



GUILDFORD SCHOOL OF ACTING

JUNIOR CONSERVATOIRE

TERMS AND CONDITIONS

We are the Guildford School of Acting, part of the University of Surrey, located in Guildford, GU2 7XH (“GSA”).

These Terms and Conditions apply to the enrolment of applicants on a course or several courses of the Guildford School of Acting Junior Conservatoire (“Course”) which are listed under: <https://gsauk.org/courses/junior-conservatoire> - and the provision of the Course by Us. Both parties are bound by these Terms and Conditions upon acceptance by Us of an application for such enrolment.

1 Definitions

1.1 In these Terms and Conditions, the following definitions apply:

Commencement Date: means the date on which We begin to run teaching, events, or otherwise for the Student’s Course.

Contract: means the legally-binding arrangement that You and We enter into when We email You to confirm the Student’s place on the Course.

Intellectual Property Rights: means patents, rights to inventions, copyright and related rights, trademarks, trade names and domain names, rights in get-up, rights in goodwill or to sue for passing off, rights in designs, rights in computer software, database rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for, and renewals or extensions of, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world.

Fees: means the fees that You owe Us for the teaching, administration and other academic services related to the Student’s Course.



Parent: means any holder of parental responsibility¹ for the Student and who applies for the place on the Course for the Student and/or pays the Student's Fees.

Student: means the student who will be attending the Course and for whom You are the Parent.

'We', 'Us' and 'Our': means the Guildford School of Acting, part of the University of Surrey, which is a body incorporated by Royal Charter in England and Wales and an exempt charity with whom You will be entering the Contract. Our principal address is Stag Hill Campus, Guildford, GU2 7XH. Our registered VAT number is GB 688 9530 65.

'You' and 'Your': means You, the Parent of the Student.

2 Agreement with GSA

- 2.1 The purpose of these Terms and Conditions is to set out the basis for Your relationship (and the Student's relationship) with GSA when You apply for the Student to attend a Course.
- 2.2 When We accept the Student's application for a place on the Course, You enter into a legally-binding contract with Us. This Contract requires You and the Student to abide by these Terms and Conditions as set out below, as well as any of Our rules and regulations and academic requirements that are relevant to the Student's Course. In the event that the provisions of these Terms and Conditions conflict with the provisions of any other documents forming part of the Contract, You should comply with the provisions of these Terms and Conditions.
- 2.3 Please read these Terms and Conditions carefully before You submit the Student's application to Us. These tell You who We are, how We will provide the Course to the Student, how You and We may change or end the Contract, what to do if there is a problem, and other important information. If You think that there is a mistake in these Terms and Conditions, please contact Us to discuss.
- 2.4 You can contact Us by writing to Us by email at gsajuniorconservatoire@gsa.surrey.ac.uk.
- 2.5 If We have to contact You during the admissions process We will do so by writing to You at the email address You provided to Us in the Student's application.
- 2.6 Our acceptance of the Student's enrolment will take place when We email You a confirmation email and these Terms and Conditions, at which point a contract will come into existence between You and Us.
- 2.7 When We use the words "**writing**" or "**written**" in these terms, this includes emails.

3 Admissions

- 3.1 Entry to the Course is by audition only and previous experience in acting/singing/dancing (as applicable) is required. Applications must be made using the on-line booking system. We

¹ Parental responsibility is defined in the Children Act 1989 as "*all the rights, duties, powers and responsibilities and authority which by law a parent of a child has in relation to the child and his or her property*". It equates to legal responsibility for a child under the age of 18. If you have any doubts about whether you do or do not have parental responsibility for the child you may wish to seek legal advice.



are able to accept paper applications only if there are particular circumstances where You need to do so; please let Us know in advance.

- 3.2 You are required to pay an audition fee as part of the Student's application as further detailed on Our website. The audition fee must be paid in full in cleared funds at the time of booking an audition. Auditions will be cancelled if the audition fee has not been paid. Please note the audition fee is non-refundable.
- 3.3 Course places are subject to availability. Priority is given to current students on the Course.
- 3.4 GSA reserves the right to accept late applications at its discretion.
- 3.5 All questions during the on-line application are to be answered truthfully and all attachments need to reflect the truth. You confirm this upon submitting the Student's application. If You have provided Us with information which is later found to be untruthful, GSA reserves the right to rescind (which means to cancel and set aside) the Contract with You. No refund of Fees will be granted in such cases and no costs, including but not limited to travel arrangements, will be reimbursed.
- 3.6 All Our admission decisions are final, but You do have a right to complain, details of how to make a complaint are set out in section 12 below. The payment of all or part of the audition fee does not oblige Us to accept the Student's application for enrolment.
- 3.7 You must notify Us of any disabilities which the Student has to enable Us to put in place any reasonable adjustments to enable the Student to access Our services during the Student's Course.

