



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■



PAYMENT POLICY TERMS AND CONDITIONS



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Payment Policy – Terms and Conditions

Principles

The London School of Economics and Political Science (‘LSE, the School’) is committed to providing an efficient, compliant and cost effective payment collection and payment processing service, which reflects our commitment to putting Offer holders, students and customers first. The School is required to ensure that all payments are processed safely and securely and that measures are in place to safeguard our students and customers against risks of fraud, money laundering and personal data breaches by offering payment solutions with approved payment service providers and partners.

The Finance Division are responsible for the Schools Payment Acceptance Strategy and associated operations. We work in collaboration with multiple stakeholders across the School to offer the best in class payment experience which is efficient, complaint and costs effective.

Purpose and Background

This Payment Policy sets out

- Payment Portal terms of use
- Payment Terms
- Payment Options
- Payment Penalties

This Policy should be read in conjunction with the [Credit Management Policy](#), which advises how the School will deal with customers who fail to pay. This Payment Policy forms part of the contract between you, the payer, and the School.

The School’s payment portals facilitate early or advance payments for Offer holders, students, sponsors and family members. Advance payment is defined as a payment that is made where an invoice has not yet been raised/issued by the School.

GDPR: Data Collection and Privacy

The Payment Policy also serves as a Privacy Policy between you the *User* and the London School of Economics and Political Science. This Policy applies to our use of any data collected by us or provided by you as part of the payment process.

The School will collect personal information from customers and payers for the purpose of processing your payment when you access our payment portals, this information may include personal identifiable information. We may pass this information to our approved Payment Services Provider(s) so they can deliver their service.



Please note:

- Any other data captured as part of the payment portal registration process will be stored securely, we will use this information for internal purposes and will never disclose this data to any third party unless required by law, or where there is evidence of fraud or money laundering.
- If there is evidence of fraud, we will notify the appropriate parties, including payment service providers and crime agencies.
- We will store the data for no longer than may be needed to meet our identified statutory and/or legitimate business requirements.
- By granting permission for someone to make a payment on your behalf, you are agreeing for us to share information submitted during the payment process with your chosen third-party payer.
- Contract is the lawful basis for processing personal data.
- For queries related to GDPR and Data, including FoI and DPA requests please email Rachael Maguire secdiv.gdpr@lse.ac.uk

Confidentiality: Passwords, access numbers and account numbers

When using the Schools payment portals you will be provided with a confidential password, access number and/or account number¹. It is your responsibility to keep this information confidential and to notify the School as soon as you are aware that your details have been compromised by authorised or unauthorised persons.

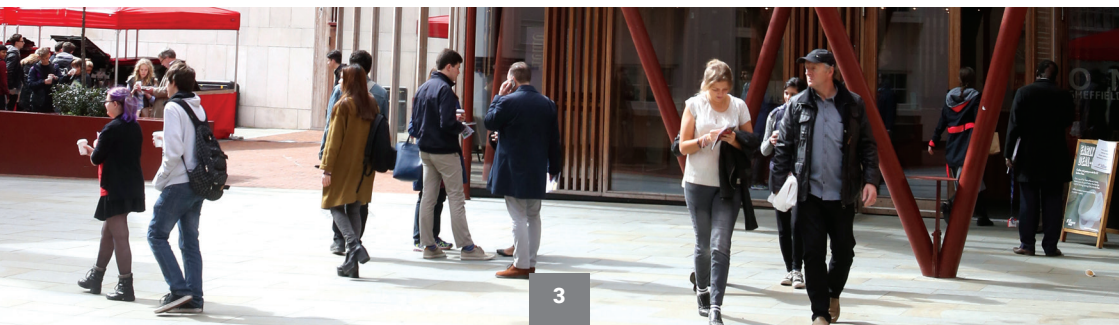
Please be advised: If you knowingly share any of this confidential information, then you will be responsible for any and all charges, losses or any liability incurred that may arise from those persons having access to your information. The School will not be held liable.

¹ Donor payments: A person or entity making a payment to the School does not require an account or password, donations can be made using the Schools approved [donations webpage](#).



