

Last updated: July 2026

This document applies to the Deposit/Pre-enrolment refund procedures and should be read in conjunction with the Tuition Fee Policy.

The extenuating circumstances stated in the table below are deemed to be reasons outside of the Offer Holder's reasonable control. Examples of required evidence are provided as guidance. All evidence must be signed, dated and written in English.

We can only accept the following file formats: PDF

Circumstance	Examples of acceptable documents
Serious illness	An original medical certificate/letter, dated from the time of your illness, from an appropriate medical professional confirming the nature of the illness, the diagnosis, and the likely impact it is having on your ability to undertake a study at LSE.
Disability or long-term medical condition	An original medical certificate/letter, dated from the time of your illness, from an appropriate medical professional confirming the nature of the disability or long-term medical condition, the diagnosis, whether it is a pre-existing condition, and the likely impact it is having on your ability to undertake a study at LSE.
Immediate family bereavement	Immediate family members are limited to: • Parent or legal guardian • Spouse or civil partner • Child • Sibling As evidence, we would expect one of the following documents: • Death certificate • Official notification of death issued by a government authority • Letter from a solicitor, hospital, funeral director, religious leader, or other professional authority confirming the death • Other equivalent evidence accepted at the discretion of the Graduate Admissions Office
Victim of Crime	A written statement of events which is supported by written evidence from the Police or official court or police correspondence. Where the impact of the crime has led to a medical or other professional consultation, an original medical certificate or letter from an appropriate medical professional confirming the likely impact the reported crime had/is having on your ability to undertake a study at LSE.

If you are unable to meet the standard as set out above, then you should submit any corroborating evidence that you do have.

If you are affected by acts of war or natural disasters, you may want to explain your circumstances and provide reasonable evidence to support your case. The refund decision will be made on a case-by-case basis.

Any evidence presented from a health professional or other professional body listed above must normally meet the following standards and should be:

- **Written by appropriately qualified professionals** (e.g. health professional, police authority) who are independent

from you.

- **On headed paper and signed and dated by the author.** Evidence presented by email may be acceptable in some circumstances but only if the email has been sent by the author from the official domain name of the author's organisation. Where evidence is submitted in email form LSE reserves the right to request further information from the Offer Holder.
- **Unaltered.** Documentation that has been amended for any reason will be deemed inadmissible by LSE.

You are asked to note that the following evidence is normally not acceptable:

- Technical medical reports that do not contain the required information set out above
- Prescriptions and/or X-Rays/other medical scans
- Statements from family and/or friends
- We do not accept any form of video or photographic evidence