Guidelines

1.0 This information applies to both new and continuing students registered at the University of Reading who are undertaking study in the 2021-2022 academic year at the Whiteknights and London Road (UK) campuses and who are eligible for the University of Reading Quarantine Support Package 2021/22 (henceforth referred to as ‘the Support Package’).

1.1 The Support Package is funded by the University of Reading. Support will be applied as a discount to tuition fees for the 21/22 academic year, with claims submitted using a form provided by the University.

1.2 The Support Package has two elements and eligible students may avail themselves of support for one or other of these (but not both) and on a one-time basis. Details as follows:

- **Government Quarantine Hotel Package** – Reimbursement up to a maximum amount of £2,285 for eligible students ordinarily resident in and arriving from red list countries/territories where such quarantine is required by the UK Government (“Red List Countries”).

- **Travel COVID-19 Testing (available for non-Red List Countries)**  
  **Arrival in the UK before 0400 4 October 2021** – (i) Reimbursement up to a maximum of £70 per test for up to three tests (£210 maximum) for eligible students ordinarily resident in and arriving from amber list countries/territories where such testing is required by the UK Government (“Amber List Countries”); or (ii) Reimbursement up to a maximum of £70 for one test maximum for eligible students ordinarily resident in and arriving from green list countries/territories where such testing is required by the UK Government (“Green List Countries”); or (iii) Reimbursement up to a maximum of £70 for one test maximum for eligible students ordinarily resident in and arriving from Amber List Countries/territories who satisfy the UK Government amber list rules for fully vaccinated travellers.

  **Arrival in the UK from 0400 4 October 2021** – (i) Reimbursement up to a maximum of £70 for one test maximum for eligible students who qualify as fully vaccinated by the UK Government; or (ii) Reimbursement up to a maximum of £70 per test for up to three tests (£210 maximum) for eligible students who are unable to satisfy the UK government’s fully vaccinated criteria.

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1 The cost of the Government Quarantine Hotel Package prior to 12 August was £1,750. Students arriving in the UK from Red List Countries between 1 and 11 August 2021 (inclusive) who successfully make a claim for reimbursement under this Support Package will be compensated at a rate of £1,750, subject to satisfying the eligibility criteria.
1.3 Reimbursement made through the Support Package will take the form of a discount of tuition fees for in the 2021/22 academic year. Under no circumstances can costs be covered in advance by the University. The only exceptions where a form of reimbursement other than a discount against tuition fees may be applied will be in cases where this form of credit is impractical e.g.:

1.3.1 Students in receipt of a full tuition fee scholarship from the University of Reading in the 2021/2022 academic year.

1.3.2 Students who have paid their tuition fees for the 2021/22 academic year in full in advance of commencing their studies.

1.3.3 Students whose 2021/2022 tuition fees are paid in full by an external organisation and that sponsor will make no contribution towards the hotel quarantine / COVID-19 testing costs incurred by the student.

1.4 The Support Package is designed to align with UK Government travel guidance and, specifically, the requirements in relation to quarantine and mandatory COVID-19 testing. The University reserves the right to amend or withdraw the Support Package at any time, if the UK Government modifies or withdraws the rules that it has put in place.

**Eligibility Criteria**

To be eligible for the Support Package, students must:

2.0 Be enrolled for study on a University of Reading programme of at least 6 months duration for which attendance at the Whiteknights and London Road (UK) campuses is required and a tuition fee is payable. Students whose registration is suspended or are in any other way not fully enrolled are ineligible. Students who do not pay a tuition fee directly to the University (for example students attending the University on an Erasmus+ and bilateral exchange basis) are ineligible.

2.1 Be ordinarily resident outside the UK or Republic of Ireland.

2.2 In respect of Government Quarantine Hotel Package: on the date of arrival in the UK, be ordinarily a resident of, and travelling from, a Red List Country and be required to quarantine in a quarantine hotel by the UK Government.

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2 The University will have discretion as to how reimbursement other than a discount of tuition fees is applied, taking into account the student’s circumstances. In the case of students living in University accommodation, it is likely that the discount will be applied to a future invoice for hall fees.

3 EU citizens with pre-settled or settled status are ineligible on the basis it is expected that they are residing in the UK. Students who are ordinarily resident in the UK or Republic of Ireland who have elected to travel overseas immediately prior to commencing their studies (e.g. for holiday) are also excluded from the Support Package. Eligible travel must be for the sole purpose of getting to the University of Reading from a country other than England, Northern Ireland, the Republic of Ireland, Scotland and Wales in order to undertake a programme of study.
2.3 In respect of Travel COVID-19 Testing: on the date of arrival in the UK, be ordinarily a resident of and travelling from non-Red List Countries and be required to carry out COVID-19 Testing by the UK Government.

2.4 Be enrolled as a new student or re-enrolled as a continuing student for study in the 2021/22 academic year. The latest date of enrolment for most autumn term starters is 15 October 2021 but you should refer to your offer of admission or re-enrolment messaging for confirmation of the last enrolment date for your programme of study. Students whose course commences or re-enrolment is at another time in the 2021/22 academic year are also eligible, subject to the Support Package remaining in operation at the point they travel to the UK.