Customer definitions:

Customer Type	Description
Offer Holder:	A person who has made a formal application to study at LSE and has received an offer.
Student:	An applicant who has enrolled at the LSE on an eligible programme of study.
Family Member:	A family member is defined as a spouse, father, mother, grandfather, grandmother, sibling, biological uncle or aunt or legal guardian including adoptive parents.
Sponsor:	A sponsor is a company, government body, employer, charitable or third party non-domestic organisation. Please note a relative, individual or friend is not deemed an official sponsor.
Commercial customers:	Any organisation that has a separate identity for the purpose of commerce, trading or business other than a named person or individual. Sole traders using their personal details for trading will be included in this category if the purpose of the business is classed as commercial trading.
Research funders:	A research funder is an entity that funds a specific research project through a research contract or grant and includes institutions or organisations that act as Lead Partner for the purpose of receiving and passing on research income on behalf of the research funder on collaborative projects.
General Public customer:	An individual that purchases goods or services, including but not limited to catering and residential services.
Donors	A person or entity who makes a voluntary transfer of money, with philanthropic intent.





Section 1: Payment Acceptance

- 1.1 Use of the Schools payment portals [Appendix 1] is subject to the terms outlined in this Policy.
- 1.2 All customer types are required to pay invoices and charges through the Schools approved payment portals [See Appendix 1] and in accordance with the terms and conditions set out in this Policy, with the exception of donor payments.
- 1.3 Donor Payments: Philanthropy and Global Engagement (PAGE) offer a selection of 'Ways to Give' for further information please visit <https://shapingtheworld.lse.ac.uk/ways-to-give>
- 1.4 The School works in partnership with approved payment service providers to ensure that all payments are processed safely and securely.
- 1.5 Students and customers should never share their username and passwords with a third party, sharing details with a third party would be deemed a breach of this policy.

Offer holders/Students

- 1.6 Offer holders and students who are self-funded² and will be paying their fees from their own bank account/credit/debit card will be granted access to the Schools [**Student Payment Portal**](#).
- 1.7 The Student Payment Portal is a student's personal fee payment account, when accessing this portal, a student will be able to view invoices and payment plans, if applicable. A student can make an advance payment and pay a deposit (where applicable) towards their fees prior to their enrolment at the School.
- 1.8 The School does not allow payments from unregistered third parties (family members or sponsors) to be made through the Student Payment Portal. Only Offer holders and students are allowed to pay fees using their own personal funds from a credit/debit card or from their own bank account.

²Self-funded is defined as a student who is paying their fees directly to the School.



Family members

- 1.9 Offer holders and students that have a family member who would like to pay fees on their behalf will need to register the family member in the Financial Undertaking Form. We allow up to 3 active family members to be added to your account. As part of the registration process, you will be required to enter personal details about the family member, including:
- Full official name
 - Full Home address
 - Date of birth
 - Nationality
 - Occupation
 - Country of residence/domicile
 - Email address
 - Mobile phone
 - Relationship to student
- 1.10 Registered family members will have access to the **Family Members Payment Portal**, if you do not want your family member to access information about your fees you should not register them. Registered family payers will be able to view:
- Invoice details
 - Instalment plan details
 - Amount paid against the invoices and instalments, including the value outstanding
- 1.11 Family members will be sent instructions after they have been registered by the Offer holder/student. The family member will be required to validate the information you have submitted prior to access being granted. Once your family member is fully registered, they will be issued with login details and a link to make payments. As the account holder, we recommend that Offer holders/students review registered users and flag any issues to Fees, Income and Credit Control by emailing fees@lse.ac.uk
- 1.12 Offer holders and students can request that a family member is deactivated by emailing fees@lse.ac.uk



Sponsors

- 1.13 Third party sponsors who are paying fees on behalf of an applicant/student will be granted access to the **Sponsor Payment Portal**. The portal will display all current outstanding invoices as well as paid invoices.

There is an option to make an advance payment (*Commonly referred to as payment on account*), this is used where an invoice has not been issued/generated.

- 1.14 We will only accept payments from the registered sponsors bank account.
- 1.15 Sponsors can generate a statement of account and download invoices from within the Sponsors Payment Portal.
- 1.16 The LSE reserves the right to disable or terminate access for third party payers or sponsors at any time if you or the third-party payer breaches the terms and conditions of this Payment Policy, or the registered sponsor is no longer providing an applicant or student with financial support.

Commercial customers & Research funders

- 1.17 Commercial customers and Research funders will be given access to the **Commercial Finance Hub**. This portal will enable customers to manage their own details and payments, in an intuitive self-service interface.
- 1.18 The portal will display all current outstanding invoices with the option to make a payment via our approved payment service provider.
- 1.19 Customers can access transaction histories and run and download statements.
- 1.20 The LSE reserve the right to disable or terminate access to the Commercial Finance Hub if the terms and conditions of this Payment Policy are breached or if the account has remained inactive or unused for more than 1 year. Accounts can be reactivated upon request or when new activity is recorded.

