



## **1 / Bookings**

- a) All bookings must be made online <https://gsastore.surrey.ac.uk/short-courses/summer-school/summer-school/gsa-summer-conservatoire-2020>
- b) Full payment must be made at the time of booking.
- c) Bookings are non-transferable to another course or another participant.

## **2 / Cancellation of a course**

Courses may be cancelled by GSA if it fails to attract a viable number of participants. Full refunds of both tuition and accommodation fees (where applicable) will be made in these circumstances. GSA is not liable for any travel costs incurred as a result of cancellation.

## **3 / Withdrawals and refunds**

### **3.1 Tuition and accommodation Fees**

Participants who withdraw will have their fees refunded, subject to the clauses below:

- a) Withdrawals made twelve (12) weeks or more prior to the start of the course will incur a £25 administration charge.

No refunds will be made for withdrawals made less than twelve (12) weeks prior to the start of the course, unless a medical certificate is produced. This needs to be officially translated if not in English. In this case a £25 administration charge will apply.

- b) Once the course has commenced, there will be no refunds for withdrawals.

### **3.2 Notice of Withdrawal**

Notification of withdrawal must be made by email to GSA ([gsasummerschool@gsa.surrey.ac.uk](mailto:gsasummerschool@gsa.surrey.ac.uk)), after which an acknowledgement will be issued.

## **4 / Accommodation**

Accommodation will only be available to students aged 16+, subject to availability. Parents of students under 18 attending GSA Summer School courses should be aware that the University will not act 'in loco parentis' [a parental capacity] towards your child. An adult staff member will be resident on campus for general support and in case of emergency.

## **5 / Child Protection and Safeguarding**

As part of the University of Surrey GSA adheres to the University's Safeguarding and Child Protection policy

## **6 / Insurance**

Participants are advised to consider taking out insurance against withdrawal due to injury/illness or requiring medical treatment or hospitalisation; or due to personal or family reasons which might prevent them from completing the course.

Participants with an existing injury attend the course at their own risk.

**7 / Additional charges**

Any charges incurred by GSA on behalf of a student will be passed onto the student's parent/guardian, who will be liable to reimburse the full amount, e.g. lost key cards, library fines. / Waiver

Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this matter, please contact GSA.

**8 / Content**

GSA reserves the right to alter the advertised programme and/or faculty without prior notice. The information in this and other material was correct at the time of going to press or posting online.

**9 / Code of Conduct**

All participants will receive a code of conduct in their confirmation pack. Failure to observe the code of conduct may result in participants being asked to leave. GSA reserves the right, at its discretion, to refuse admission to any participants prior to, or during the course. In this instance no refund will be given.

**10 / Eligibility**

Participants may only enrol on an age appropriate course. GSA reserves the right to return applications which do not meet the age required or are deemed unsuitable for the course.

**11 / Data protection statement**

On booking participants will be asked to submit details and confirm that they agree for those details to be stored on a GSA/University of Surrey database. The information provided will be used to supply relevant course information as requested and to deliver the course. If you agree, your information can be saved on file and GSA can send you details of future University and GSA events and courses.

The Data Protection Act 1998 gives people the right to know what information is held about them, and requires the University to ensure that personal information relating to living individuals is handled properly, held in confidence and protected from disclosure to a third party without the permission of the person about whom it is recorded.

All data is kept secure and complies with all PCI DSS and data protection legislations.