

Terms & Conditions of Enrolment 2024

BEDE'S EXTRAORDINARY SUMMER SCHOOL

1 TERMINOLOGY

- 1.1 The Summer School:** means the language, activity and cultural courses and experiences offered by the School trading as Bede's Summer School. The Summer School also comprises the spring Easter Course.
- 1.2 The School:** means St Bede's School Trust Sussex, of the Dicker, Upper Dicker, Hailsham, East Sussex BN27 3QH as now or in the future constituted (and any successor). The School is constituted as a charitable company limited by guarantee, registered with charity number 278950 and company number 01386499. The School is registered with VAT number 621 6539 49.
- 1.3 The Parent or You:** means any person who has signed the Registration Form and/or who has accepted responsibility for a child's attendance at this Summer School.
- 1.4 Student:** means the child named on the Registration Form and/or the child who attends the Summer School.
- 1.5 Deposit:** means the amount payable to the School in order to complete the registration procedure. Once received by the School, the Deposit will be deducted from the balance of fees payable by the Parent.
- 1.6 The Registration Form:** means the Registration Form provided by the School or its agent for the purpose of booking a place for the Student at the Summer School.

2 GENERAL TERMS AND CONDITIONS

- 2.1 These Terms and Conditions:** In all cases, irrespective of whether the Parent completes the Summer School Registration Form or a Registration Form provided by an agent, these Terms and Conditions will apply to the agreement between the School and the Parent and will supersede any Terms and Conditions provided by the agent.
- 2.2 Enrolment procedure:** The Parent understands and agrees that:
- 2.2.1** They can request a place for their child by sending the School a completed Registration Form and the Deposit of £600 for Residential courses, or £250 for Non-Residential courses.
- 2.2.2** Once a Registration Form has been received and the details checked and confirmed, a reservation will be made for that child. A reservation does not constitute a booking and is not a legally binding contract between the Parent and the School.
- 2.2.3** No booking is accepted until the Deposit, or full fees in the case of a booking made less than 56 days before the start of the course (see clause 3.1 below), has been received and confirmation of the place has been given by the School by means of a Confirmation Letter. A legally binding contract between the Parent and the School is formed on these Terms and Conditions, the Registration Form and the Confirmation Letter when the Confirmation Letter is sent to the Parent.
- 2.2.4** Where the Parent is using an online Registration Form, the Parent will receive a Confirmation Letter by email should the online booking be accepted by the School. The Parent must still pay the Deposit. Further instructions regarding the process for online bookings and payment procedures are detailed on the School's website for the Summer School.
- 2.2.5** The School will keep a copy of the contract between the School and the Parent.
- 2.3 Academies** The Parent understands and agrees that:
- 2.3.1** An Academy place must be requested when the Parent completes the Registration Form.
- 2.3.2** Academies are subject to a minimum number of enrolments; if an Academy is cancelled, the Parent will be offered a refund of the Academy fee only.
- 2.3.3** Once the Academy fees have been paid in full, no changes or refunds can be guaranteed.
- 2.3.4** If a late change is requested for an Academy, the Summer School will apply a £75 administration fee necessary to amend provisions to staffing, transportation, and suppliers. The Summer School will do their best to facilitate late requests to change, but cannot promise in all instances that late amendments are possible.
- 2.4 Changes to the booking:** The School agrees that the Parent may request to change the Student's booking and agrees to consider such requests subject to the availability of the relevant option, dates, course or centre. The requested change shall be determined at the sole discretion of the Summer School Director whose decision shall be final.
- 2.5 Changes to the programme:** The School reserves the right to make changes to the programme of study and activities at any time and for such reasons as may be reasonable and appropriate to the effective delivery of services by the School.
- 2.6 Nationality quotas:** The School's nationality quotas are a target; no minimum or maximum quota by language or nationality can be guaranteed.
- 2.7 Promotional materials:** The School uses photographs and video footage in promotional materials such as the Prospectus, Student Handbook and website. If the Parent does not wish the Student's image to appear in such material, they must inform the School in writing.