Donors

- 1.21 Donors may make donations through Anthology Encompass, this portal enables donors to make a one-off donation or set up a recurring donation.
- 1.22 All donation pledge payments are managed in accordance with the School's **External Funding Acceptance Policy**. All Services related to donations are provided by the **Philanthropy and Global Engagement Division**.



General Public customers

- 1.23 The School welcome customers from the general public in both our catering outlets and Halls of residence, customers from the general public will be bound by this Payment Policy.
- 1.24 Payment will be processed at the Point of Sale in LSE catering outlets, per section 4 of this Policy.
- 1.25 Payment for residential bookings must be made per the terms and conditions of the booking. For further information please visit the Accommodation and LSE Residences [website](#).
- 1.26 If the School is made aware of or uncovers fraudulent activity, we will report this to the appropriate authorities, per section 7 of this Payment Policy.



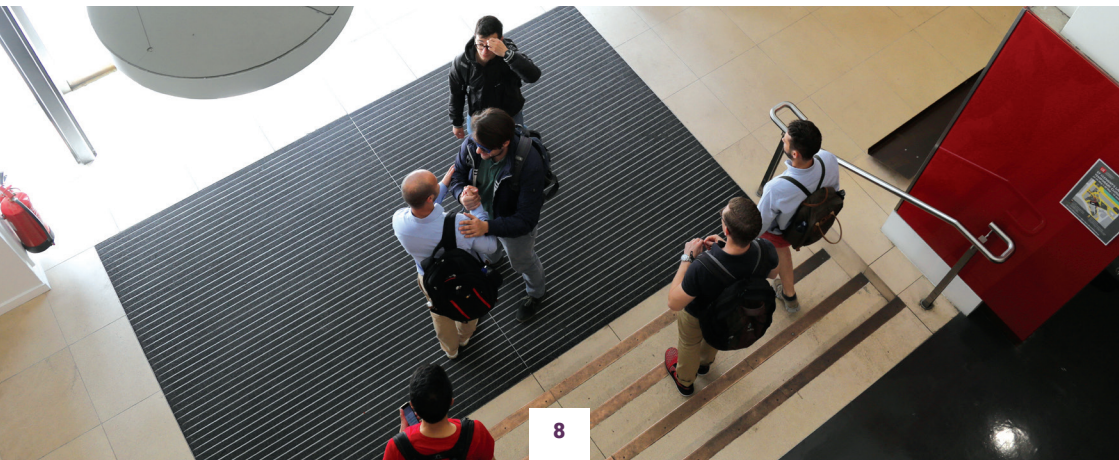


Section 2: Consent to Share

- 2.1 The School cannot disclose any information about a specific account without the prior consent of the account holder, except as indicated in the GDPR: Data Collection and Privacy.
- 2.2 Offer holders and students who would like another person to be able to contact the Fees, Income and Credit Control Office on your behalf, must complete a **[Consent to Share Form](#)** (CTSF). This form enables Offer holders and students to set up consent for an individual or third party.

Note: Consent to share does not serve the same function as adding a family member or sponsor to your payment account, the consent to share disclosure enables us to discuss your full financial account with the nominated individual(s).

- 2.3 Sponsors and Commercial customers that would like to add a named contact should submit a request on company headed letter and include
 - 1 Reason for adding
 - 2 Full name of new contact
 - 3 Address if different
 - 4 Email address of new contact
- 2.4 Consent can be withdrawn by the account holder at any stage, requests should be submitted to **fees@lse.ac.uk** from the registered email address of the account holder or in the case of a sponsor or commercial customer, the registered business email address.
- 2.5 The School reserves the right to pause or withdraw consent at any time, we will write to you and advise if this decision is taken.





