



# GUILDFORD SCHOOL OF ACTING

## SUMMER 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 Summer Conservatoire (“Course”) which are listed under: <http://gsauk.org/courses/part-time-short-courses/summer-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:

**Accommodation:** means any accommodation booked in addition to the Course via the online booking system.

**Commencement Date:** means the date on which We begin to run teaching, events, or otherwise, or to provide Accommodation, for Your Course.

**Contract:** means the legally-binding arrangement that You and We enter into when You pay the Fees in full and We email You to confirm Your 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 Your Course. Fees also means, where applicable, the fees for any Accommodation You book.



**Parent:** means any holder of parental responsibility<sup>1</sup> for You if You are under 18 years of age, and who applies for the place on the Course for You or pays Your Fees.

**Sponsor:** means any third party which may pay Your Fees, other than a 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 student, who will be attending the Course.

## 2 Agreement with GSA

- 2.1 The purpose of these Terms and Conditions is to set out the basis for Your relationship (and Your Parent's relationship if you are under 18) with GSA when You apply for a GSA Course.
- 2.2 When We accept Your application for a place on the GSA Course, You (and if you are under 18 your Parent) enter into a legally-binding contract with Us. This Contract requires You 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 Your Course and use of the Accommodation. 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 Your application to Us. These tell You who We are, how We will provide the Course (and, where booked, Accommodation) to You, 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 [gsasummerschool@gsa.surrey.ac.uk](mailto:gsasummerschool@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 Your application.
- 2.6 Our acceptance of Your enrolment will take place when We email You a confirmation email and these Terms and Conditions to confirm that We have received full payment of the Fees, 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 Applications for enrolment on a Course must be made using the on-line booking system. We are able to accept paper applications only if there are particular circumstances where You

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<sup>1</sup> 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.



need to do so; please let Us know in advance. You are required to pay Your Fees when You apply. Applications will only be considered once the Fees have been paid in full in cleared funds.

- 3.2 Admission to any Course is based on a first come, first served basis.
- 3.3 Course places are subject to availability.
- 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 Your 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 15 below. The payment of all or part of the Fees does not oblige Us to accept Your application for enrolment and any Fees paid will be reimbursed if We do not accept Your application.
- 3.7 You must notify Us of any disabilities which You have to enable Us to put in place any reasonable adjustments to enable You to access Our services, including any Accommodation, during Your Course.

#### **4 Fees**

- 4.1 GSA holds the most up to date information about the Fees on the Summer School website: <http://gsauk.org/courses/part-time-short-courses/summer-conservatoire>.
- 4.2 The Fees must be paid at the time of submitting an application.
- 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 Any additional fees incurred, which may include but not be limited to charges for lost key cards and library fines, will be payable by You, or (if you are under 18) may be passed to Your Parent(s) for payment.

#### **5 Cancellations and non-attendance**

- 5.1 Cancellation by GSA

We may only cancel a Course 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; 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.
- 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 that You are registered with is cancelled or postponed then where possible We will offer You the choice of a place on an alternative course at no additional cost in Fees payable. The alternative course will be as close in time to the cancelled Course as We are able to provide.
- 5.4 You will be required to nominate Your alternative choice of Course within seven (7) days of having been notified of the change. If You do not wish to accept the offer of an alternative Course then We will provide a full refund of the Fees to the extent these have been received by Us. Unfortunately we cannot be responsible for any non-refundable travel costs You may have incurred and we suggest You obtain suitable insurance cover.
- 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 to continue with the Course as a result of these significant changes then You will have the right to cancel Your enrolment on the Course and We will provide a full 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 Your 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 Your enrolment and that We have received payment in full of Your Fees.
  - 5.6.2 To cancel Your 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 [gsasummerschool@gsa.surrey.ac.uk](mailto:gsasummerschool@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 Fees 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, including the provision of any Accommodation, 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 You chose not to attend the Course and/or stay in any Accommodation prior to sending Us notice of Your decision to cancel Your enrolment.
- 5.6.5 If You wish to cancel Your registration to a Course after the Cancellation Period has expired:
- (i) For such cancellations received by GSA on or before 12 weeks before the Commencement Date, 100% of the Fees, including accommodation fees, paid will be refunded, save for the retention of a £25 administrative fee.
  - (ii) For such cancellations received by GSA less than 12 weeks before the Commencement Date, none of the Fees will be refunded, save that GSA reserves the right to provide You with a full refund of the Fees under serious, unforeseen circumstances, including but not limited to serious illness or bereavement. The decision to refund the Fees under such circumstances is at GSA's full discretion. Any supporting documentation must be translated if it is not in English.
- 5.6.6 Bookings are non-transferable to another person, save if a Sponsor is paying Your Fees and You have to withdraw, Your Sponsor may nominate another person to take Your place. We will assess this person's application against Our normal entry requirements. You will be bound by these Terms and Conditions until We have offered, and the other person has accepted, what would have been Your place on a Course.



