

## UAL Short Courses Ltd. Booking Terms and Conditions

### 1. Introduction and interpretation

1.1 These terms and conditions ("Terms") apply to the Central Saint Martins Residential summer school for 16 to 18 year old Programme provided by UAL Short Courses Ltd. ("we" "us" or "our") at Central Saint Martins, to consumers.

1.2 In these Terms, the following expressions have the following meanings:

"Application" means your application for a place on the Course, made by submitting your Booking Form;

"Booking Form" means the online or paper Booking Form supplied by us and completed by you;

"Course" means the course and mode of study set out on the Website in the course synopsis, to include for the avoidance of all doubt any alternative course that you and we subsequently agree that you will undertake;

"Event Outside Our Control" means an event or circumstances beyond our reasonable control, including extreme adverse weather conditions, power failure, loss of internet or poor connectivity, urgent or necessary maintenance that may arise from time to time, technical problems, strikes, and acts of god;

"Fees" means the tuition fees and administration fees payable by you in relation to the Course;

"Parent" means the parent or guardian of a student attending or intending to attend a Course.

"UAL" means University of the Arts, London - a Higher Education Corporation established under Section 121 of the Education Reform Act 1988.

"writing" and "written" include e-mail but not phone text messages

"Services" means the teaching services and related teaching materials that we will provide in relation to the Course;

"Short Course Office" means our college short course office, the address of which will be provided to you in the joining instructions sent to you prior to the commencement of the Course and our Website;

"Website" means our pages on the UAL website at <http://www.arts.ac.uk/study-at-ual/short-courses/>.

1.3 Where examples are given in these Terms by using words or phrases such as "including" or "for example" this will not restrict the meaning of the general related words.

1.4 Reference in these terms to "working days" are to days other than Saturdays and Sundays and public holidays.

1.5 If we arrange accommodation for you, the terms and conditions in clauses 25 to 42 will also apply.

1.6 The parent's declaration which appears at the end of these Terms forms part of them. You will be sent a copy of the declaration separately for signature and return.

## 2. About us and how to contact us

2.1 UAL Short Courses Ltd. is a wholly owned trading subsidiary of UAL specialising in short courses and related educational services. UAL Short Courses Ltd. is registered in England and Wales with company number 02361261. The registered office address is 272 High Holborn, London, WC1V7EY.

You can contact us by going to our website address <http://www.arts.ac.uk/study-at-ual/short-courses/>. <Click> on the college that your Course is booked with. At the bottom of the page are the full address and phone number for each Short Course Office. College Short Course Office email address for the Central Saint Martins Residential Summer School for 16 to 18 year olds Programme is [residential@csm.arts.ac.uk](mailto:residential@csm.arts.ac.uk)

## 3. Bookings

3.1 Your Application is an offer to us to enter into a binding contract with us to purchase a place on the Course. We are free to accept or decline your Application at our absolute discretion. Your offer is only accepted when we send you written confirmation that your Application is accepted or that we are able to offer you a place on the Course (the "**Confirmation**").

3.2 At the point of our Confirmation, a contract will come into existence between us and you (the "**Contract**"). The Contract will continue until the completion of the Course, unless it is cancelled earlier in accordance with these Terms.

3.3 The Contract will be subject to these Terms and the Booking Form. The Terms and the Booking Form (including any other documents attached or referred to in the Terms or the Booking Form) set out the entire agreement between you and us in relation to the Course.

3.4 Please check that the details in these Terms and the Booking Form are complete and accurate. If you think that there is a mistake in the Terms or the Booking Form or that they do not contain relevant information that you are relying on, please notify us and ask us to confirm any agreed changes in writing before you submit your Application.

## 4. Late applications

4.1 If your Application is submitted within 5 working days of the Course commencing, we cannot guarantee that the Confirmation will reach you before the Course starts. In these circumstances, we will normally provide confirmation by phone or email.

## **5. The Services**

- 5.1 We will use our reasonable endeavours to ensure that the Services meet the description set out in the Website in all material respects.
- 5.2 We will use our reasonable endeavours to comply with the timetable for the delivery of the Services which is set out in the Website or otherwise agreed between us. However, you agree that dates and locations for delivery of the Services and the tutors and lecturers providing the Services may be subject to change from time to time.
- 5.3 We may make any changes to the Services which are necessary to ensure that they comply with any applicable law or satisfy requirement or which do not materially affect the nature or quality of the Services, and we will notify you of any such changes.