- 2.8 Personal possessions:** The Parent understands and agrees that:
- 2.8.1** On arrival at the School, a Student under 18 shall hand in his/her passport and travel tickets for safekeeping by the School.
- 2.8.2** The School requires students to travel with a pre-paid currency card to facilitate a cashless campus.
- 2.8.3** The School will return the Student's passport and travel ticket prior to his/her departure.
- 2.8.4** 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.
- 2.8.5** The School is not able to accept responsibility for any lost, stolen or damaged personal possessions brought to the School by the Student.
- 2.9 Damage:** The full cost of repairing any damage caused by the Student to School property or equipment, or to the personal property of another student, will be charged to the Parent. Where a bedroom shared by two or more students is damaged and the 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. The Parent agrees to make payment in full by credit card or paid locally by the student should their currency card have sufficient funds.
- 2.10 Bag or room search:** If School staff suspect that the Student has broken School rules or has been involved in any illegal activity, the Student may be questioned and his/her accommodation or belongings may be searched in appropriate circumstances. Two staff members will always be present if a search is conducted. All reasonable care will be taken to protect the Student's rights and freedoms and to ensure that the Parent is informed as soon as reasonably practicable after it becomes clear that the Student may face formal disciplinary action.
- 2.11 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 School reserves the right to cancel a course or programme in the case of such an event and the Parent understands that:
- 2.11.1** If the 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.
- 2.11.2** The School may give the Parent the option of the Student attending a different Summer School course or programme at another location as an alternative to cancelling the course or programme. The Parent will be under no obligation, however, to accept the Student's attendance at a different Summer School course or programme.
- 2.11.3** Unless the Parent accepts any offer made by the School pursuant to clause 2.11.2 the Parent will receive a full refund of fees paid.
- 2.12 Minimum number of bookings:** The Parent understands and agrees that the School:
- 2.12.1** Reserves the right to cancel a course or programme before its commencement date if the minimum number of bookings is not reached. If such cancellation is necessary, the Parent will be offered a full refund of fees.
- 2.12.2** Reserves the right to cancel an Academy option at any time before its commencement date if the minimum number of bookings is not reached or for any reason that is reasonable and appropriate to the effective delivery of the Summer School service. If such cancellation is necessary, the Parent will be offered a refund of Academy option fees.
- 2.12.3** Reserves the right to adjust or cancel an exam preparation class or any optional or elective classes at any time before their commencement date if the minimum number of bookings is not reached or for any reason that is reasonable and appropriate to the effective delivery of the Summer School service. If a cancellation is necessary, the Parent will be offered a refund of the relevant fees.
- 2.12.4** For LALIGA Camps UK, kit sizes must be submitted in reasonable time (56 days minimum) to allow for ordering, printing and to guarantee delivery by course commencement.
- 2.12.5** LALIGA Camps UK will endeavour to provide Puma branded kits. This may be subject to change and no compensation will be due should an alternative kit supplier be used.
- 2.12.6** In extraordinary circumstances (staff illness etc.) the School reserves the right to temporarily increase class sizes from the advertised maximum class size.
- 2.13 Liability and disclaimer:** The Parent understands and agrees that:
- 2.13.1** The School shall not be liable in the event that any service contracted becomes impossible to supply due to reasons beyond its control.
- 2.13.2** All organised sports, activities, clubs, events, trips and excursions have been risk assessed by School staff and are deemed to meet health & safety requirements. The School does not accept responsibility for accidents or sports injuries, except in cases where its staff have been found to be negligent.
- 2.13.3** If the Parent does not wish the Student to partake in any particular activity, they must inform the School in writing at the time of booking.
- 2.13.4** The School can take any fair and reasonable action it considers appropriate should a situation arise which is not covered by these Terms and Conditions.

