

**1. What will happen to my meal plan deposit if I am unable to use it by the end of the semester?**

Unused meal deposits will be automatically transferred to the meal account of the student card for the Fall 2020 semester, with the exception of:

- 1) graduating seniors\*,
- 2) visiting students (additional information will be provided to visiting students);
- 3) students put on suspensions in the Fall 2020 semester,
- 4) students whose meal plan is fully subsidized by an external donor (e.g. ABF Roma scholarship recipients), and
- 5) Resident assistants (RAs)

\*Graduating seniors will have the option to either donate the funds from the unused meal deposit to AUBG or receive a refund. To provide a donation or request a refund, all graduating seniors should fill in and sign a written statement (template will be provided separately) and send it to [development@aubg.edu](mailto:development@aubg.edu) no later than 15 May 2020. If we do not receive a written communication from you within an additional one month after the expiry of that deadline, the remainder of your fees will be irrevocably allocated to the AUBG Class of 2020 Scholarship Fund

Students who are on a leave of absence in the Fall 2020 semester can transfer their meal deposits to the Spring 2021 semester. No transfers beyond Spring 2021 will be allowed.

For the avoidance of doubt, students will not be allowed to transfer any unused meal deposits to other students.

**2. Will students who transfer their unused meal plan deposits from the Spring 2020 semester be required to pay an additional deposit of \$150 before the start of the Fall 2020 semester?**

Returning full-time students will be required to make a meal plan deposit of \$150 before the start of the Fall 2020 semester. The payment deadline for the Fall 2020 semester is 10 August 2020.

**3. Will AUBG provide a housing fee refund to the students who leave the residence halls prior to the end of the Spring 2020 semester?**

Students who leave the campus on or before 20 March 2020 will be entitled to a partial housing fee refund for the Spring 2020 semester. Students who continue to live on campus after 20 March 2020 will not be entitled to a housing fee refund.

The partial housing fee refund will be calculated in the following manner:

$$\text{Partial Housing Fee Refund} = \left( \text{Full Semester Housing Fee} - \text{Non-refundable Deposit} \right) \times \frac{\text{\# of weeks till end of classes}}{\text{\# of weeks in Spring semester}} \times \text{Utilities coefficient}$$

The utilities coefficient (less than 1) reflects the fact that the costs for heating the residence halls are unevenly spread throughout the Spring 2020 semester and are significantly higher in the months of January, February and March than in the months of April and May. The utilities

coefficient will be calculated based on the actual residence halls heating costs for the Spring semester and shared with students **no later than May 11, 2020**.

The partial housing fee refund will be deducted from future housing fees payables by the respective student in the following manner:

Students with three or more semesters until graduation	1/3 <sup>rd</sup> of the partial housing fee refund will be deducted from the students' housing fee in each of the following three semesters
Students with two semesters until graduation	1/2 <sup>nd</sup> of the partial housing fee refund will be deducted from the students' housing fee in each of the following two semesters
Students with one semester until graduation	The entire partial housing fee refund will be deducted from the students' housing fee in their last semester of study
Graduating seniors	Graduating seniors will have the option to either donate the housing fee to AUBG or receive a refund. To provide a donation or request a refund, all graduating seniors should fill in and sign a <u>written statement</u> (template will be separately provided) and send it to <a href="mailto:development@aubg.edu">development@aubg.edu</a> no later than 15 May 2020. If we do not receive any written communication from you within an additional term of one month after the expiry of that deadline, the remainder of your fees will be irrevocably allocated to the AUBG Class of 2020 Scholarship Fund.

Except for graduating seniors, no cash refunds will be provided. All cash refunds will be via bank transfers.

Students on leave of absence in the Fall 2020 semester, will be allowed to use their partial refund upon their return to the university, provided that they return to the university no later than the Spring 2021 semester.

Students whose housing fees are fully subsidized by an external donor, students put on suspension in the Fall 2020 semester, and RAs will not be entitled to housing fee refunds.

Additional information will be provided to visiting students.

**4. Will AUBG provide an activity fee refund if the student leaves campus prior to the end of the Spring 2020 semester?**

AUBG will not refund activity fees for the Spring 2020 semester. However, the Budget Committee will explore the possibility to increase the student government budget for the next academic year.