## **6. Your obligations**

- 6.1 You agree to:
- a) maintain an immigration status that entitles you to undertake the Course,
  - b) attend classes for the Course regularly and on time;
  - c) ensure that you have a level of spoken and written English sufficient to allow you to participate in the Course (by way of a guideline, if English is not your first language, we would expect you to have an IELTS score of 4.5 for practical courses and 6.0 for lecture courses);
  - d) refrain from using any audio or visual recording equipment during classes or practical sessions;
  - e) comply with our health and safety rules as notified to you from time to time, including by wearing suitable clothing and footwear for practical classes;
  - f) conduct yourself in a professional and courteous manner and refrain from causing offence or nuisance to us, our staff or other students;
  - g) provide the equipment and materials that we advise you to on the Website or in the Course induction information required for the Course;
  - h) only use any facilities and equipment provided by us during the stated hours for delivery of the Course;
  - i) not provide access to, or share login details or content of Courses with any third parties;

## **7. You agree to:**

- 7.1 The Fees payable are £3695.00
- 7.2 Fees are payable in British Pounds (GBP).
- 7.3 The Fees are payable at the same time as you submit your Booking Form. If we do not accept your booking, we will refund to you any Fees you have paid (not including any additional bank charges required by paragraph 7.6.2 below) within 10 working days of rejecting your booking.

7.4 If you do not pay the Fees in accordance with these Terms you will not be entitled to start the Course.

7.5 All Fees stated are inclusive of VAT.

7.6 Fees can be paid by the following methods:

7.6.1 on-line by using your credit or debit card;

7.6.2 by bank transfer, banker's draft or a payment sent for collection. There will be an additional charge of £30 to cover bank charges, please ensure you provide a transaction reference number;

7.6.3 our bank details for the purpose of paying the Fees are available on request.

7.7 If your employer or organisation is paying the Fees and wishes to be invoiced, please ask them to write to us on their headed paper and send a company purchase order with your Application. Payment is required no later than 28 days before the start of the Course or the date specified in paragraph 7.3, whichever comes first.

## **8. Minimum age requirement**

8.1 The minimum age requirement is that you must be at least 16 years old on the first day of your course. The maximum age requirement is that you must be under the age of 19 on the last day of your course.

## **9. Overseas applications**

9.1 If you are traveling from overseas we may need to contact you in the two weeks prior to the Course starting. You must provide your contact details whilst you will be in the UK, when you submit your Application.

9.2 You should wait to receive our confirmation before making any travel arrangements. We will not be responsible for any travel or accommodation costs you incur if we do not offer you a place on the Course.

## **10. Visas**

10.1 If you do not hold a UK/EU/EEA passport you will need a visa which allows you to travel and study in the UK in order to take one of our Courses. For information please see the Home Office website [Apply for a UK visa - GOV.UK](https://www.gov.uk/apply-for-a-uk-visa)

10.2 It is your responsibility to determine how far in advance you need to apply for a visa, and to allow sufficient time to obtain a visa.

10.3 We will not allow you to join the Course if you do not have a visa that allows you to study and you must present your passport and your visa to the Short Courses Office before the start of your course. This can be arranged on the morning of the start of the Course.

## 11. Your legal cancellation rights

11.1 If you are a consumer and are not entering into the Contract for purposes connected with a business then you have a legal right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel the Contract within 14 days after the date of our Confirmation (the "Cancellation Period") without giving any reason.

11.2 To exercise your right to cancel this Contract you must inform us of your decision to cancel this contract by a clear written statement (e.g. a letter sent by post or email) within the Cancellation Period. If you send a letter by post, you must send this to: CSM Short Courses, Granary Building, 1 Granary Square, London N1C4AA and if you send a letter by email you must send this to your Short Course Office email address confirmed at paragraph 2.2. Alternatively, you may complete the online short course cancellation request form. This can be located at <http://www.arts.ac.uk/study-at-ual/short-courses/> <Click> on the respective college you have booked the course with, then <click> onto "Short Course Booking Terms and Conditions" and the online form is at the bottom of the page. To meet the cancellation deadline, it is sufficient to send your communication of your decision to cancel this Contract before the Cancellation Period has expired.

11.3 We will not start providing the Services to you during the cancellation period unless you expressly request us to do so.

11.4 If you cancel the Contract in accordance with paragraph 11.2, we will refund the Fees you have paid within 14 days of the date on which you inform us that you wish to cancel. However, if you have expressly requested that we start providing the Services within the Cancellation Period then we will be entitled to charge you a reasonable sum for the Services provided based on the proportion of the Course you have undertaken in relation to the total Fees and we can deduct this sum from any refund payable to you.

