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| **About this form** |
| **Please note that fines will not be waived under the following circumstances:** |
| * You forgot when the book was due back
* You did not receive a courtesy email reminder
* You were on holiday, on placement or abroad
* You had no access to the internet
* The book was on hold for another user
* The book had been renewed for the maximum loan period (84 days)
* You were unable to log in to your library account online

We will not normally waive fines from longer than 6 months ago, unless you can provide supporting documentation which explains the delay in submitting a Fines and Disputes form. |
| **We may waive fines or charges in the following circumstances:** |
| * **Medical**: you were ill and could not get in to university, please submit a medical certificate or supporting statement from a University member of staff who can confirm the dates you were absent.
* **Personal** for example: family illness, please supply a supporting statement from your school or from one of the University Support Services confirming special circumstances. We do not need to know the details
* **Bereavement:** under these circumstances fines can normally be waived at the Library desk
* **Other**: You returned the books and have a self-return receipt.

The books were stolen, you have a crime reference number. A pink Loss Report slip will not be accepted. |
| **Can anyone help me with the form?** |
| A student adviser, an academic adviser or tutor can help. |
| **Applicant’s details** |
| Forename: |  |
| Surname: |  |
| Student or library number: |  |
| Personal email address: |  |
| Phone number: |  |
| Dispute details |
| I am asking you to waive my fines for (please tick): | Medical reasons | Personal reasons | Other reasons |
| **Please tell us the dates you are disputing fines from:** |  |
| **I am being fined or am in dispute over these items:** |
| **I have scanned and sent these documents (please tick):** | **None** | **Medical:** GP certificate or letter, or Self-Certificate | **Personal:** statement from GCU staff member | **Other:** self-return receipt or printout of self renewal screen |
| **Please tell us why you think we should waive your fines or why you want to dispute an item on your library record:** |
| Declaration: |
| I declare that all the information submitted in this form is true: |
| **Signature:** |  | **Date:** |  |