

Terms & Conditions | BABSSCo Online

TERMS AND CONDITIONS

The British Association of Boarding School Short Courses ('BABSSCo') is a trading name of Harrow School Enterprises Limited registered in England, company number 1617359. Harrow School Enterprises Ltd is a wholly owned subsidiary of Harrow School ('The School'), registered charity number 310033.

IT REQUIREMENTS

- Prior to booking a course with BABSSCo Online, it is your responsibility to check you will be able to access our virtual school with your computer or laptop. Click [here](#) to check you can use your device to access our virtual classrooms and [here](#) to check you can use our online campus. We recommend using headphones or earphones for the lessons. Your computer or laptop will need:
 - A webcam and microphone
 - Capacity to play sound
 - Memory of 512MB (1GB recommended)
 - Processing power equal to or faster than Pentium 4 for PC users and 1.83GHz Intel Core Duo for Macintosh users
 - An operating system of Windows 7 or more advanced for PC users and Mac OS x10.8 for Macintosh users
 - Up to date versions of Flash Player and Adobe Reader installed.
- BABSSCo is not responsible for any inability to access the virtual classroom or campus due to your IT problems. If you experience IT issues, wherever possible your BABSSCo teacher will adapt the lesson to allow as much participation as possible. For example, if your webcam and microphone is not working, communication will be through the chat box.

ENROLMENT

- On booking a course with BABSSCo Online, you are requested to express any preference for lesson time and teacher. Confirmation of these lesson details is made in writing by email no later than 10 days after receiving a booking request.
- If we are unable to meet your expressed preference for lesson time and/or teacher, you will be contacted by email to arrange an acceptable alternative time and/or teacher. If we are unable to arrange an alternative that is acceptable to you, your full fees for that booking will be returned.
- Once a student is appointed to a teacher, they will normally complete all ten lessons at the same time with the same teacher, with a maximum of three months to complete their course of study. Please see our Attendance Policy below for details of changing lesson times and postponing classes.
- If a teacher becomes unavailable to complete a course of tuition that is in progress, you will be contacted to arrange an acceptable alternative teacher. If we are unable to arrange an alternative that is acceptable to you, fees for the remaining part of your course will be returned.
- An enrolment is not valid until the payment has been received and it has been confirmed in writing by BABSSCo.
- If incorrect information or misinformation is provided at application to BABSSCo, we reserve the right to ask the student(s) to leave the course. In this case, there will be no refund of the course fees.

CANCELLATION

- Please contact us immediately if you need to cancel your course.
- If written notice of cancellation of your course is received less than 1 week before the start of the course, your full fees will be returned to you less a £50 administrative fee.
- If written notice of cancellation of your course is received less than 1 week before the start of the course, you will be entitled to a refund of 50% of the full fees.
- If written notice of cancellation of your course is received after the start of your course, you will be entitled to no refund of any part of the fee.
- Please note, bookings are non-transferable.

AMENDMENTS

- Once a student has registered, name changes will not be allowed. Any amendments to the registration process will, if possible and subject to availability, incur an administrative fee of £50.
- Students will not be authorised to change teachers during their course unless their original teacher becomes unavailable to continue the course of tuition.

ATTENDANCE POLICY

- You are able to postpone or rearrange up to three lessons per programme if necessary, on the condition that you inform your teacher by email at least 48 hours before the lesson is due to begin, and that all ten lessons are completed within a three-month period.
- Your teacher is able to postpone or rearrange up to three lessons per programme if necessary, on the condition that they inform you by email at least 48 hours before the lesson is due to begin, and that all ten lessons are completed within a three-month period.
- If you give less than 48 hours' notice that you will be unable to attend a class, you will forfeit that class. This includes non-attendance due to technical issues such as problems with your internet connection.

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- If your lesson is cancelled with less than 48 hours' notice by your teacher, he or she will contact you to arrange an alternative time for the lesson that is acceptable to you. If no alternative acceptable time can be established, the lesson will be postponed to the following week and the course duration extended by a week if necessary.
- Should you wish to do so, you may change your regular lesson time at any point in your course providing you and your teacher agree on a mutually convenient alternative time.
- If you are late to your lesson, you will forfeit the lesson time missed due to the late start of your class. If you are more than twenty minutes late to your lesson and have not contacted your teacher to advise them of when you will be able to attend, you will forfeit the entire lesson.
- If your teacher is not present in the virtual classroom at the start of your lesson and you have not been contacted by them to advise you of a late start or postponed lesson, please email your teacher and BABSSCo Online immediately.
- If your lesson starts late due to teacher lateness, the lesson will be extended to make up the missed time, or an alternative mutually convenient time will be found to make up the missed time.

RE-ENROLLMENT

- If you wish to re-enrol with BABSSCo Online, you will have the option of continuing to study with the same teacher if they are available, or changing your teacher and/or lesson time. You must complete re-enrolment at least 3 weeks before the end of your course in order to reserve the same time and teacher, subject to continued teacher availability.
- On booking with BABSSCo Online, you can opt for automatic re-enrolment. You will automatically be enrolled in a new course and payment taken at the beginning of each new course until you inform BABSSCo you wish to cancel. BABSSCo will inform you before any payment is taken.

LIABILITY

- BABSSCo and The School have public liability insurance. Any liability of BABSSCo or of The School to the student or parent or guardian, in respect of which BABSSCo or The School has insurance cover, shall be limited to the amount of such cover and any such liability in respect of which BABSSCo or The 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 BABSSCo or The School for personal injury or death caused by negligence of BABSSCo or The School or our respective servants and agents.
- It shall be a condition of the contract between BABSSCo, The School and the student or his or her parent or guardian, that BABSSCo and The 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 BABSSCo or The School becomes impossible to supply due to reasons outside our control.

DATA PROTECTION

- All lessons are recorded, and the lesson recording is shared with you by email after your lesson. These recordings can only be shared amongst the student, their family, BABSSCo Online E-Teachers and Harrow School Enterprises administrative staff. You must not under any circumstances upload the video to the public domain, e.g. YouTube, or share with any non-authorised people.

MARKETING

- Unless the parent or guardian of a student writes to tell us this is not acceptable, we may use screenshots or video clips of lessons in future BABSSCo promotional material. Parents wishing to opt out must do so in writing to BABSSCo Head Office.
- Students and the parent or guardian are asked to complete a course evaluation form at the end of the course. Unless the parent or guardian writes to tell us this is not acceptable, we may use any comments in future BABSSCo promotional material.

COURSE RULES

- Students should study from a quiet location where they are unlikely to be interrupted.
- Students must turn off their mobile phones and close email and messaging servers during lessons.
- Students should be prepared to use their webcam in every lesson, and should dress appropriately for a meeting with their teacher.
- Students should complete self-study work set by their teacher before their lesson.
- Students should be punctual to lessons.
- Students should concentrate in class and behave in a manner that is respectful to their teacher.
- Students who do not obey the course rules or who repeatedly misbehave or do not follow the instructions of their teacher will have their lessons terminated, and **no part** of the course fee will be refunded.