11.5 The other paragraphs of these Terms set out your other rights to cancel the Contract which are in addition to and do not affect your rights under paragraph 11.1.

## 12. Your other cancellation rights

12.1 You may cancel the Contract after the Cancellation Period but before the Course starts by giving us written notice.

12.2 If you give us written notice to cancel the Contract outside the Cancellation Period but at least 28 days before the Course starts, you will be entitled to a refund of the Fees you have paid, less an administrative charge of £30.

12.3 If you give us written notice to cancel the Contract outside the Cancellation Period and fewer than 28 days before the Course starts, you will not be entitled to any refund of the Fees unless you are able to find a replacement student to take your place on the Course. In this case you will be entitled to a refund of the Fees paid. This service is subject to an administration charge of £30.

12.4 You may also cancel the Contract at any time if:

12.4.1 we break the Contract in a material way and do not correct the situation within 10 working days of you asking us in writing to do so;

12.4.2 an Event Outside Our Control prevents us from providing the Services when we are supposed to for 14 days or more; or

12.4.3 we take any step or action in connection with entering administration, provisional liquidation or any composition or arrangement with our creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of our assets or ceasing to carry on business.

12.5 Refunds payable under this paragraph 12 may take up to 10 working days to process.

### **13. Our cancellation rights**

13.1 We may cancel the Contract no later than 10 working days before the Course starts if there is low demand for the Course in which case you can either:

13.1.1 transfer onto an alternative available Course (and receive a partial refund of the Fees if the fees for the alternative Course are less than the Fees); or

13.1.2 cancel the Contract and receive a refund of the Fees.

13.2 We may cancel the Contract if an Event Outside Our Control prevents us from providing the Services when we are supposed to for 28 days or more or if we lose our right for the purposes of relevant legislation to provide the Services, in which case we will refund any Fees paid.

13.3 We may cancel the Contract or suspend you from the Course on written notice to you if:

- 13.3.1 your attendance falls below reasonably acceptable levels (other than for reasons outside your reasonable control);
- 13.3.2 you do not pay the Fees when you are supposed to;
- 13.3.3 we discover that you do not have an immigration status entitling you to undertake the Course;
- 13.3.4 you fail to comply with these Terms in a material way and do not correct the situation within 5 working days of us asking you in writing to do so;
- 13.3.5 you give your login details to any third party without our prior written permission; or
- 13.6.6 you share Course content with any third party without our prior written permission.

#### **14. Payment of refunds**

- 14.1 If you become entitled under these Terms to receive a refund then:
  - 14.1.1 refunds will be paid in British Pounds (GBP) and we will not be responsible for any losses you suffer as a result of currency exchange fluctuations or exchanges;
  - 14.1.2 we will endeavour to pay refunds by the same means as you paid the Fees.

#### **15. Postponement of classes**

- 15.1 If a class is postponed for reasons for which we are responsible, including staff illness, we will make every reasonable effort to reschedule the class or to add the missed hours on to the remaining Course classes. We apologise for this inconvenience if it arises and urge you to ring the Short Course Office if you have any concerns.

#### **16. Transfers and substitutions**

- 16.1 You may transfer onto an alternative Course as long as:
  - 16.1.1 a place on a suitable alternative Course is available;
  - 16.1.2 you make your written request at least 28 days before the original Course is due to start or, if make your request later than this, another student can be found for your place;
  - 16.1.3 you pay the difference between the Fees you have paid and any increased or additional fees applicable to the alternative Course;

16.1.4 you have not already transferred between Courses on a previous occasion; and

16.1.5 you pay us an administrative charge of £30.

16.2 You may transfer your place on the Course to a substitute student as long as:

16.2.1 you notify us in writing of the substitute student's name no later than 5 working days before the Course starts; and

16.2.2 the substitute student satisfies all of the requirements set out in these Terms and Conditions.

16.2.3 This is subject to an administrative charge of £30.

16.3 You may not transfer to another Course once your Course has started.

## **17. Non-attendance**

17.1 Non-attendance at classes for reasons other than our default does not entitle you to refunds, extra tuition or a transfer.

17.2 If, for reasons outside your reasonable control (such as illness) you miss classes, we will use our reasonable endeavours to offer you additional support, subject to you paying our additional charges.