4 Fees

- 4.1 GSA holds the most up to date information about the Fees on the Junior Conservatoire website: <https://gsauk.org/courses/junior-conservatoire>.
- 4.2 The Course runs for one academic year, from September to July. Fees are payable in three equal instalments prior to the beginning of each term as detailed in the email We send to You confirming the Student's place on the Course. Students who are offered a place on the Course after their audition will be required to pay the first term's Fees by the advertised deadline in order to secure their place. Subsequent instalments of the Fees must also be paid by the advertised deadline. Any payments of Fees received after the advertised deadline may be subject to a late payment fee equal to 10% of the late Fees.
- 4.3 We are only able to accept payments through Our on-line booking system.
- 4.4 All payments of Fees must be made in pounds sterling and are inclusive of VAT and other taxes where applicable. Any currency conversion costs or other charges incurred in connection with the payment of Fees are to be paid in addition to the Fees. No deduction from the Fees for such costs or charges may be made.
- 4.5 You are required to purchase the required uniform for the Student, to be worn during classes, prior to the first day of term.



5 Cancellations and non-attendance

5.1 Cancellation by GSA

We may only cancel a Course, term or class if:

- 5.1.1 there are not enough applicants enrolled on the Course and it is not commercially viable for Us to run the Course; or
- 5.1.2 the Course's teaching staff fall ill or for other reasons outside Our control are unavailable to teach, and no suitable alternative(s) is / are available; or
- 5.1.3 an event which is outside Our reasonable control, such as a fire or a flood, means that We have to cancel the Course, term or class(es); or
- 5.1.4 any law, government rule, regulation, order or direction, including any related to the Covid-19 pandemic, means We have to cancel the Course, term or class(es).

5.2 **We will notify You about cancellations or postponements as soon as possible. If cancellation is due to insufficient numbers We will notify You by three (3) weeks before the Commencement Date at the latest.**

5.3 If a Course or term that the Student is registered with is cancelled then We will provide a full refund of the Fees (excluding audition fees) to the extent that these have been received by Us. If the entire Course is cancelled then any refund due will be applicable to the entire Course. If a term is cancelled then any refund due will be applicable to the cancelled term and payment for any remaining terms will still be due by the relevant payment due date. Any refunds will be on a pro rata basis taking into consideration any classes which have already taken place before the remainder of the Course or term (as applicable) is cancelled. Unfortunately we cannot be responsible for any non-refundable travel costs You may have incurred and we suggest You obtain suitable insurance cover.

5.4 We will use Our reasonable endeavours to reschedule any classes cancelled pursuant to sections 5.1.2, 5.1.3 or 5.1.4 but rescheduling is not guaranteed. Any such cancelled classes shall be refunded on a pro rata basis.

5.5 We will make every effort to provide the Course that matches the way in which it has been described to You in print, online, and/or in person, especially at the point at which You applied, but in the event that We have to make significant changes to the Course content or venue of the Course then We will let You know as soon as possible. If You do not want the Student to continue with the Course as a result of these significant changes then You will have the right to cancel the Student's enrolment on the Course and We will provide a pro rata refund of the Fees. See section 6.3 for further detail.

5.6 Cancellation by You

- 5.6.1 You have the right to cancel the Student's enrolment with Us for any reason (including if You change Your mind) within a fourteen (14) day cancellation period (the "**Cancellation Period**"). You do not have to give Us any reason for cancelling. The Cancellation Period will expire after 14 days from the day of the conclusion of



the Contract. In other words, You will have 14 days from the day after the day We email You a confirmation email and these Terms and Conditions to confirm that We accept the Student's enrolment.