- 2.14 Exams:**
- 2.14.1** The Parent may provisionally enrol the Student for an exam using the Registration Form – all boxes must be filled in duly or else registration will not be possible. Exam places are subject to availability.
- 2.14.2** Once an exam place is requested (Cambridge English exams only), the Student will complete an online placement test. The exam place will only be confirmed to Students who have the required level, as decided by the Summer School. Exam places are offered at the sole discretion of the Summer School.
- 2.14.3** Students enrolled onto an exam must bring the copy of the original passport used to register for the exam.
- 2.14.4** Once an exam place has been confirmed by the Summer School, the full exam fee listed in the Registration Form becomes payable. The exam fee includes the Summer School's fee for providing exam preparation, the exam registration fee and transport to the exam venue (if required).
- 2.14.5** The Exam Cancellation Policy is as follows:
- (a) 56 days or more prior to the course start date, exam fee is refunded in full
- (b) 0–55 days, or after the course has started, the full exam fee is payable
- 2.14.6** Examinations will be held at the School or at a local external testing centre; transport will be provided by the School if necessary.
- 2.14.7** Exam certificates will be sent by the School to the Parent, the cost of which is included in the exam fee. If the Parent does not receive a certificate, he/she must inform the School no later than 6 months after the date of the exam.
- 2.14.8** If a Student has special requests for the exam, these must be requested in advance, preferably at the time of enrolment, and no less than 8 weeks before the exam, with supporting medical certificates that must be in English. Any certificates supplied after this deadline will not guarantee special arrangements.
- 2.14.9** Please note that exam courses are subject to a minimum number of enrolments, a full refund for exam fees will be issued in case of cancellation.
- 2.14.10** Exam registration closes on 5th June 2024. Places are on a request only basis after this date and the School cannot guarantee a place.
- 2.15 Pocket money:**
- 2.15.1** Subject to clause 2.13, the School shall not be liable for the safety or security of any pocket money, which is brought to the School by Students:
- (a) that is not handed in to the Summer School for safekeeping upon a Student's arrival at the Centre; or
- (b) which is in the Student's possession.
- 2.16 Students Out of Age Range:**
- 2.16.1** Bede's has developed age ranges suitable to the campuses and courses that the School delivers. The School is not obligated to accept any students out of age range. In exceptional circumstances where certain criterion is met, requests will be considered on an individual basis and risk assessed by the Summer School Director, who will make the final decision.
- 2.16.2** These requests will not be considered for students more than one year older or younger than the published age range of any centre or course offered by the School.

3 PAYMENTS

- 3.1 Payment of Fees:** The Parent undertakes to pay the balance of the fees no less than 56 days before the start of the course (the "Invoice Due Date"). If the booking is requested less than 56 days before the start of a course, then full payment must be received at the time of booking. The Student will not be permitted to attend the Summer School until all fees and any planned extra costs are paid in full as cleared funds to the School.
- 3.1.1** If you do not make any payment due to the School by the Invoice Due Date, the School may charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of Barclays Bank from time to time. This interest shall accrue on a daily basis from the Invoice Due Date until the date of actual payment of the overdue amount, whether before or after judgment. The Parent must pay the School interest together with any overdue amount. The School may also take any other action (including, but not limited to, the instigation of proceedings in any court of its choosing) if considers appropriate to recover any sums due and unpaid and any costs the School incurs in so doing will be payable by the Parent.
- 3.2 Credit card payment:** All credit card payments must be made by the Parent online via the Summer School's secure payment portal. Visit www.bedessummerschool.org. Any credit card details received by the Summer School via email will not be used for payment purposes and will be destroyed.
- 3.3 Impromptu expenses:** The Parent agrees that the School shall not be obliged to make payments for impromptu expenses (such as doctor's fees) on behalf of the Student or the Parent. Where such payments are required, the Parent agrees for appropriate payments to be covered by the student. Should funds be insufficient or unavailable, the Parent shall make payment in advance by credit card.
- 3.4** Extra charges that may be payable by the Parent are detailed below:

Item	Fee
Adult Transfer (One-way. On arrival only)	£95 per adult
Extra night (all locations)	£230
Extra Weekend Night, Extra Full-Day Excursion & Irregular Transfer	£340
Irregular Transfer Fee (Arrival or departure time outside of the 9am-6pm window/or 10am-5pm for St Pancras & Irregular Day)	£140
Late Transfer Arrangement Fee (details received or changed within 7 days of transfer)	£95
Irregular Airport Arrival/Departure (Stansted, Luton and London City)	£295 (one way)

4 EARLY DEPARTURE, CANCELLATION AND INSURANCE

- 4.1 Early departure:** If the Parent decides to withdraw the Student from the Summer School, or if the Student withdraws him/herself prior to the departure date shown on the Registration Form, they may do so on the understanding that no refund of fees paid will be made, save in exceptional circumstances. Should a transfer be necessary, the School will require a minimum notice period of 24 hours which takes effect from the time the School receives the notification. An irregular transfer fee of £140 will be payable by the Parent in advance.
- 4.1.1** Exceptional circumstances include but are not limited to:
- (a) a serious breach of these Terms and Conditions by the School
- (b) cases of serious illness or genuine hardship
- 4.1.2** Any refund is given at the sole discretion of the Summer School Director.
- 4.2 Cancellation policy:** If the Parent needs to cancel the Student's course for any reason, they must inform the School in writing immediately. Cancellation takes effect from the date when the School receives this notification. Subject to clause 4.3, cancellation charges are as follows:
- 4.2.1** 56 days or more prior to course start date Full fees refunded
- 4.2.2** 29 to 55 days prior to course start date Deposit retained
- 4.2.3** 8 to 28 days prior to course start date 1 week's fee retained
- 4.2.4** 0 to 7 days prior to course start date Full fees retained (no refund available)
- 4.2.5** After start of course Full fees retained (no refund available)
- 4.3 Insurance:** The School does not accept responsibility for any claims arising from a student or third party. Insurance (with Endsleigh Insurance) is provided for all students attending a Summer School course as part of the package. The Parent is referred to the Significant Features and Benefits detailed on the Table of Benefits.
- 4.4 Making an insurance claim:** Should the need arise, the Parent understands and agrees that they are responsible for making an insurance claim by completing the required paperwork in English and by providing the necessary documentary evidence to support the claim. The Parent agrees that:
- 4.4.1** The School cannot make claims on behalf of the Parent.
- 4.4.2** The School will provide a Claims Form at the Parent's request.