Section 3: Payment terms

- 3.1 Offer holders and students are expected to pay their fees in line with the [Tuition Fee Policy](#).
- 3.2 Offer holders and students are expected to pay their accommodation fees in line with the terms of their [Accommodation contract](#).
- 3.3 Family members can pay fees tuition and accommodation fees in line with the [Tuition Fee Policy](#) and [Accommodation contract](#).
- 3.4 Sponsors are expected to pay invoices within 30 days net of invoice date unless otherwise specified.
- 3.5 Commercial customers are expected to pay invoices within 30 days net of the invoice date unless otherwise specified. The School may undertake a credit risk assessment and the outcome may determine the final payment terms. **Please note:** The minimum invoice value is £10 (inc VAT). Products or services below this value should be paid via the [Online Store](#).
- 3.6 Research funders payment terms are outlined in the Research contract/award. Late Research funders payments are exempt from interest and late payment charges unless specified.
- 3.7 Donors are encouraged to make donation pledge payments within 30 days net of the pledge reminder date unless otherwise specified. Unpaid pledge payments are subject to donation collection procedures administered by the Philanthropy and Global Engagement Division³.
- 3.8 General Public customers paying for residential bookings must pay charges in line with the [terms and conditions](#) of the booking. For further information please visit the Accommodation and LSE Residences [website](#).
- 3.9 The School reserves the right to request full or part payment in advance dependant on the service or product supplied, and this condition, if applicable will be clearly communicated in advance. if the required payment is not paid, we reserve the right to restrict or withhold services as illustrated as per the [Credit Management Policy](#).
- 3.10 The School may request payment at the time of service or point of sale, this condition, if applicable will be clearly communicated in advance.
- 3.11 Commercial and sponsor Invoices not paid within 30 days of invoice date will be deemed overdue, and recovery will be initiated per the [Credit Management Policy](#)⁴.

³ Late donation payments are exempt from the Credit Management Policy.

⁴ Commercial invoices for corporate sponsorship funding administered through the Philanthropy and Global Engagement Division are exempt from the Credit Management Policy



- 3.12 The School reserves the right to restrict, pause or suspend services if payment is not made or remains overdue as per the [Credit Management Policy](#).
- 3.12 The School may apply late payment fees or statutory interest for commercial invoices past due, this will be 8% plus the Bank of England base rate for business-to-business transactions.
- 3.13 Invoices for all customer types are transmitted electronically, we do not send hardcopy sales invoices through the post. Students can download self-funding invoices via the Finance Hub, sponsors can download invoices via the Sponsor Payment Portal and Commercial customers can download invoices via the Commercial Finance Hub.

Table 1 Interest and Late Payment Charge table for Commercial Customers

Amount of debt	Charge	Interest
Up to £999.99	£40.00	8% plus BOE base rate
£1,000 to £9,999.99	£70.00	8% plus BOE base rate
£10,000 or more	£100.00	8% plus BOE base rate





Table 2: Customer types and payment terms summary

Customer Type	Service	Request to pay	Payment terms
Offer holders and Students	Tuition and Accommodation fees	Invoice	Termly payment plans ⁵
Sponsors	Tuition and Accommodation fees	Invoice	30 days net from date of invoice
Commercial	Goods or Services	Invoice	30 days net from date of invoice
Commercial	Events/Room hire	Invoice	In advance of event and subject to Terms and Conditions.
TRIUM EMBA	Student MBA Fees	Invoice	Per Payment Plan
Research funders	Research	Claim by LSE	30 days net unless otherwise stated in the contract or funders terms and conditions
Commercial, students, staff	Products and services	Online store	Due at point of sale
Students, staff, public	Catering Outlets	Point of Sale	Point of purchase
General Public Customers	Accommodation	At point of booking unless otherwise stated	Prior to arrival
Donor	Donations	Point of donation transaction or donation pledge reminders	Point of transaction or donation payment plan

⁵ For further information see: <https://info.lse.ac.uk/staff/divisions/Finance-Division/Fees-Income-and-Credit-Control/Tuition-Fees>



Section 4: Payment Methods and Currency

- 4.1 The School accepts credit and debit cards, wire and alternative payments methods, full details can be found in appendix 2.
- 4.2 Payments must be made via the Schools recognised payment portals, the School will not accept direct payments to our bank account unless otherwise advised⁶.
- 4.3 Payments for food and drink in LSE catering outlets will be processed at the point of sale. The LSE operate a Food Club loyalty scheme, that enables points to be earned for food and drink. See [Terms and Conditions](#) for further information. Note: The Points are non-transferable.
- 4.4 Hospitality orders and payment are exempt from this Policy.
- 4.3 The School does not accept:
 - Cash or cash equivalents for any services, events or goods.
 - Personal or commercial cheques or banker's drafts unless for the purpose of a donation. Please see Philanthropy and Global Engagement (PAGE) selection of 'Ways to Give'
 - Direct debits⁷ or recurring card payments, unless for the purposes of a donation.
- 4.4 Invoices for tuition and accommodation fees will be billed in GBP unless specified.
- 4.5 Commercial invoices⁸ can be issued in GBP, Euro or USD subject to the terms and conditions of the contract.
- 4.6 Products and events advertised on the Schools Online Store are billed in GBP only.
- 4.7 Accommodation charges for students, facility and general public are billed in GBP only.

