I am a returning student travelling from an amber/green list country, am I eligible?

Yes, you will be able to apply and be considered for the reimbursement if you depart or travel through an amber/green list country from 1 July 2021 until the deadline to register on 31 October 2021.

I am a returning Brunel student going on placement in the UK as part of my course, am I eligible?

Yes, as an enrolled Brunel student by October 2021 you can apply.

I will be undertaking my course at TWI in Cambridge, am I eligible to apply?

Yes, as an enrolled Brunel student by October 2021 you can apply.

I am starting at Brunel Pathway College in September, am I eligible to apply?

Brunel Pathway College will refund £750 of the quarantine fee to those travelling from or through a red list country. You can find out more information and terms and conditions [here](#).