5 HEALTH AND WELFARE

- 5.1 Student's health:** The Parent warrants 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 School when completing the Registration Form if the Student suffers from any pre-existing medical condition, disability or allergy.
- 5.2 Medication:** The Parent agrees that any medicine brought to the School by the Student will be given to the Welfare Manager or Centre Director on arrival. The 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 Welfare Manager or Nurse, or by any authorised person who is expressly appointed to administer medicines by the Summer School Director.
- 5.3 Illness:** In case of illness or injury, the Student will see the Welfare Manager or School Nurse who will assess his/her condition. In cases of minor illness such as a cold, headache or sore throat, the Welfare Manager, School Nurse or any other person expressly authorised by the Summer School Director may issue common, non-prescribed medicines such as Paracetamol, throat lozenges or cough syrup. Only qualified nurses or First Aiders may practise First Aid.
- 5.3.1** If the Welfare Manager or School Nurse considers that a doctor's visit is necessary, an appointment will be made with a local GP.
- 5.3.2** If the Student requires urgent medical attention, the School's staff will take him/her to the nearest local hospital for immediate care or if necessary, will telephone for an ambulance.
- 5.4 Emergency medical treatment:** The Parent authorises the Summer School Director, Assistant Director, Centre Director or Welfare Manager 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.
- 5.5 Seeing a doctor:** Students from most non-EEA countries are not entitled to free healthcare in the UK and will therefore have to pay a fee to see a doctor. In such cases the Parent agrees that the fees will be paid from the Student's money. Medical Expense Cover is included in the insurances conveyed by the School. All students from EEA countries or Switzerland who are eligible for an EHIC (European Health Insurance Card) should bring this card with them to cover the cost of any medical treatment.
- 5.6 Medical Certificates:** The Parent agrees to inform the 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.
- 5.7 Supervision of Students:** The School's staff live and sleep in the same boarding houses as the Students. Students are therefore supervised day and night. Each boarding house is managed by an appointed House Parent who is responsible for the day-to-day running of the House and for the Students' general well-being.
- 5.8 Student's accommodation:** The School reserves the right to organise the Student's accommodation as it deems appropriate and taking account of student numbers, the ratio of girls and boys and the available boarding accommodation. The rights and freedoms of individual students will be respected.
- 5.8.1 Bedroom Requests:** The School will consider all reasonable accommodation requests made by the Parent. All requests are subject to availability and are at the School's entire discretion.

Endsleigh – Table of benefits

The following table is a summary of cover only and the group policy is subject to terms, conditions, limits and exclusions. Please refer to the applicable sections of the group policy wording. The benefits set out below are the maximum amount we will pay under each section per beneficiary per trip unless otherwise noted in the group policy wording.

SECTION	SUB-SECTION	MAXIMUM AMOUNT	EXCESS
1. Cancellation & Curtailment	i. Cancellation or curtailment charges	i. £3,000	£50
	ii. Aggregate Limit	ii. £50,000	£50
	iii. Excursions	iii. £250	£50
2. Emergency medical & other expenses	i. Emergency medical & other expenses	i. £2,000,000	£50
	a) Emergency dental treatment	a) £500	£50
3. Private medical emergency cover		No Cover	NIL
4. Personal accident	i. Death benefit (aged under 16)	i. £1,000	NIL
	a) Death benefit (aged 16 to 64)	a) £30,000	NIL
	b) Death benefit (aged 65 and over)	b) £1,000	NIL
	ii. Loss of limbs or sight (aged under 65)	ii. £30,000	NIL
	iii. Permanent total disablement (aged under 65)	iii. £30,000	NIL
5. Baggage	i. Baggage (including valuables)	i. £1,000	£50
	a) Single article, pair or set limit	a) £200	£50
	b) Valuables limit in total	b) £300	£50
6. Personal money, passport & documents	i. Currency notes and coins	i. £100	£50
	a). Other personal money and documents	a) £100	£50
	ii. Passport or visa	ii. £500	£50
7. Personal Liability		£1,000,000	£100
8. Missed departure		£250	£50
9. Overseas legal expenses & assistance	i. Overseas legal expenses & assistance	i. £10,000	NIL
	a) Aggregate limit	a) £50,000	NIL
10. Course fees	i. Course fees	i. £8,000	£50
	a) Professional counselling	a) £300	£50