⁶ The School may on occasion process payments through a PDQ machine.

⁷ Unless governed by a specific commercial contract

⁸ Research contracts can be issued in currency specified on the contract/award.



Section 5: Discounts and Payment Plans

- 5.1 The School does not offer discounts for early payment of tuition or accommodation fees.
- 5.2 The School offers an interest free payment plan option for enrolled self-funded students, the School reserve the right to alter and change the payment terms for this payment plan. Please see the [Student Fees Policy](#) for further information.
- 5.3 Summer School fees should be paid in full and in advance of the course commencing. See Section 7 [Student Fees Policy](#), nonstandard fee groups for further information.
- 5.3 The School does not offer payment plans for sponsors or commercial customers or for family members paying fees on behalf of a student.
- 5.4 The School occasionally offers special offers discounts for the General Public when booking LSE accommodation, please always refer to the [Terms and Conditions](#) for full information.





Section 6: Refunds

- 6.1 The School will pay all refunds to the original payer by the original payment method; this is known as “return to source” and is in accordance with money laundering regulations. Refunds are **not transferable** to third parties.
- 6.2 If we are unable to return the funds to the original source, then we will contact and advise you. We will initiate a process to collect bank account details from the original payer. We then issue you or your organisation with a secure link so bank details can be provided. As part of this process, we will ask you or your organisation to provide a recent bank statement. This statement should include your name, or organisation name, address and bank account details [Bank Account number, Sort Code, Bank Account Address]. For applicant/student refunds we may also request a recent utility bill or proof of ID, we will use this information to validate the bank account details you have provided, if the details match, we will authorise the refund.
- 6.3 The School is not liable for any currency differences or bank charges.
- 6.4 If a refund has been processed and a customer advises that the funds have not been received within 14 business days, the School will investigate. If the refunds have been made by card we will provide you with an ARN number [Acquirer Reference number] upon request, customers should use this number to track their refund with their bank. If the refund has been settled via another means [Direct deposit to account], the School will provide evidence of this transaction, upon request.
- 6.5 All refunds for over £10,000.00 require authorisation from the Chief Finance Officer and an approved manager within Fees, Income and Credit Control. Further information for students can be found in the [Student Fees Policy](#) and [Student Refund and Compensation Policy](#).
- 6.6 Refund terms for products listed on the Online Store will be displayed at the product level, please visit the [Online Store](#) for further information.
- 6.7 Refund terms for General Public customers booking LSE accommodation can be found [here](#).



Section 7: Fraud and Payment Security

- 7.1 All LSE payment streams that involve debit and credit card transactions will be compliant with PCI DSS. Please see the Schools [PCI DSS policy](#) for further detail.
- 7.2 The School is required to comply with [Anti Money Laundering regulations](#).
- 7.3 All payment portals are GDPR compliant.
- 7.4 Our payment platforms will ask for personal information about the payer, this information will be used and passed onto to our payment services providers to detect fraud and money laundering.
- 7.5 The School works with PSPs (Payment Service Providers) to ensure that our business has adequate fraud monitoring systems that alerts us and our PSPs to the threat of fraud or money laundering.
- 7.6 If fraud is identified by our PSP or by the School a formal investigation will be initiated and a responsible officer in the Finance Division will be appointed to handle the investigation.
- 7.7 If you are the victim of fraud, we recommend that you contact your bank immediately, your bank may advise you to contact the Police. You should report the incident to [Action Fraud](#) and contact [Fees, Income and Credit Control](#) so we can initiate an investigation.
- 7.8 All incidents of suspected fraud and fraud are logged for audit purposes.
- 7.9 If fraud or money laundering has been detected, the School will notify our payment partners and advise the appropriate authorities, including the National Crime Agency.

Further information:

The Information Security (Infosec) and Risk and Compliance Team have a wealth of resources including how to manage data, protecting your online identity and devices and how to assess technology risk at LSE.

You can contact the team by emailing dts.cyber.security.and.risk@lse.ac.uk or by visiting their website [here](#).

Students should refer to the [Student Fraud Guide](#) for essential hints and tips.



Section 8: Tracking payments

- 8.1 Payers can track payments using the tracking tools provided by our payment service providers, please see [appendix 2](#) for availability.
- 8.2 Offer holders and students can access their Student Finance Hub account once they are registered, all payments received will be displayed under the receipt's icon.
- 8.3 Commercial customers can view payments through their Commercial Finance Hub account.
- 8.4 Sponsors will be issued with receipts upon request.

