



DOVER
COLLEGE

Dover College Summer School Terms and Conditions

TERMS & CONDITIONS

1. Terminology

1.1 The Summer School/We: Dover College, Dover, Kent CT17 9RH, trading as Dover College Summer School (the "Summer School") as now or in the future constituted (and any successor). Dover College is a registered charity (Charity Number 307856).

1.2 The Parent/Agent or You: any person who has signed the Booking Form and/or who has accepted responsibility for a child's attendance at this Summer School. A signed Booking Form must be received by us to enable confirmation of booking.

1.3 Student: the child named on the Booking Form.

1.4 Deposit: the amount payable to the Summer School under these Terms and Conditions and required to complete the booking procedure. Once received by the Summer School, the Deposit will be deducted from the balance of fees payable by the Parent.

1.5 The Booking Form: the Booking Form provided by the Summer School or its agent for the purpose of booking a place for the Student at the Summer School and attached to these Terms and Conditions.

2. Enrolment

These Terms and Conditions: In all cases, irrespective of whether the Parent completes the Summer School Booking Form or a Booking Form provided by an agent, these Terms and Conditions will apply to the agreement between the Summer School and the Parent and will supersede any Terms and Conditions provided by the agent.

2.1 Places on each course are strictly limited and you are advised to apply as early as possible.

2.2 An enrolment is not confirmed until the deposit of £100 per student has been received and it has been acknowledged in writing by the Summer School

2.3 Please note that the initial deposit of £100 per student is non-refundable and is part of the full fee, and **not** an additional cost.

2.4 Full payment must be received by the Summer School 4 weeks before the course start date. If payment is not received by this date, the Summer School reserves the right to cancel the Student's place on the course and the deposit payment will be forfeited.

2.5 If an application is made and accepted after 3rd May 2019, full payment must be made at the time of the booking.

2.6 If materially incorrect information is provided at application to the Summer School, the Summer School reserves the right to ask the Student(s) to leave the course. In this case, there will be no refund of the course fees.

2.7 Once a Student has registered, a change of Student name (replacement) will not be permitted. Any amendments to the registration process relating to a Student, if possible and subject to availability, will incur an administrative fee of £50.

3. Airport Transfers

3.1 Arrivals to the Summer School must be on a Sunday, preferably between 09:00 – 17:00.

3.2 Departures must be on a Sunday, preferably between 09:00 – 17:00. Students are asked to vacate their rooms by 9am on departure days to enable room checks and changeover days to run smoothly, irrespective of their flight/transfer times. They will be looked after by our staff during this time at the Summer School.

3.3 Any transport arrangements outside of the above arrival and departure window are at the discretion of the Summer School, and may incur a fee to cover additional staffing costs or other additional costs incurred.

3.4 Airport transfers are from London Heathrow Airport, London Gatwick Airport, London City Airport, Luton Airport and Stansted Airport in the specified time window in 3.1 and 3.2, and valid for the arrival and departure day of the course dates that the Student has registered for. Transfers from St Pancras International and Ashford International can also be arranged on arrival and departure. Please see the student booking form for pricing.

3.5 Students must be in possession of a valid return ticket with a time and date. It is not acceptable to arrive with an undated ticket. The Summer School is not responsible for booking return tickets.

3.6 It is essential that the Summer School is kept informed of any changes to the Student's travel arrangements. Students must not assume that we have received details of changes until they are acknowledged by us in writing; we always confirm travel details.

3.7 Any changes to travel details must be received at least 14 days before the start of the course. If travel details are not submitted within the deadline, we reserve the right not to provide an airport transfer.

3.8 Students are liable for the cost of excess baggage and Unaccompanied Minor (UM) charges. UM is **compulsory** for students under the age of 16. Please check at the time of booking, the airline's arrangements for the payment of airport departure tax and the maximum luggage allowance.

3.9 Any Student not requiring a transfer to an approved airport at the end of the course must be accompanied from the Summer School by an authorised adult and ID will be required to be presented.

3.10 If a Student is being picked up by an adult who is **not** the parent or guardian, the Summer School requires written confirmation of the name of the adult picking up the child, from the parent 24 hours in advance. The adult must provide photographic ID to the Summer School staff before the Student is released into their care.

3.11 If the Student is met by an adult at the airport/station and the adult is late or delayed meeting the Summer School staff, the Student will be checked in and sent through security.