2.5 Have a valid visa entitling them to study in the UK (if required) and satisfy all appropriate immigration, quarantine and/or COVID-19 testing requirements specified by the UK Government at the time of travel.

2.6 Have completed all the appropriate application, enrolment or re-enrolment processes of the University including the provision of such evidence of compliance with the Eligibility Criteria as the University may reasonably require.

2.7 Submit any claim for reimbursement within specified deadlines, using the University’s claim form, attaching official receipts in the required format.

Terms and Conditions

3.0 The Support Package will only be offered to students who satisfy the Eligibility Criteria and the Terms and Conditions. Spouses, parents/guardians, dependents and third parties are excluded.

3.1 It is the student’s sole responsibility to determine what requirements apply in relation to travel to the UK from their country of origin.

3.2 The Support Package has been approved for the 2021/22 academic year only and remains in place for as long as the applicable UK Government quarantine and/or COVID-19 testing rules apply during that period. The Support Package is subject to change in line with UK Government rules and if UK Government rules are changed so that students are no longer required in law to quarantine or take mandatory COVID-19 tests following their arrival in the UK, this Support Package will no longer apply. The University may withdraw or amend these terms and conditions at any time (including reducing the amount of financial support under the Support Package that is available). The date of arrival in the UK by the student is taken to be the date on which the UK Government rules and the provisions of the Support Package apply.

3.3 The Support Package is only available for eligible students arriving in the UK from and including 1 August 2021. Claims to the Support Package must be made to the University within 60 days of arrival in the UK and no later than 30 June 2022 (whichever is sooner).

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4 Students attending Pre-Sessional English Courses in August 2021 who are able to travel to the UK, who satisfy the eligibility criteria are eligible for the Support Package provided that they make the transition to a degree programme or continue their language studies into the 2021/22 academic year. The Support Package is not available to students arriving in the UK prior to 1 August 2021.
3.4 The Support Package covers only the specified costs incurred upon arrival in the UK. Under no circumstances will the University reimburse expenses incurred in another country (this includes any mandatory pre-departure COVID-19 testing that may be required).

3.5 The Support Package will not reimburse any additional expense incurred by the student as a result of having to extend their period of quarantine due to a positive COVID-19 test.

3.6 The Support Package will not apply to students who have traveled via a country with a higher risk rating than their ordinary country of residence. For example, a student ordinarily resident in an Amber List country will not be able to submit a claim under the Support Package where that student travels via a Red List Country.

3.7 A claim may be made to the Support Package only once and for one of the elements of support being provided only – namely Government Quarantine Hotel Package or COVID-19 testing. Students claiming for more than one COVID-19 test (as permitted under the Support Package), should submit their claim after the final test has been taken, detailing all the tests taken in a single submission. Failure to submit all tests taken in a single claim will result in any subsequent claims being disregarded.

3.8 The student must supply copies of any documentation supporting their claim under the Support Package as reasonably requested by the University.

3.9 The University will publish details of the Support Package on its website and endeavour to email any students it thinks may be eligible for the Support Package, setting out the process for making a claim to the Support Package. No claim for reimbursement may be made until such time as the process for submitting an application to the Support Package has been formally announced and the appropriate systems are in place. The University shall endeavour to make the claim form, which must be completed and submitted by eligible students, available on the website from 1 September 2021.

3.10 Reimbursements for courses starting in September will be applied as a discount to students' second tuition fee instalment which is due by the start of their second term (January 10th, 2022). For students enrolling on courses with start dates later in the year, a similar approach will apply, with a discount applied to second tuition fee instalment.

3.11 The University reserves the right to refuse to pay any claims made under the Support Package or to seek to recover any monies paid under the Support Package where the student has failed to pay a minimum of 50% of their tuition fees and /or failed to comply with these terms and conditions.

3.12 Hotel quarantine must be undertaken in a UK government approved hotel. COVID-19 testing must take the form of a one of the UK government approved tests. The University is unable to make any recommendations in relation to either and students are entirely responsible for making appropriate arrangements.

3.13 If a student has previously received assistance through the Support Package and returns to their own country or undertakes travel to any other destination outside the UK during the 2021/22 academic year, no further claim may be made to the Support Package.
3.14 The student is responsible for mitigating the costs associated with the Quarantine Hotel Package and Travel COVID-19 Testing as far as reasonably possible and we reserve the right the request evidence from you that you have done so. Failure to mitigate any costs may result in your claim for reimbursement under the Support Package being refused or reduced.

3.15 In submitting an application to the Support Package, students are deemed to have agreed to the above terms and conditions.

3.16 If you wish to appeal the outcome of a claim you have submitted under the Support Package, you may do so setting out your grounds for appeal in writing to international@reading.ac.uk. Your appeal will be reviewed and a final decision on your claim will be made by the Pro-Vice Chancellor (International). There will be no further right to appeal.

3.17 Any queries should be addressed to international@reading.ac.uk

11 August 2021 (Updated 30 September 2021)