## **18. Events outside our control**

18.1 We shall not be responsible for any failure to perform or delay in performing our obligations under the Contract that is due to an Event Outside Our Control. If an Event Outside Our Control takes place which affects our obligations under the Contract then:

- a) we will contact you as soon as reasonably possible to notify you;
- b) our obligations under the Contract will be suspended and our time for performance extended for the duration of the Event Outside Our Control; and
- c) we will restart the Services as soon as possible when the Event Outside Our Control is over.

## **19. Our liability to you**

19.1 If we fail to comply with the Contract, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Contract, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into the Contract.

- 19.2 We do not exclude or limit in any way our liability for:
- a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
  - b) fraud or fraudulent misrepresentation;
  - c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 and by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);
  - d) breach of the terms implied by sections 13, 14 and 15 of the Sale of Goods Act 1979 and sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 (description, satisfactory quality, fitness for purpose and samples); and
  - e) defective products under the Consumer Protection Act 1987.

## **20. Certificates**

- 20.1 A certificate of attendance will be issued to you in the name specified in your Booking Form, if you have attended at least 80% of the sessions on the Course.
- 20.2 As expressly stated in the Website, we only issue certificates of attendance and not certificates of attainment of a particular grade, qualification or standard.
- 20.3 Certificates of attendance will usually be issued in person. If you require your certificate to be posted, you will be required to provide a stamped addressed envelope.
- 20.4 If you lose your certificate of attendance, replacements can be provided up to one year from completion of the Course, subject to you paying an administration charge of £30.

## **21. Data protection**

- 21.1 We will use the personal information you provide to us to:
- a) provide the Services;
  - b) process your payment for the Fees; and
  - c) inform you about similar products or services that we provide, but you may as us at any time to stop using your information in this way.
- 21.2 We will not give your personal data to any other third party except that:
- a) we may share your personal data with other companies in the same group of companies as us; and
  - b) if your booking has been made through an agent we may share information with them.

## **22. Complaints**

- 22.1 If you have any complaints about the Services, please raise this with us by contacting the Short Course Office.

## **23. Your rights as a consumer**

- 23.1 As a consumer, you have legal rights in relation to the Contract which are not affected by these Terms. Advice about your rights may be available from your local Citizen's Advice Bureau.

## **24. Other important terms**

- 24.1 We may transfer our rights and obligations under any Contract to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under the Contract.
- 24.2 Except as set out in paragraph 16.2 you may not transfer your rights or obligations to any other person.
- 24.3 The Contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 24.4 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.
- 24.5 If we fail to insist that you perform any of your obligations under the Contract, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we automatically waive any later default by you.
- 24.6 These Terms and the Contract are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

## **ACCOMMODATION CONDITIONS**

### **25. Your accommodation provider**

- 25.1 Your accommodation will be managed on our behalf by UAL. Should you have any queries in relation to your accommodation you can contact the CSM short course office by:
- a) Email: [residential@csm.arts.ac.uk](mailto:residential@csm.arts.ac.uk)
  - b) Phone: +44 (0)2075147015
  - c) Postal address: CSM Short Courses, Central Saint Martins, Granary Building, 1 Granary square, London N1C 4AA

25.2 UAL accommodation is covered by either the UUK or the ANUK accreditation code for student accommodation.

## **26. Travelling to and from your accommodation**

26.1 Unless transport from airports, seaports or railway stations to halls is explicitly offered as part of your Course, you and your Parent must make sure that you are sufficiently independent and capable of travelling to UAL alone, or your Parents must arrange an escort for you.

26.2 Travel information from London airports, seaports serving London, and the main London railway stations is available on our website.

26.3 For further help with making travel plans please refer to [www.visitlondon.com](http://www.visitlondon.com)

26.4 In case travel arrangements go badly wrong, Parents should make sure that their child has enough money (GB pounds sterling) to be able to take a taxi to their accommodation direct from the child's point of entry into the UK or other location within the UK. Students will be able to check in to their accommodation later than their planned arrival time.

26.5 You need to speak enough English to be able to ask for and understand directions, use public transport and buy any refreshments you need on the way to your accommodation.

26.6 We encourage students to contact Parents to confirm safe arrival, but we do not routinely confirm safe arrivals. If a Parent does not know whether you have arrived safely, the Parent should contact you in the first instance. If the Parent is not able to contact you, the Parent should contact the Central Saint Martins Short Course representative (named in your joining instructions).

26.7 You and your Parents are also responsible for arranging your return journey. We do not routinely arrange transfers to airports, seaports or stations. Unless transport from halls to airports, seaports or railway stations is explicitly offered as part of your Course, you and your Parent must make sure that you are sufficiently independent and capable of travelling back to your home on your own, or your Parents must arrange an escort for you.