3.12 The Summer School will not accept responsibility for organising transfers other than those which have been confirmed by the Summer School.

3.13 The Summer School will use private transport such as Coach, Taxi or School Minibus to transfer Students to and from the airport or train station on arrival or departure. Public transport may be used on occasions where this method of transport is considered to be more appropriate, efficient or effective.

3.14 Transfers from the airport to the Summer School are often organised in groups and this means that some Students will be required to wait at the airport for other Students arriving on different flights. Students will always be supervised by our staff.

3.15 The Summer School will provide a Student Transfer Form, which the Parent must complete and return to the Summer School by 24 May 2019. If the form is returned after this date, the Summer School may not be able to provide a transfer service. Upon receipt of the completed form, the Summer School will send the Parent an

email confirmation of the flight details. The Parent understands that it is his/her responsibility to check this confirmation carefully and to let the Summer School know of any errors or changes.

3.16 Unexpected and unavoidable delays and complications sometimes occur. The Summer School does not accept responsibility for any loss or expense due to delays or changes in public transport beyond its control.

3.17 Where the Summer School arranges private transport for Students, the Summer School shall use its reasonable endeavours to ensure that Students reach the airport or the train station in the UK, on time to enable them to catch their flight or their train. Subject to this, the Summer School shall have no liability for any direct or indirect loss or expense that is incurred by Students or Parents if a Student misses a flight or a train. Nothing in this clause shall exclude or restrict the Summer School liability for death or personal injury arising from its own negligence, or for fraud.

3.18 Should a transfer be requested or changed within 7 days of arrival, a Transfer Arrangement Fee of £100 will be payable.

4. Cancellation

4.1 Please contact us immediately if you need to cancel your course.

4.2 Cancellation charges are as follows:

- More than 30 days before commencement: 10%
- Between 30 days and 15 days before commencement: 30%
- Between 14 days and 7 days before commencement: 50%
- Less than 7 days before commencement: 100%

4.3 Cancellations after the commencement date of the course for any reason will receive no refund of any course fees.

4.4 Where the reason for cancellation is due to a visa refusal, please refer to Clause 5, as separate conditions apply.

4.5 Please note, bookings are non-transferable.

4.6 Any unused portion of the course fee is non-refundable.

5. Student Visas

5.1 Students are responsible for fully complying with all requirements of the Immigration Authorities both before and during their stay at the Summer School. A letter of acceptance will be provided for students requiring a visa once the deposit has been paid. On receipt of full payment, a visa support letter will be issued. If a visa is refused, we will refund any fees paid (minus the non-refundable deposit) upon receipt of a copy of the original visa rejection letter.

5.2 The Summer School will not refund a client should the reasons for refusal be related to insufficient or incorrect documentation.

5.3 The Summer School will not refund a client should the client not have applied with sufficient time for the visa to be approved.

5.4 With all visa refusals, a copy of the original documentation issued by the Entry Clearance Officer must be provided to the Summer School to qualify for any refund.

5.5 If a Student is found to have the wrong type of visa, he/she will not be admitted on to the programme. In this case, the Summer School will not be obliged to offer the Parent a refund of fees.

5.6 If a visa has not arrived in advance of the Student's course start date, the Summer School will offer to postpone the course to a later date, subject to availability.

6. Liability

6.1 Force Majeure: An event beyond the reasonable control of the parties to this agreement is a Force Majeure Event. Such events include, but are not limited to, any worldwide event or act of God (such as war, disease outbreak, natural disaster or terrorist attack). The Summer School reserves the right to cancel a course or programme in the case of such an event, and will be under no further obligation to provide the event.

6.2 If the Summer School is prevented from or delayed in carrying out its obligations under this agreement by a Force Majeure Event, it shall immediately notify the Parent in writing and shall be excused from performing its obligations while the Force Majeure Event continues.

6.3 The Summer School has public liability insurance. Any liability of the Summer School to the Student or parent or guardian, in respect of which the Summer School has insurance cover, shall be limited to the amount of such cover, and any such liability in respect of which the Summer School does not have insurance cover, shall be limited to the aggregate amount of fees paid in respect of the Student. Nothing in these terms and conditions, however, shall operate to exclude any liability of the Summer School for personal injury or death caused by negligence of the Summer School or our respective servants and agents.

