

## Terms & Conditions | Summer 2017

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.

### ENROLMENT

- Places on each course are limited and we advise you to apply as early as possible.
- All BABSSCo applications and deposit payments must be made online.
- An enrolment is not complete until we have received the deposit and confirmed the booking in writing.
- The initial deposit of £500 per course per student is part of the full fees and not an additional cost. We require a deposit payment for each course that you book before 1 May 2017.
- If the application is accepted after 1 May 2017, we must receive full payment of fees at the time of booking.
- BABSSCo must receive full payment of fees for all courses by 10 May 2017. If we do not receive payment by this date, we may cancel the student's place on the course and will retain the deposit payment.
- It is your responsibility to check before the payment deadline if there are any foreign exchange restrictions in your country and to make arrangements with your bank in advance to ensure we receive payment by the deadline.
- If incorrect information is provided in the application to BABSSCo, we may ask the student(s) to leave the course. If this happens, we will not refund the course fees.
- At registration, all students will need to give us their passport. This includes students arriving with their parents or guardians. It is a requirement of the UK Border Agency that we keep passports onsite and securely stored. We return passports to students at deregistration.

### CANCELLATION

- Please contact us immediately if you need to cancel your course (see Liability and Insurance sections).
- If you cancel more than six weeks before the start of your course, we refund your full fees but retain the deposit.
- If you cancel less than six weeks before the start of your course, we retain your full fees. Depending on the reason for cancellation, you may be covered by the insurance policy. Please contact us for details of this policy.
- You must support any cancellation claims with documentary evidence.
- If your cancellation is because of a visa refusal, please see 'Student Visas', as separate conditions apply.
- Bookings cannot be transferred and deposits cannot be refunded.
- Any unused portion of the course fee cannot be refunded.

### AMENDMENTS

- After a student has registered, you cannot change their name.
- The name on the application must match the legal name on the student's current passport.
- If you ask us to make a change to your application that we are able to make, we charge an administrative fee of **£75**.
- Students cannot change programmes during their course.
- If you want to change the school, we will regard this as a new booking. We will retain your original deposit and require a new deposit.

### AIRPORT & EUROSTAR TRANSFERS

- We must receive your travel details by the deadline given in your booking confirmation email.
- BABSSCo always confirms travel details via e-mail. Do not assume that BABSSCo has received travel details until you receive an email from us.
- You must inform us of any changes to your travel arrangements. We must receive any changes to arrival travel details at least seven days before the start of the course and any changes to departure travel details at least seven days before the end of the course.
- If we do not receive travel details within the seven day deadline we will charge you an administrative fee of £75 and we may not be able to provide a transfer.
- We will organise airport transfers or transfers to St. Pancras railway station for all students who send us travel details within the seven day deadline and hold a valid return ticket with a time and date. You cannot arrive with an undated ticket; BABSSCo cannot book your return ticket.
- Airport transfers are normally by car, minibus or coach. Trains or public transport may be used if required.
- Airport transfers and transfers to St. Pancras railway station are included in the course fee for flights and trains arriving between 06:00 and 18:00 on the arrival day of your course and departing between 08:00 and 19:00 on the departure day of your course.
- If you cannot travel within these arrival and departure times, please contact the BABSSCo Registration team to check before making your travel arrangements. If we have confirmed a transfer outside of our advertised arrival and departure times, there will be a fee of £150 per transfer, per student. We will confirm your transfer when we receive your travel form and the payment of additional fees. We may not be able to accept all requests for transfers that do not meet our travel requirements.
- Students attending Harrow or Mill Hill Schools should arrive at St Pancras Station, or Heathrow or Luton Airports. If you want to fly into or out of London Gatwick Airport or Stansted Airport, we may be able to arrange this at a fee of **£150 per flight, per student**. Please contact the BABSSCo Registration team to check before making your travel arrangements. We may not be able to accept all requests for transfers that do not meet our travel requirements.
- Students who do not require a BABSSCo transfer must arrive to the school with a parent or an authorised adult between 09:00 and 17:00 and depart with a parent or an authorised adult between 09:00 and 13:00.
- All Dulwich College arrivals and departures must be organised between 10:00 and 18:00. There is a fee for any arrivals or departures outside of these times. Please contact the BABSSCo Registration team before making your travel arrangements.
- We will not provide transfers for students meeting adults at an airport or station unless the student is booked on a flight or train leaving that day. If the adult is late meeting BABSSCo staff at the check in desk, we will check in the student for their departure and send them through security.
- Students must pay the cost of excess baggage and Unaccompanied Minor (UM) charges. Please check the airline's arrangements for the payment of airport departure tax and the maximum luggage allowance.
- If a student will be collected by an adult who is not the parent or legal guardian, the parent or legal guardian must first complete an authorisation form giving us the name of this adult. The adult must show photographic ID to BABSSCo staff before we release the student into their care.