This table has been reproduced by the School in good faith for the Parent's benefit. Restrictions apply. Contact the School for a copy of the Policy.

6 AIRPORT TRANSFERS

6.1 The course confirmation will include a Transfer Service Form which the Parent must complete and return to the School at least one month before the course starts. Upon receipt of the completed form, the School will send the Parent an email confirmation of the flight details. The Parent understands that:

- 6.1.1 It is his/her responsibility to check this confirmation carefully and to let the School know of any errors or changes.
- 6.1.2 The School will not accept responsibility for organising transfers other than those which have been confirmed by the School.
- 6.1.3 The 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 such as the train and London Underground may be used on occasions where this method of transport is considered to be more appropriate, efficient or effective.
- 6.1.4 Transfers from the airport to the Summer School Centre 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.
- 6.1.5 Unexpected and unavoidable delays and complications sometimes occur. The School does not accept responsibility for any loss or expense due to delays or changes in public transport beyond its control.
- 6.1.6 The 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 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 School's liability for death or personal injury arising from its own negligence, or for fraud.

6.1.7 The Student is liable for any excess baggage and UM (Unaccompanied Minor) charges.

6.1.8 There is no reduction in fees if the Student does not require a transfer service.

6.1.9 Should a transfer be requested or changed within 7 days of arrival or departure, a Late Transfer Arrangement Fee of £95 will be payable.

6.1.10 On departure, if a flight/train is cancelled and the Student is required to stay at or return to the centre, the charges per night as stated in section 3.4 will be payable by the Parent. A free return transfer to any airport/train station included in the course fees will be offered.

6.1.11 The airport transfer service included in the price does not incur any extra charges for arrivals on Sunday and departures on Saturday between 9am and 6pm to and from London Gatwick and London Heathrow Airports or between 10 am and 5 pm for London St Pancras. An Irregular Hours/Days fee of £140 (one way) will be applied for arrivals and departures outside of the advertised window and on different days. On demand, airport transfer services to and from Stansted, Luton and London City Airports may be organised (subject to availability) and an Irregular Airport fee of £295 will be applied each way.

7 TRANSPORT

7.1 The School will use private transport such as Coach, Taxi or School Minibus to transfer students from and to the Centre for the purposes of airport transfers, off-site trips, excursions and other activities as required. Public transport such as trains and local buses may be used on occasions where this method of transport is considered to be more appropriate, efficient or effective.

8 SCHOOL RULES

- 8.1 Eastbourne, Windlesham, Dicker, Lancing and Royal Russell:** If students participating in these programmes do not follow the School rules as set out in the Student Handbook, the School reserves the right to discipline them. Parents understand and agree that:
- 8.1.1** In cases of persistent misbehaviour or rudeness, for very serious incidents, or if a student breaks the UK law, then he/she will be excluded from the Summer School immediately. A copy of the Behaviour Policy can be found on our website and is available upon request.
- 8.1.2** All Eastbourne, Windlesham, Dicker, Lancing and Royal Russell courses are non-smoking and the School accepts bookings from Parents on the understanding that the Student does not smoke at any time while attending the Summer School, whether at the School, on off-site trips, excursions or other activities.
- 8.1.3** The Summer School Behaviour Policy contains further details.
- 8.2 Brighton:** The Student is expected to conduct him/herself responsibly and abide by the rules as written in the Student Handbook. The Parent understands and agrees that:
- 8.2.1** Students aged 16 and over can smoke in designated areas and students over 18 are allowed to drink alcohol during their free time or during organised social events, but that a mature and responsible approach must be adopted at all times. No alcohol can be brought nor consumed on campus, regardless of Student's age.
- 8.2.2** If the Student's conduct in relation to smoking or drinking alcohol is considered excessive by a member of staff, the School may discipline the Student in accordance with its Behaviour Policy.
- 8.2.3** Any instances of drug use will be followed up with the police.
- 8.3** If the School in its entire discretion considers that the Student should be excluded from the Summer School no refund of fees shall be paid and any alternative accommodation or transport arrangements required as a result of the exclusion shall be the responsibility of the Parent and the Parent agrees that it will reimburse the School in respect of any additional costs the School may incur as a result of any exclusion.