6.4 It shall be a condition of the contract between the Summer School and the Student or his or her parent or guardian, that the Summer School shall not, in any way, be liable to the Student or the parent or guardian in the event that any service contracted to be supplied by the Summer School becomes impossible to supply due to reasons outside our control.

6.5 All organised sports, activities, clubs, events, trips and excursions have been risk assessed by Summer School staff and are deemed to meet health & safety requirements. The Summer School does not accept responsibility for accidents or sports injuries, except in cases where its staff have been found to be negligent.

6.6 If the Parent does not wish the Student to partake in any particular activity, they must inform the Summer School in writing at the time of booking.

6.7 Except in the case of illness, or where the parent has informed the Summer School under the provisions of clause 6.6, all students are obliged to go on all excursions.

6.8 The Summer School can take any fair and reasonable action it considers appropriate should a situation arise which is not covered by these Terms and Conditions.

7. Health and Welfare

7.1 Student's health: The Parent warrants, so far as they are aware, that the Student is in good physical and mental health and is not travelling against the advice of any doctor or qualified healthcare professional. The Parent agrees to inform the Summer School, when completing the Booking Form, if the Student suffers from any pre-existing medical condition, disability or allergy.

7.2 Medication: The Parent agrees that any medicine brought to the Summer School by the Student will be given to the House Parent on arrival. The Summer School shall only accept responsibility for medicines which are licensed in the UK, prescribed by a doctor and which are accompanied by English translation. Such medication shall be properly stored and administered by the House Parent, or by any authorised person who is expressly appointed to administer medicines by the Summer School. Non-prescription drugs may only be brought to the Summer School by agreement and shall be stored and administered by the House Parent.

7.3 Illness: In case of illness or injury, the Student will see their House Parent who will assess his/her condition. In cases of minor illness such as a cold, headache or sore throat, the House Parent, or any other person

expressly authorised by the Summer School may issue common, non-prescribed medicines such as Paracetamol, throat lozenges or cough syrup.

7.3.1 If the House Parent considers that a doctor's visit is necessary, an appointment will be made with a local G.P.

7.3.2 If the Student requires urgent medical attention, the Summer School's staff will take him/her to the nearest local hospital for immediate care or if necessary, will telephone for an ambulance.

7.4 Emergency medical treatment: The Parent authorises the Summer School to consent on their behalf to the Student receiving emergency medical treatment including blood transfusions, general anaesthetic and operations where certified by an appropriately qualified person, as necessary for the Student's welfare, and if the Parent cannot be contacted in time.

7.5 Seeing a doctor: The UK has 'reciprocal' healthcare arrangements with all countries in the European Economic Area (EEA). This means that EEA citizens get free or reduced cost medical treatment. The Student must have an EHIC (European Health Insurance Card) to be eligible for this treatment. The Summer School cannot guarantee the continued operation of the EHIC scheme and parents should consider taking out private health insurance for their child as per clause 8. Non-EEA Students studying on courses of less than 6 months' duration are not eligible for free NHS treatment and must take out private health insurance. Students from non-EEA countries are not entitled to free healthcare in the UK and will therefore have to pay a fee to see a doctor. The Parent agrees that such fees will be paid from the Student's pocket money.

7.6 Medical Certificates: The Parent agrees to inform the Summer School and pay the relevant fee in advance if they require the Student to be issued with a Medical Certificate following a visit to a doctor or hospital.

7.7 Student's accommodation: The Summer School reserves the right to organise the Student's accommodation as it deems appropriate within the Boarding House.

8. Insurance

Parents are strongly advised to have adequate insurance for their entire stay, including travelling to/from their chosen country of study, full medical insurance, personal possessions insurance, cancellation and curtailment insurance.

9. Passports, Tickets and Pocket Money

9.1 The original passport and travel ticket must be presented at registration on arrival at the School and will be kept secure throughout the course.

9.2 Pocket money can be handed in at the start of the Student's course. We strongly recommend that parents purchase a prepaid debit card or a credit card for use in the U.K. Parents can increase this if extra pocket money is required. The Summer School recommends Students bring £100-£150 pocket money per week.

9.3 The Summer School will allow the Student to withdraw pocket money on days when there is an excursion from the House Parent or any other authorised person.

9.4 The Summer School cannot lend or advance pocket money to any Student.

9.5 The Summer School shall not be liable for the safety or security of any pocket money, which is brought to the Summer School by Students and that is not handed in to the Summer School for safekeeping upon a Student's arrival, or which is in the Student's possession.