5.6.7 We are under no obligation to agree to requests to transfer Your booking to another Course. However, if numbers allow and with sufficient notice, We may at Our discretion choose to allow this. Any transfers will be subject to a £25 administrative fee.

## **6 Course material and changes to services**

- 6.1 Payment of the Fees in accordance with these Terms and Conditions entitles You to the services described on GSA's website in relation to the Course, and to access all parts of the Course You are enrolled on, as well as the available GSA facilities necessary to attend the Course, including use of the library as a visitor. 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. GSA recommends You take out suitable insurances at Your own initiative and cost.
- 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: <http://gsauk.org/courses/part-time-short-courses/summer-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 or academic staff specified for a Course;
  - 6.3.2 Make reasonable changes to the content and syllabus of a Course when necessary;
  - 6.3.3 Make reasonable changes to the location of any Accommodation; and/or
  - 6.3.4 Use selected third party providers when delivering Courses or providing Accommodation.
- 6.4 The views expressed and information provided by GSA employees and any Course materials provided to You during Your Course are intended solely for the purpose of providing You with the services outlined above. They are not intended as advice to be relied on in other contexts, for example in connection with a business that You are running or are intending to run. GSA does not accept any liability if You do rely on such views, information or materials for purposes other than the Course. You 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 Your needs. We do not provide any guarantee in respect of the standard of Your abilities on completion of the Course. To help Us enrol You 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 You will receive a certificate of attendance.

6.7 Car parking may be available in the pay and display car park on campus, subject to a first come first served basis.

## **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 Ownership of any intellectual property rights created by You will be determined by the University of Surrey's standard policies in relation to the ownership and protection of intellectual property rights created by students. More information is available at: <https://www.surrey.ac.uk/apply/policies>.

7.3 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 agree to comply with Our applicable rules, policies and regulations. Those most likely to be relevant to You include but are not limited to:

8.1.1 IT acceptable use policy

<https://www.surrey.ac.uk/sites/default/files/2018-06/it-acceptable-use-policy-guidelines.pdf>

8.1.2 Student code of conduct

All participants will receive a code of conduct prior to their arrival for the Course.

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

8.3 You must also abide by any statutory requirements, including those relating to any visa obligations which may be placed upon You.

8.4 If You 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 actions, or fail to comply with the requirements of section 12 in relation to any Accommodation provided to You under that section, We reserve the right to remove You from the Course or exclude You from GSA's premises and/or, where



appropriate, any Accommodation provided to You under section 12. In serious cases, the Fees may not be refunded.

- 8.5 Both You and your Parent (if you are under 18) agree to the provision of first aid or urgent medical treatment as recommended by a doctor or qualified medical practitioner as necessary.

## **9 Course language**

- 9.1 Unless otherwise indicated, all Courses are taught in English.

- 9.2 If Your first language is not English, You are required to be proficient in written and spoken English and be able to participate in group discussions and presentations in English and will be requested to provide an IELTS test or equivalent to make sure Your level of English is adequate for the Course. If you have not taken an IELTS test, it may be possible to conduct an informal telephone interview with You to assess Your suitability for the Course – please contact Us to discuss this.

- 9.3 We do not accept liability for any inconvenience or failure to engage with the Course if You lack the required English language proficiency, as specified in the entry requirement located at <http://gsauk.org/courses/part-time-short-courses/summer-conservatoire>.