- 5.6.2 To cancel the Student's enrolment, You must clearly inform Us of Your decision to cancel before the relevant Cancellation Period has expired. You may do this via email to gsajuniorconservatoire@gsa.surrey.ac.uk. You may use the model cancellation form at the end of these Terms and Conditions to notify Us of Your decision to cancel by email, but You do not have to.
- 5.6.3 To meet the cancellation deadline, it is sufficient for You to send Your communication concerning Your exercise of the right to cancel before the Cancellation Period has expired. We do not have to have received it before the expiry of the Cancellation Period.
- 5.6.4 Effects of Cancellation during the 14 day period:
- (i) If You cancel Your Contract within the 14 day Cancellation Period, We will reimburse any Fees (excluding the audition fee) received from You as soon as We can, and no later than 14 days after the day on which We receive notification of Your decision to cancel the enrolment.
 - (ii) We will make the reimbursement using the same means of payment as You used for the initial transaction, unless You have expressly asked Us and We have agreed otherwise; in any event, You will not incur any fees as a result of the reimbursement.
 - (iii) If delivery of the Course begins during the Cancellation Period, We may deduct from any reimbursement an amount for the supply of the Course for the period for which it was supplied, ending with the time when You told Us You had changed Your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the Contract. For the avoidance of doubt, a deduction from any reimbursement may still be made if delivery of the Course begins during the Cancellation Period and the Student chose not to attend the Course prior to You sending Us notice of Your decision to cancel the Student's enrolment.
- 5.6.5 If You wish to cancel the Student's registration to a Course after the Cancellation Period has expired no refunds will be made. You will remain liable to pay any outstanding Fees due for the remainder of the Course by the advertised payment deadlines.
- 5.6.6 Bookings are non-transferable to another person, course or year.
- 5.6.7 GSA recommends You take out suitable insurances at Your own initiative and cost against: withdrawal from the Course due to injury and/or illness; in the event that the Student requires medical treatment or hospitalisation; and/or withdrawal from the Course due to personal or family reasons. Students with an existing injury attend the Course at their own risk.



6 Course material and changes to services

- 6.1 Payment of the Fees in accordance with these Terms and Conditions entitles the Student to the services described on GSA's website in relation to the Course, and to access all parts of the Course the Student is enrolled on, as well as the available GSA facilities necessary to attend the Course. Unless indicated otherwise, Fees do not include any other services, including but not limited to: subsistence during Course days; travel; insurance including health insurance; or services or other costs that might arise prior to or during the Course.
- 6.2 Every effort is made to ensure that all information relating to the Course is correct at the time of going online or to print and GSA will seek to deliver each Course in accordance with the description set out on the Course web page which can be found here: <https://gsauk.org/courses/junior-conservatoire>.
- 6.3 There may be situations in which it is desirable or necessary for GSA to make changes in Course provision, either before or after enrolment. GSA therefore reserves the right, subject to section 5.5 above, to:
- 6.3.1 Make reasonable changes to the timetable, location (including moving teaching online) or academic staff specified for a Course;
 - 6.3.2 Make reasonable changes to the content and syllabus of a Course when necessary; and/or
 - 6.3.3 Use selected third party providers when delivering Courses.
- 6.4 The views expressed and information provided by GSA employees and any Course materials provided to the Student during the Student's Course are intended solely for the purpose of providing the Student with the services outlined above. They are not intended as advice to be relied on in other contexts. GSA does not accept any liability if You and/or the Student do rely on such views, information or materials for purposes other than the Course. You and the Student must not use any such materials provided by GSA for any other purposes than the ones set out in these Terms and Conditions. In particular, but without limitation, use is not permitted for: (i) any commercial purposes; (ii) as an official view or opinion of GSA; or (iii) for dissemination without GSA agreement, in particular on social media.
- 6.5 You will be solely responsible for determining whether the Course is sufficient and suitable for the Student's needs. We do not provide any guarantee in respect of the standard of the Student's abilities on completion of the Course. To help Us enrol the Student on to the Course, You must provide Us with all information requested in connection with the Course.
- 6.6 The Course is not formally accredited, whether by GSA or otherwise, and may not be used (in whole or in part) to satisfy the requirements of the award of any degree or diploma by GSA or the University of Surrey. Upon completion of the Course the Student will receive a certificate of attendance.

7 Intellectual Property and use of the GSA brand

- 7.1 All materials provided by GSA in relation to the Course (and any Intellectual Property Rights in the same) are and remain the property of GSA or, in case of materials belonging to third



parties, of the relevant third party. GSA will obtain the necessary allowances and licences for materials used that are not the property of GSA.

- 7.2 Use of the GSA brand, name and/or logo is not permitted without prior written agreement of GSA in the form of a contract. For the avoidance of doubt, this paragraph also applies to any University of Surrey brand, name and/or logo.

8 Student behaviour and discipline

- 8.1 It is a condition of Your Contract with Us that You and the Student agree to comply with Our applicable rules, policies and regulations as notified to You and/or the Student.

8.2 A serious or persistent failure to observe any relevant rule, regulation or policy may result in the Student being asked to leave. In this instance no refund will be given.

- 8.3 If You and/or the Student fail to follow these, or behave in a threatening or aggressive manner, or in a way that adversely affects other students, GSA's employees or contractors, or bring GSA into disrepute through Your/the Student's actions, We reserve the right to remove the Student from the Course and/or exclude You and the Student from GSA's premises. In serious cases, the Fees will not be refunded.

- 8.4 Both You and the Student agree to the provision of first aid or urgent medical treatment as recommended by a doctor or qualified medical practitioner as necessary.