## **27. Our accommodation**

27.1 Reservations in our accommodation are for a minimum of 2 consecutive nights.

27.2 Reservations cannot be made for longer than the date specified here:  
<http://www.arts.ac.uk/study-at-ual/accommodation/summer-accommodation/>

- 27.3 A full description of our accommodation is given on our website:  
<http://www.arts.ac.uk/study-at-ual/accommodation/summer-accommodation/>
- Pricing and payment details are also on the website. Students are allocated individual rooms. We do not provide dormitory accommodation.
- 27.4 During the summer vacation, UAL provides accommodation onto students of all ages, tourists and people attending conferences.
- If there is a problem with your room, you should, in the first instance, contact the on site representative at Sketch House. If we feel that a change of room would help you, we will use reasonable efforts to move you. This is subject to the availability of alternative rooms.
- 27.5 Accommodation in a student residence may not be as quiet as a bedroom in a student's own home. Students must not create a noise disturbance for others. If you experience noise nuisance, you should contact the reception staff.
- 27.6 You do not need to bring your own sheets, pillows etc. as all bedding is provided by us. You do not need to bring your own towels.
- 27.7 Students have access to their own rooms at all times.
- 27.8 Student rooms do not have televisions, but there are shared social areas where you can watch television. We do not guarantee that you will be able to watch television in your own language.
- 27.9 You must keep your personal belongings and luggage in your own room. Central luggage storage facilities are not available at any of our premises.

## **28. People staying in our accommodation**

- 28.1 Neither UAL Short Courses Ltd or UAL accepts unaccompanied students who are under the age of 16 at the start of their stay.
- 28.2 UAL is mostly an adult education environment, and there will be students who are over 18, and other adults, in accommodation managed by UAL. Unlike staff, these visitors are not vetted. UAL Short Courses Ltd and UAL accommodate groups of students aged 18 and younger separately from others. Where this is not possible, we will try to ensure that the students are at least in the same school year. Students on the Central Saint Martins Residential Summer School for 16 to 18 year old programme share kitchen facilities with other students, who may be of the opposite sex or from different cultures.
- 28.3 We welcome students from all backgrounds and of all beliefs. We do not provide special services or facilities to enable you to follow religious or cultural practices, but it will not unreasonably prevent you from following your preferences. When staying with us, you must respect the rights of others not to share your beliefs or customs.

28.4 If you will be staying in Sketch House, where breakfast is provided, you should state any special dietary requirements on your course form. Students must arrange all their own mid-day meal and all evening meals throughout the course. A wide range of food (e.g. vegetarian, halal, kosher) is available in local shops.

## **29. Staff**

29.1 UAL's policy on safeguarding students is incorporated in these terms and conditions and forms part of the contract between us and students and Parents. The current version can be downloaded from: <http://www.arts.ac.uk/study-at-ual/student-services/>

29.2 Recruitment checks are carried out on staff who have unsupervised contact with students under the age of 18 as part of their day-to-day duties. Recruitment checks are carried out on all staff living in student accommodation blocks. UAL also gives its staff basic training on child protection and welfare. Visitors, such as delivery and maintenance personnel, are not given unsupervised access to under 18s and are not vetted.

29.3 The main role of UAL accommodation staff is to provide a building which is clean and safe for students to live in while they are studying with us. UAL Short Courses Ltd and UAL staff are not substitutes for Parents. We will give each student aged 18 or under a name and contact number for a member of staff, in case of serious difficulty or personal problems. That staff member may refer you to UAL's student support services, or to external agencies who are likely to be able to help. You are expected to look after your own personal hygiene, laundry, medication (if applicable), finances, and to be able to cook and feed yourself. Parents are encouraged to monitor and supervise their children in these aspects of their lives.

29.4 You should contact your hall or site manager or reception if you have a problem relating to the building or its facilities. You or your Parents should contact the Central Saint Martins Short Course representative (named in your joining instructions) if there is a problem relating to your welfare.

29.5 Outside lessons and supervised activities, there will be UAL Social Reps living on site. We try to ensure that young students have access to a choice of male or female wardens if they need help.

29.6 Personal relationships between staff and students are not permitted. A member of staff must not give their personal contact details to students. Staff must not socialise with students except as part of their duties or as part of an activity organised by us. Parents and students must notify us if they become aware that any member of staff is not complying with these rules.