9.6 The Student must not bring valuable possessions to the Summer School. If the Student does bring a valuable item with him/her, the Student is responsible for the security and safe use of that item.

9.7 The Summer School is not able to accept responsibility for any lost, stolen or damaged personal possessions brought to the Summer School by the Student

10. Damage

10.1 The full cost of repairing any damage caused by the Student to Summer School property or equipment, or to the personal property of another Student, will be charged to the Parent. The Parent agrees that such payments to repair damage caused will be taken from the Student's pocket money account. Should funds be insufficient or unavailable, the Parent agrees to make payment in full by credit card or bank transfer.

10.2 Bedroom Damage Deposit: a refundable damage deposit of £30 will be added to the cost of the course; payment will be taken with the initial deposit.

10.3 If any minor damage occurs during the Student's stay, the Student will forfeit the deposit paid (serious/major damage will be charged to the parent). Where a bedroom shared by two or more Students is damaged and the Summer School cannot ascertain which Student or Students are responsible, it shall be entitled to apportion the cost of repair equally between them, taking into account the individual circumstances of each case.

10.4 If there are no damages or losses, the damage deposit will be refunded to the Student in cash on departure.

11. Course Rules

11.1 If Students participating in the Summer School do not follow the Summer School rules as set out in the Student Handbook, the Summer School reserves the right to discipline them.

11.2 Serious Breaches of Course Rules: A Student can be excluded for grave breach of Summer School discipline. The following examples of behaviour, which may lead to the Student to be sent home, are not exhaustive and are included for illustrative purpose only:

11.2.1 Abusive behaviour including harassment, bullying, actual or threatened violence, damage to personal property and verbal or other abuse on racial, sexual or religious differences.

11.2.2 Students purchasing or drinking alcohol/smoking cigarettes.

11.2.3 Students possessing, using or supplying drugs or any other illegal substances.

11.2.4 Stealing or committing any other criminal offence under UK law.

11.3. Once the decision has been made to exclude a Student from the Summer School, they will be withdrawn from all lessons, activities and excursions and they will be required to pack their suitcase and leave the Summer School.

11.3.1 If a Student has been expelled from the Summer School, the Parent will be responsible for:

11.3.2 Rescheduling, where possible for the same day of the exclusion, and paying for the Student's return flight home.

11.3.3 Paying for any additional cost of transferring the Student.

11.3.4 No part of the course fee will be refunded. Parents or guardians must collect a student or arrange a flight within 24 hours of being notified of a student's withdrawal from a course. For any additional days an expelled student remains on site there will be a charge of £150 supervision charge per day.

11.4 The Summer School reserves the right to refuse admission based on previous poor behaviour e.g. official warnings as detailed in course rules.

11.5 During excursions, the Summer School may allow Students to go shopping in small groups without the supervision of the course staff, unless the parent or guardian writes to tell us their child cannot do this.

12. Visitors to the Summer School

12.1 It is an academic requirement that all Students attend their lessons. Any relative or friend, who wants to take a Student out during the course, must seek the permission of the Summer School Director or their delegate 48 hours before the desired time. The parent/guardian of the Student must sign an authorisation letter before permission is granted and I.D. will be required at the time of collection.

13. Marketing

13.1 The Summer School sometimes uses photographs or video footage of the Students in promotional material. If the Parent does not wish the Student to appear in such material, they must inform the Summer School in writing. We will confirm the receipt of your request.

13.2 Students and the parent or guardian are asked to complete a course evaluation form at the end of the course. Unless the Parent writes to tell us this is not acceptable, we may use any comments in future promotional material.

14. GDPR

14.1 The Summer School complies fully with the latest General Data Protection Regulation (GDPR) guidelines. From time to time, the Summer School will share student details with appropriate third parties as necessary; for example, medical services, and agents (only if booking is through an agent). If the Parent does not wish the Student's details to be shared with appropriate third parties, they must inform the Summer School in writing.

14.2 For full details on the school's Privacy Policy, please click on the following link:

<http://www.dovercollege.org.uk/Safeguarding-policies-and-inspection-reports>

15. Governing Law

15.1 These Terms and Conditions form the basis of any contract between the Dover College Summer School and the Parents/Guardian or Agent. The contract is provided in English, and is subject exclusively to the laws and courts of England and Wales.