## **10 Visas: Your responsibilities**

- 10.1 You are responsible for obtaining any required visa that enables Your participation in the Course and the rejection of a visa application by the British authorities does not affect the application of these Terms and Conditions including payment of the Fees. We recommend that all applicants from outside the UK check with UK Visas and Immigration regarding their visa requirements before applying.

- 10.2 In no circumstances will We issue documentation to support a visa application before receiving payment in full in cleared funds of the Fees from You. The cancellation and refund provisions apply irrespective of whether cancellation is due to a failure to satisfy visa requirements in good time before the Course Commencement Date or other similar reason, such as failure to apply for a visa in appropriate time or delay with the visa process.

## **11 Limitation of liability**

- 11.1 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.**

- 11.2 Otherwise, Our liability to You 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.**

- 11.3 Further, Our liability to You 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, accommodation, reservations or other arrangements.

- 11.4 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 or any other person and it is Your responsibility to take good care of Your personal belongings. Any vehicles left on Our premises or goods deposited with Us are left / deposited at Your own risk and without any obligation on Us. We recommend taking out insurance, as We do not provide any insurance cover to You.

## **12 Accommodation and Your obligations**

- 12.1 We are not under any obligation to provide Accommodation to You. You may apply for Accommodation if You are aged 16 or over. Provision of such Accommodation will be subject to the following conditions: (i) Your application has been accepted and the Fees have been paid in full; (ii) any Accommodation fees have been paid in full; and (iii) You have not withdrawn Your acceptance of Our offer or attendance on a Course or otherwise brought this Contract to an end in any way.
- 12.2 When We provide Accommodation to You, You agree to abide by and comply with the rules and regulations of that residence as provided to you. In particular, You must observe instructions governing safety and security and do nothing to compromise Your own or other residents' safety and security. You should also behave courteously to other residents, staff and visitors at the Accommodation. Please note that it is a requirement of the Accommodation to leave the room in a clean and tidy state. If You do not comply with these requirements, You may be asked to leave the Accommodation and We shall have no further obligation to provide You with such Accommodation or reimburse costs.
- 12.3 A DBS checked warden will be resident in Accommodation for general support and in case of emergency. Male and female students under the age of 18 will be housed in separate corridors, which will also be separate from 18+ students, and will have a male and female chaperone (as applicable) resident in their Accommodation.
- 12.4 The provisions at section 11 above also apply to any liability We have to You with respect to the provision of Accommodation under this section.

## **13 Safeguarding**

- 13.1 Parents should be aware that GSA will not act 'in loco parentis' towards their child.
- 13.2 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>.
- 13.3 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.

#### **14 How We may use Your personal information**

- 14.1 GSA will use Your 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>.
- 14.2 We will at all times comply with the Data Protection Act 2018.
- 14.3 We will retain Your personal information to contact You with marketing information and other GSA-related information that We would normally send to Our alumni.
- 14.4 We will ask You to complete anonymous evaluation surveys at the end of Your Course, the results of which We will circulate to relevant members in GSA and externally for marketing purposes.
- 14.5 Where You have given Your consent, We will use any video and photographic images of You and Your Course for promotional campaigns, to engage with the wider community and/or to monitor teaching.

#### **15 Complaints**

- 15.1 If there is a problem with the application process, or if You have any questions or complaints about the Course or Accommodation, please contact Us. You can contact Us by email at [gsasummerschool@gsa.surrey.ac.uk](mailto:gsasummerschool@gsa.surrey.ac.uk).

#### **16 Governing Law**

- 16.1 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 non-exclusive jurisdiction of the English courts. If You are a consumer based outside of England, You may also bring proceedings in Your local courts.

#### **17 Other important terms**

- 17.1 Nobody else has any rights under this Contract. This Contract is between You and Us, and also your Parent if you are under 18. 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.
- 17.2 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.
- 17.3 Even if We delay in enforcing this Contract, We can still enforce it later. If We do not insist immediately that You do anything You are required to do under these terms, or if We delay in taking steps against You in respect of Your breaking this Contract, that will not mean that



You do not have to do those things and it will not prevent Us taking steps against You at a later date. For example, if You are 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.

- 17.4 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 [gsasummerschool@gsa.surrey.ac.uk](mailto:gsasummerschool@gsa.surrey.ac.uk)

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

[Insert summer school course]

Ordered on:

Name of student:

Address of student:

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