## **30. Supervision of students in accommodation**

30.1 The UAL Social Reps accompany students when travelling between their accommodation and their classes or supervised activities.

- 30.2 During programmed learning hours, students are supervised by tutors. We will keep a record of student attendance at lessons and refer to the Parent if tutors have any concerns about lateness or absences.
- 30.3 Course information will provide indicative programmed learning hours you will have on your Course.
- 30.4 Outside classes, you are free to spend your time as you wish. You will benefit most from your time with us if you use some of this time for further study and join in our social programme. London is a major capital city with all kinds of attractions on offer. Parents should be satisfied that their children will have the maturity to choose leisure activities that are appropriate to their age, ability and experience.
- 30.5 Students come to us from many different backgrounds and are expected to respect cultural and religious differences. We will report students who bully or harass others to their Parents, and we may take such action as is reasonable to respond to and prevent this kind of behaviour. If you experience bullying or harassment whilst in your accommodation, you should report it as soon as possible to the hall manager or the Central Saint Martins Short Course representative.
- 30.6 Students are not required to sign in and out of their accommodation. Entry to our accommodation is by key-card. We can monitor when you enter your accommodation. Central Saint Martins Residential Summer school for 16 to 18 year old programme Students are expected to return to their accommodation before 11.00 pm from Monday to Friday and before 11.00 pm on Saturdays and Sundays. We do not check that each individual student has returned to their accommodation by midnight each night, but will carry out spot checks on key-card use and notify the Parent if their child is noticed to be returning to accommodation at unsuitably late hours.
- 30.7 You are requested to notify the Central Saint Martins Short Course representative or UAL Social Rep if you intend to be away from your accommodation overnight. This is for health and safety reasons so that all people can be accounted for in the event of a fire or other emergency. All Central Saint Martins Residential summer school for 16 to 18 year old students intending to be away from their accommodation overnight must complete a 'Leave Permission Form' obtainable from the Central Saint Martins Short Course representative and have it authorised by a member the Central Saint Martins Customer service team or coordination teams.
- 30.8 In England, it is a criminal offence to sell alcohol to a person under the age of 18, and in many cases it is also an offence to buy alcohol for someone who is under 18 years of age. It is a criminal offence for a person under 18 to buy alcohol, or to drink alcohol in many circumstances. We do not make routine checks for alcohol in students' rooms. If we become aware that you are under the influence of alcohol or unlawful drugs, we will report that to the Parent. We may confiscate and dispose of alcohol or non-medicinal drugs without liability to you or your Parent. Bars and shops owned or managed by UAL always ask for proof of age before selling alcohol.

30.9 Internet provision is available. We do not put parental controls on its internet facilities or monitor what students are viewing. We may confiscate obscene material in a student's possession, without liability.

30.10 Student wardens are on duty in the accommodation overnight.

30.11 We follow UAL's policy on protection of students from abuse:

<http://www.arts.ac.uk/study-at-ual/student-services/>

Under UAL's Safeguarding of Children Policy all staff who suspect, or receive allegations of abuse, must consider what steps are necessary to protect the student, keep written records, and refer the matter as soon as possible to the Dean of Students Mark Crawley ([m.crawley@arts.ac.uk](mailto:m.crawley@arts.ac.uk) / 020 7514 8852/8853) for attention. Allegations or suspicions of abuse will normally be referred to the local social services department for investigation, rather than be investigated internally by us.

30.12 If we identify a serious welfare concern or a risk of serious harm to a student, we will advise the student on more appropriate behaviour and how to avoid the identified risk. We will normally inform the Parents, unless it is obvious that the Parents' involvement would not be in the student's best interests. We may introduce a programme of monitoring and increased supervision of the student where this is necessary to safeguard and promote the student's welfare.

30.13 In our accommodation, supervision is limited to patrolling the shared areas of buildings and grounds. Room checks are only carried out if (a) you agree or (b) we have serious concerns for welfare or compliance with these Terms. For example, we may enter a student's room where a student has failed to attend classes, or is suspected of taking drugs. Where practicable, any room search will take place in your presence.

## **31. Discipline**

31.1 Students in our accommodation must comply with these Terms. We may impose fair and appropriate sanctions for breaches of these Terms. If a student's behaviour places the welfare of others at significant risk, we may suspend or expel a student. We will not normally suspend or expel a student aged under 18 until arrangements have been made to return the student to the care of a Parent or other responsible agency.

31.2 Physical punishment is not used. If physical intervention is necessary, it will be the minimum necessary to prevent serious injury or damage.