Terms of Policy

*Please note the School reserves the right to change, amend or alter our strategy and policy at any given time if considered appropriate and necessary to do so. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this Policy. Whilst we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability of the information, contained in this the Policy for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising out of, or in connection with, the use of this Policy.

For the avoidance of doubt, only Fees, Income and Credit Control staff are authorized to provide a definitive statement on payments options/solutions. All other payment information provided by nonauthorized staff shall be considered advisory only and non-binding to the School. Students or staff requiring definitive confirmation should contact Fees, Income and Credit Control by emailing fees@lse.ac.uk



Appendix 1: Portals by customer type

Payer type	Payment for	Portal link	Support Team
Offer holder and students	Paying tuition or accommodation fees including Summer School tuition fees.	Link	info.lse.ac.uk/ficccontactus
Offer holders and students	Summer School accommodation fees	Link	Residential and Catering Services
Offer holders and students	Online application payments/admin fee	Link	Graduate Admissions Office
Offer holder and students	Residential deposits payments	Link ⁹	Residential and Catering Services
Parent, Guardian or family member	Paying tuition or accommodation fees on behalf of a student ¹⁰	Link	info.lse.ac.uk/ficccontactus
Sponsors	Paying tuition on behalf of a student	Link	info.lse.ac.uk/ficccontactus
Commercial customers	Invoices for services or events	Link	info.lse.ac.uk/ficccontactus
Offer holders, students, staff, General Public	Products or Services	Link	info.lse.ac.uk/ficccontactus
General Public (Guests)	Vacations – Accommodation ¹¹	Link ¹²	Residential and Catering Services
Faculty	Faculty Accommodation	Link	Residential and Catering Services
Donors	One-off donations or a recurring donation	Link	PAGE

⁹ Residential deposits are paid via Hallpad.

¹⁰ Parents, Guardians and Family members cannot pay for Summer School accommodation via the Family member payment portal.

¹¹ LSE Vacations is only available to the general public during the student vacation periods in spring, summer and winter

¹² Guests should only access this portal to pay after they have selected their hall, dates and room type



Appendix 2: Payment methods by customer type

Payer type	Payment for	Portal link	Payment options/ methods	Payment tracking available
Offer holders and students	Paying tuition or accommodation fees including Summer School tuition fees.	Link	Credit or Debit card, Bank, Wire Transfer and Alternative Payment Methods.	✓
Offer holders and students	Summer School accommodation fees	Link	Credit or debit card	
Offer holders and students	Online application payments/admin fee	Link	Credit or debit card	
Offer holder and students	Residential deposits payments	Link ¹³	Credit or debit card	
Parent, Guardian or family member	Paying tuition or accommodation fees on behalf of a student ¹⁴	Link	Credit or Debit card, Bank, Wire Transfer and Alternative Payment Methods.	✓
Sponsors	Paying tuition fees on behalf of a student	Link	Credit or Debit card, Bank, Wire Transfer and Alternative Payment Methods.	✓
Commercial customers	Invoices for services or events or sponsored accommodation fees	Link	Credit or Debit card, Bank, Wire Transfer and Alternative Payment Methods.	✓
Offer holders, students, staff, General Public	Products or Services	Link	Credit or debit card	

¹³ Residential deposits are paid via Hallpad.

¹⁴ Parents, Guardians and Family members cannot pay for Summer School accommodation via the Family member payment portal.



Payer type	Payment for	Portal link	Payment options/ methods	Payment tracking available
General Public (Guests)	Vacations – Accommodation ¹⁵	Link¹⁶	Credit or debit card	
Faculty	Faculty Accommodation	Link	Credit or debit card	
Donors	One-off donations or a recurring donation	Link	Income Management within Philanthropy and Global Engagement (PAGE) may be contacted for further details.	

¹⁵ LSE Vacations is only available to the general public during the student vacation periods in spring, summer and winter

¹⁶ Guests should only access this portal to pay after they have selected their hall, dates and room type





Appendix 3: Associated Policies

Policy/Document name	Link
Accommodation student contract	Link
Credit Management Policy	Link
Customer Charter	Link
Events and Space booking Terms and Conditions	Link
Student Fees Policy	Link
General Public Accommodation terms and conditions	Link
Refund and Compensation Policy	Link
School's External Funding Acceptance Policy	Link
Student Fraud Guide	Link





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**LSE Fees, Income and
Credit Control Office**

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