# 2017 BABSSCo Terms & Conditions - DRAFT

- We can only provide transfers for students booked on our courses.

## VISITORS TO THE COURSE

- Any relative or friend who wants to take a student out during the course, must ask for the permission of the Activities Director or their delegate at least 48 hours in advance. We require students to attend all of their lessons.
- If the visitor is not the parent or guardian of the student, we must receive an authorisation letter from the parent or guardian at least 48 hours in advance.
- The visitor must show photographic identification to BABSSCo staff before we release the student into their care.
- All students are required to be signed out and signed back in to BABSSCo's care by the parent, guardian or authorised visitor.

## STUDENT VISAS

- You may require a student visa. It is your responsibility to obtain a visa.
- At the time of application, BABSSCo will provide the letter of acceptance and visa support letter, if required.
- If your visa application is refused, our refund policy is as follows:
- If a visa is refused by the Entry Clearance Officer and you have followed the correct procedures, we will refund your full fees but retain your deposit.
- If the reason for refusal is related to insufficient, incorrect or false documentation, or if you have not applied with sufficient time for the visa to be approved, we will retain your full fees. We strongly recommend you apply at least three months before the start date of your course.
- With all visa refusals, you must send us the original documentation (such as the visa refusal letter) issued by the Entry Clearance Officer to qualify for any refund.

## LIABILITY

- BABSSCo and The School has public liability insurance.
- Any liability of BABSSCo or of The School to the student, 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.
- Nothing in these terms and conditions 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 their 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 of our control.

## INSURANCE

- BABSSCo provides insurance cover as part of your enrolment. This is designed to meet the needs of our students coming on courses in the UK.
- There is no extra charge for this cover. Your cover starts automatically when we receive your deposit payment.
- Please contact the BABSSCo Registration team for full policy terms and conditions.
- The insurance is arranged by Gibbs Denley Insurance Services and underwritten by ACE European Group Ltd. Both are authorised and regulated by the Financial Services Authority.

- If there are costs involved in the medical treatment of a student, you must pay these costs initially. If you want to claim for these costs, you must do so directly with the insurers.

## PASSPORT, TICKETS & POCKET MONEY

- Students must submit their passport and travel ticket at registration on arrival at the school. These documents will be kept securely throughout the course.
- Pocket money can be handed in at the start of the course. Our insurance policy covers for loss of cash of up to £250 only. We recommend that you purchase a debit card or a credit card for use in the UK. You can then add extra pocket money if required.
- We recommend students bring £100 pocket money per week.
- Any additional pocket money transferred to BABSSCo by bank or credit/debit card while the student is on a course will incur an administration fee of £30 per transaction. There is also a fee of 2.3% for any card transaction.
- BABSSCo will not lend or advance pocket money to any student.

## COURSE RULES

- Students must arrive on the day their course begins and leave the day their course ends.
- Students must be on time for all meals, classes, activities and excursions on the schedule.
- Students must keep their rooms tidy and make their own beds.
- Students must pay for any damage to property, equipment or rooms. No student of any age is allowed to drink or have alcohol.
- Any student who takes or has illegal drugs will be required to leave the course immediately.
- Students cannot smoke at any time. If we find evidence of smoking in a building, that student will leave the course immediately.
- In the boarding houses, girls and boys may only mix in the areas agreed by the Activities Director.
- Any form of bullying or intimidating behaviour is completely forbidden.
- Students must be in their rooms and silent at the time given by the House Parent (or delegate).
- Students must turn off their mobile phones during all lessons and scheduled activities.
- During excursions, the Activities Director may allow students aged 12 or over to go shopping in small groups without the supervision of the course staff, unless the parent or guardian writes to tell us their child cannot do this.
- Students who do not obey the course rules or who repeatedly misbehave or do not follow the instructions of the course staff or otherwise disrupt the smooth running of the course will be asked to leave the School and the course immediately at their own expense. No part of the course fee will be refunded.

## MARKETING

- BABSSCo sometimes takes photographs or videos of the students enjoying the course. Unless the parent or guardian of a student writes to tell us this is not acceptable, we may use these photographs or video clips in future BABSSCo promotional material. Parents wishing to opt out must do so in writing to the 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.