31.3 We will report serious disciplinary matters to Parents if their children are involved.

31.4 Disciplinary action is recorded in writing and records may be kept for up to 7 years.

## **32. Food**

- 32.1 If you are under 18, your Parents must be satisfied that you are able to shop for your own food, prepare it, and eat a well-balanced and nutritious diet. Kitchens are fully equipped with appliances (kettle, toaster, microwave, and oven), crockery and general cooking utensils are provided.
- 32.2 For students staying at Sketch House, we provide breakfast. You will be responsible for buying and preparing all your other meals.
- 32.3 Staff working in food preparation are all appropriately trained in food-handling and hygiene. Special dietary requirements should be stated on your Booking form.
- 32.4 Students have access to facilities where they can store food and prepare their own hot and cold drinks and snacks. Students are not allowed to have fridges, kettles, toasters or cooking appliances in their rooms, on the grounds of health and safety.
- 32.5 We provide kitchens with basic appliances (ovens, refrigeration, kettles). Kitchen and dining facilities are not segregated and may be shared by people of different ages, genders and faiths.
- 32.6 Drinking water is available in our accommodation and there will be opportunities to buy drinks when away from UAL premises.

### **33. Health**

- 33.1 If you need regular medication, or medical appliances, you are advised to bring enough with you for the duration of your stay. We do not provide any nursing or caring facilities or supervise the taking of medicine or use of medical appliances. You will be responsible for storing your own medicine and should contact the accommodation hall or site manager in advance if you need any special facilities for this. We do not guarantee to be able to provide those facilities, but it will do what it reasonably can. Parents should be satisfied that their child is capable of managing their own health.
- 33.2 Students will not normally need to register with a doctor in London unless they need close medical supervision.
- 33.3 Health insurance is advisable and Parents should make sure that their child understands the basics of their insurance cover.
- 33.4 In the case of serious illness, accident or other emergency, where you are admitted to hospital, we will contact your Parent. If you are not admitted to hospital, we will encourage you to contact your Parent. We are not able to provide after-care once a student has been discharged from hospital. We are not able to provide nursing care if a student is ill but has not been admitted to hospital.

- 33.5 If a student has a minor illness and is not fit to attend classes, they should inform the Central Saint Martins Short Courses representative (named in your joining instructions) or the programmes tutor. The Central Saint Martins Short Courses representative will decide whether to involve Parents or medical professionals and arrange regular checks on the student. The Central Saint Martins customer service representative will make sure the student is able to call easily and quickly for help if it is needed.
- 33.6 If you have a disability we must do what is reasonable to make sure you are not at a substantial disadvantage. It will help us to make reasonable adjustments if we know about a disability well in advance of your arrival.
- 33.7 If a student has special medical needs (for example, known drug reactions) the Parent should notify us in writing in advance of your stay. We will keep any health records with appropriate confidentiality.
- 33.8 You must provide details of a person, preferably a Parent, who can be contacted in case of emergency. You must notify us immediately if any of their details change.
- 33.9 If a student needs help in arranging medical, dental or sexual health support whilst they are on a Course, they should ask the Central Saint Martin Short Course Representative. The Central Saint Martins Short Course Representative will respect your privacy and will not ask you to give them details of why you need support. If parental permission for treatment is required, the student will normally be responsible for arranging that. If a student is too ill to arrange parental permission, we will normally suggest liaison between the medical professionals and the Parent and will not intervene unless absolutely necessary.
- 33.10 A member of staff holding a first-aid qualification will be available whilst you are at our teaching facilities. First aid treatment may be given by any suitably competent person. Written records will be made of any such treatment, and may be kept for up to 7 years. We do not guarantee to provide a first-aider in the accommodation, but we will help you call for medical assistance if needed.
- 33.11 If there is a serious outbreak of infectious disease in our accommodation we will follow UAL's infectious diseases policy which is updated in accordance with national best practice.

#### **34. Hygiene**

- 34.1 You will be able to have a bath or shower privately in a separate room or cubicle with a lock on the door, as all our rooms for students have en-suite private bathroom. (All rooms and bathrooms can be opened in an emergency by those staff who have a master key.)

We do not supervise young students' daily hygiene, and they must be capable of looking after themselves in this respect. However, if a student shows obvious signs of self-neglect, we will normally give them guidance and/or contact the Parent.