9 Limitation of liability

- 9.1 **Nothing in these Terms and Conditions will limit or exclude the liability of GSA for death or personal injury arising from Our own negligence, or for fraud or fraudulent misrepresentation.**

- 9.2 **Otherwise, Our liability to You and the Student with respect to the provision of a Course, the cancellation, postponement, or amendment of the Course, any negligence, any breach of these Terms and Conditions, or arising in any other way out of the subject-matter of these Terms and Conditions, is limited to the amount of Fees received from or on behalf of You in respect of the Course.**

- 9.3 Further, Our liability to You and the Student with respect to the provision of a Course, the cancellation, postponement, or amendment of a Course, any negligence, any breach of these Terms and Conditions, or arising in any other way out of or in connection with the subject-matter of these Terms and Conditions, will not extend to: (i) any indirect losses or damages, or to any loss of profits, whether direct or indirect, even if We have been advised of the possibility of those losses or if they were within Our contemplation; or (ii) any costs or expenses incurred by any person or organisation in connection with travel or other arrangements.

- 9.4 We do not accept any responsibility or liability in respect of any damage to or loss of any goods, vehicles or property of any kind brought onto or left at GSA's premises whether by You, the Student or any other person and it is Your and the Student's responsibility to take good care of Your and the Student's personal belongings. Any vehicles left on Our premises or goods deposited with Us are left / deposited at Your and the Student's own risk and



without any obligation on Us. We recommend taking out insurance, as We do not provide any insurance cover to You or the Student.

10 Safeguarding

- 10.1 Parents should be aware that GSA will not act 'in loco parentis' towards their child. This means that GSA will not act in a parental capacity towards Your child. We are unable to supervise Your child outside of teaching hours.
- 10.2 GSA complies with the University of Surrey's safeguarding and child protection policy: <https://www.surrey.ac.uk/sites/default/files/2018-12/child-protection-and-adults-at-risk-policy.pdf>.
- 10.3 Parents and Students should be aware that GSA's premises are in an open public space accessible by students and others.
- 10.4 Physical contact may be necessary by members of the teaching faculty, for example in dance classes. Members of staff will ask Students whether they are comfortable with this beforehand and respect their wishes. If You would like to discuss this further please contact Us.

11 How We may use Your personal information

- 11.1 GSA will use Your and the Student's personal information in accordance with its data protection policy and privacy notices on prospective students and applicants, and students, which are located here: <https://www.surrey.ac.uk/gsa-short-courses-privacy-notice>.
- 11.2 We will at all times comply with the Data Protection Act 2018.
- 11.3 We will retain Your and the Student's personal information to contact You and the Student with marketing information and other GSA-related information that We would normally send to Our alumni.
- 11.4 Where You have given Your consent, We may use any video and photographic images of the Student and the Student's Course for promotional campaigns, to engage with the wider community and/or to monitor teaching.

12 Complaints

- 12.1 If there is a problem with the application process, or if You have any questions or complaints about the Course, please contact Us. You can contact Us by email at gsajuniorconservatoire@gsa.surrey.ac.uk.

13 Governing Law

- 13.1 These Terms and Conditions and any dispute or claim arising out of or in connection with it or its subject matter of formation (including non-contractual disputes or claims) will be governed by and construed in accordance with the laws of England and Wales and You irrevocably submit to the exclusive jurisdiction of the English courts.



14 Other important terms

- 14.1 Nobody else has any rights under this Contract. This Contract is between You and Us, and the Student. No other person shall have any rights to enforce any of its terms. Neither You nor We will need to get the agreement of any other person in order to end the Contract or make any changes to these terms.
- 14.2 If a court finds part of this Contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.3 Even if We delay in enforcing this Contract, We can still enforce it later. If We do not insist immediately that You and/or the Student do anything You and/or the Student are required to do under these terms, or if We delay in taking steps against You and/or the Student in respect of Your and/or the Student breaking this Contract, that will not mean that You and/or the Student do not have to do those things and it will not prevent Us taking steps against You at a later date. For example, if the Student is accepted without making a payment and We do not chase You but We continue to provide the Course(s), We can still require You to make the payment at a later date.
- 14.4 The Contract constitutes the entire agreement between You and Us and supersedes all previous agreements between You and Us, whether written or oral.



Model cancellation form

To:

Guildford School of Acting

Stag Hill Campus

Guildford

Surrey

GU2 7XH

By email to gsajuniorconservatoire@gsa.surrey.ac.uk

I hereby give notice that I cancel my contract for the supply of the following services:

[Insert Junior Conservatoire course]

Ordered on:

Name of student:

Address of student:

Signature of Parent (only if this form is notified on paper)