9 VISAS

- 9.1** In cases where the Student is required to obtain a visa to study in the UK, a Visa Invitation Letter will be provided by the School. The Parent understands that visas must be applied for immediately upon receipt of the Invitation Letter and that it is the responsibility of the Parent to apply for the appropriate visa.
- 9.2** If the Parent cancels the contract as a result of a visa application being refused, the School shall refund the full fees paid (less a £250 administration fee) upon receipt of a copy of the original documentation issued by the Entry Clearance Officer. The cancellation charges of clause 4.2 will not apply in these circumstances.
- 9.3** If a visa has not arrived in advance of the Student's course start date, the School will offer to postpone the course to a later date, subject to availability. If the Student attends the course but the same number of course weeks is not available, the School will refund the fees of any untaken weeks.
- 9.4** If the Parent decides to cancel the course due to a delay in the issuing of a visa, the School will refund the full fees paid (less one week's course fees). The cancellation charges of clause 4.2 will not apply in these circumstances.
- 9.5** 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 School will not be obliged to offer the Parent a refund of fees, although cases of genuine hardship may receive special consideration upon written request to the Summer School Director.

10 COMPLAINTS PROCEDURE

- 10.1 Complaints:** The Parent understands and agrees that:
- 10.1.1** If they are not happy with any aspect of School service, they must let the School know so that it has the opportunity to investigate and rectify the situation.
- 10.1.2** If the Student has an issue / a concern, he/she shall speak to the School staff straight away in order for them to deal with the problem.
- 10.1.3** If the issue / concern is not resolved promptly by School staff, the Student or Parent may speak to the Centre Director.
- 10.1.4** If the Parent would like to make an official complaint, they should request a copy of the Summer School's Complaints Procedure or visit www.bedessummerschool.org
- 10.1.5** If the Parent would like to request an independent review, they may wish to contact English UK. **Phone:** 020 7608 7960 **Email:** info@englishuk.com

11 DATA PROTECTION

- 11.1** The School holds information about the Parent and Student including parent and guardian contact details, financial information, details of medical conditions and where relevant, exam results. This information is kept electronically on the School's Management Information System.
- 11.2** These notes refer to the "processing" of information. "Processing" is a catch-all term and means obtaining or recording information or carrying out any operation on the information such as storing or using the information or passing it onto third parties.
- 11.3** The School processes information about the Parent and the Student in order to safeguard and promote the Students' welfare, promote the objects and interests of the School, facilitate the efficient operation of the Summer School and ensure that all relevant legal obligations of the School are complied with. Examples may include: the School keeping details of medical conditions from which the Student may suffer so that staff will be able to respond appropriately in the event of a medical emergency, and/or the School processing financial information obtained from the Parent or from third parties such as Agents or travel agencies. The School may also process information such as photographs for marketing purposes using 'consent' as a legal basis.
- 11.4** The School may process different types of information about the Student for the purposes set out above. That information may include:
- Medical records and information, including details of any illnesses, allergies or other medical conditions suffered by the Student.
 - Personal details such as home address, date of birth and next of kin.
 - Passport details of Parents and Students for the processing of visa and ID information.
 - Information concerning the Student's performance at the Summer School, including discipline record and school reports.
 - Financial information including information about the payment of fees paid to the School and the Parents' personal data for debt collection purposes.
 - Photographic and video images of the Student for School publications, on the School website and (where appropriate) on the School's social media channels in accordance with the School's policy on taking, storing and using images of children.
- 11.5** Where, in the professional opinion of the Director of the Summer School it is deemed necessary, we may share information with certain third parties. Examples may include: Agents/travel agencies to secure the booking and to process relevant medical or financial information, transport providers, or partners for pertinent purposes involving academies and third party providers.
- 11.6** Further information on how the School uses personal data can be found in the Privacy Notice on the School website. If you have any queries on how the School uses data or would like to make a Data Subject Access Request, please contact the School's Data Compliance Manager at gdpr@bedes.org

12 GOVERNING LAW

- 12.1 Governing law:** These Terms and Conditions form the basis of any contract between the 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.