**5. I am a visiting student at AUBG. Will I receive a refund of my housing fees, meal deposits, etc. from the university?**

Refund requests from visiting students will be reviewed on a case-by-case basis. Each visiting student will be contacted separately and in due course. In the meantime, if you have any questions, please reach out to Mariya Handzhiyska at [mhandzhiyska@aubg.edu](mailto:mhandzhiyska@aubg.edu).

**6. What will be the impact of online instructions to students whose tuition and fees are paid with GI Bill benefits?**

Additional information will be provided as soon as available.

**7. What will be the impact of online instructions to students whose tuition and fees are paid with Federal Direct Loans?**

Additional information will be provided as soon as available.

**8. Will the students who will be returning to campus in the Fall 2020 semester be required to pay the non-refundable housing deposit of \$150 prior to the upcoming room selection?**

The room selection for next semester is proceeding as planned, beginning in the first half of April 2020. Students will be required to pay a non-refundable deposit of \$150 in order to be able to select a room in the residence hall.

**9. How can I pay my outstanding liabilities to AUBG so that I will be able to register course for the Fall 2020 semester, select a room in the dormitories and request official documents to be released?**

Students should make all payments to AUBG via electronic bank transfers. All bank transfers should be sent to the university's [bank accounts](#). When making bank transfers, please include your student ID number and state the reason for making the payment. Students can also pay via debit/credit cards through the university's website (please specify student ID and reasons for the payment). Cash payments will not be accepted.

**10. How can graduating seniors receive a refund?**

Refunds will be paid electronically to a bank account specified by the student. For any questions, please contact Daniela Kovacheva ([Daniela@aubg.edu](mailto:Daniela@aubg.edu)). No cash refunds will be provided until further notice.

**11. How can students reimburse expenses related to student clubs' activities?**

AUBG will reimburse to students all expenses they personally incurred related to student activities. Students have to fill in an [expense claim form](#) and have it approved by the respective budget manager (the approval can be provided via email). In the expense claim form the students should specify the bank account to which the expenses shall be reimbursed (IBAN, bank and your name).

Students should email the approved expenses claim forms and scanned copies of all primary documents (invoices, receipts, etc.) to the Accounting Office (Dessislava Slavcheva, [dslavcheva@aubg.edu](mailto:dslavcheva@aubg.edu)). The original invoices, receipts, travel tickets, etc. should be mailed to the Accounting Office (please include a copy of the expense claim form) as soon as practical. Please note that the refund cannot be processed before the original documents have been received.

**12. Will AUBG allow rolling over unused student club budgets to the next semester/year?**

All student clubs accounts will be closed in the end of the semester and remaining balances will not be rolled over to the next semester, with the exception of unused funds provided by external donors (such funds will be rolled over to the next academic year). Please note that the Budget Committee will make its best effort to increase the allocations to the student government budget for the next academic year.

**13. By which date can students return leased textbooks to the bookstore?**

Students will be expected to return all leased textbooks to the bookstore no later than 30 May 2020. The textbooks can be either returned in person or via couriers. In a limited number of cases, AUBG may accept textbooks after this deadline but no later than 1 September 2020. No returns will be accepted after 1 September 2020 and the student account will be charged with the full price of the textbook. Graduating seniors must return all leased textbooks (or pay their full price) in order to receive their diplomas.

**14. Can I still buy an e-book code or textbook from the Bookstore if needed?**

Student can purchase e-book codes and paper textbooks from the bookstore by sending an email to [bookstore@aubg.edu](mailto:bookstore@aubg.edu). The following e-books are currently available:

BUS330 Corporate Finance I

BUS431 Investments

PSY101 Intro to Psychology

PSY203 Personality Psychology

Paper textbooks could be shipped within Bulgaria at the expense of the student.

The students are required to pay for any textbooks in advance, via a bank transfer or through AUBG's website in advance. When making the payment please state your name, ID number and the reason for the payment.

**15. Because the graduation ceremony has been postponed, how will graduating seniors be able to receive their diplomas?**

AUBG is currently analyzing the possibility to send diplomas to graduation seniors via courier. Further communication will be provided once a decision has been taken.

**16. Will graduating seniors have to pay a graduation fee if the graduation ceremony is postponed or cancelled?**

Graduating seniors will be required to pay a graduation fee of \$50, which will partially cover AUBG's costs for preparing and mailing the diplomas as well as all the expenses related to the commencement ceremony (if it takes place later in the year).