## **35. Laundry and cleaning**

- 35.1 We will clean student's bedrooms and shared areas and change the linen and towels on a weekly basis. We will check rooms prior to arrival and after departure to ensure that our rooms, fixtures or fittings have not been misused, removed or damaged.
- 35.2 We provide a self-operated laundry for students to use. Additional charges may apply for using the laundry. Use of the laundry is at your own risk – we do not accept liability for lost or damaged articles.

## **36. Money and personal possessions**

- 36.1 We are not liable for any loss or damage to personal possessions unless we agreed separately in writing to look after them.
- 36.2 Each student's bedroom is lockable. Access to rooms is by programmed key card and we can therefore restrict and monitor staff access to students' rooms.
- 36.3 Rooms are not fitted with safes or lockable drawers or cupboards. We do not accept valuables or documents for safekeeping. Students are recommended to take out personal possessions insurance for the period of their stay.
- 36.4 We give guidance on how much you are likely to need in spending money during your stay – please see the Central Saint Martins Residential Summer School for 16 to 18 year olds handbook.

## **37. Safety and security**

- 37.1 We will inform you of the emergency evacuation procedures shortly after you arrive. Information is displayed around our buildings.
- 37.2 Fire practice may take place during your stay, and you must take part in any such practice. Parents are requested to stress to young students the importance of fire safety in halls of residence.
- 37.3 UAL tests emergency lighting, fire alarms and firefighting equipment in accordance with English law.
- 37.4 Our accommodation is not open to the general public. Security measures are in place to prevent unauthorised access.
- 37.5 CCTV is in use in our accommodation, but it should not intrude on your privacy.
- 37.6 You will be able to lock your own bedroom.

- 37.7 Windows at high level and street level are fitted with effective restrictors.
- 37.8 For fire safety reasons all visitors must be signed in and out in the visitors' log book which is located at the reception desk. If a visitor has not been signed in, that person has no right to be in the accommodation and our security or reception staff have the authority to ask that person to leave the premises.
- 37.9 We will supply hall-specific information before you arrive. This information includes important information on security and other regulations concerning your behaviour.

### **38. Welfare and personal problems**

- 38.1 Your joining instructions will give you a name and contact number for your Central Saint Martins Short Course representative and UAL Social Representatives, in case of serious difficulty or personal problems. This person may refer you to your Parent, other designated members of staff, or outside agencies who are responsible for providing welfare guidance and support. (Non-personal problems regarding building maintenance should be reported to site staff or hall managers.)
- 38.2 The Central Saint Martins Short Course representative will not pro-actively monitor you unless there is serious cause for concern. However, they will respond if you ask for help.
- 38.3 You will be able to discuss your problems in private with the Central Saint Martins Short Course Representative and we will usually try to respect your wishes if you do not want the problem to be shared with your Parents. If we have serious concerns about you, we may insist on informing your Parents and/or local agencies.
- 38.4 UAL makes available telephone numbers of appropriate helplines outside UAL which students may contact for advice and support.
- 38.5 Most students will probably have their own telephones and other means of communicating with their families. We do not provide payphones for students' use. If a student tells us they have run out of money, we will contact the Parent to arrange for money to be sent to the student.

### **39. Student's obligations in accommodation**

- 39.1 You acknowledge that:
- a) you will stay in our accommodation on a temporary basis for the nights you have booked and you will not occupy our accommodation as your residence;
  - b) we retain control, possession and management of our premises and we may enter your room if we have a legitimate reason to be there;
  - c) the contract for accommodation is personal to you and is not assignable;
  - d) you, and your Parent(s), have had an opportunity to read these Terms, and you agree to comply with these Terms;
  - e) you are not allowed to have overnight visitors in your room.

- 39.2 You agree to allow us to come into your room:
- f) to check you are complying with these Terms;
  - g) if we have concerns about your welfare;
  - h) if we need to carry out maintenance, cleaning or similar; and
  - i) for any other reasonable purpose.
- 39.3 If we need you to move to an equivalent alternative room at any time during the period of the contract, you agree to change rooms.
- 39.4 You agree not to use our accommodation for any commercial, business or re-sale purposes. You must not use our premises for any illegal or immoral purpose or for any purpose other than as temporary accommodation to allow you to attend a Course.
- 39.5 You must keep your room in a clean and tidy condition. If your room is not clean and tidy we will make a reasonable charge for additional cleaning and you must pay those charges before departure.
- 39.6 You must familiarise yourself with fire notices/regulations and fire exits and comply with them.
- 39.7 You must not allow anyone else to stay or live in the room and sub-letting is not allowed.
- 39.8 You must not bring pets or any other animals into our premises. We may make an exception for support dogs, subject to any applicable quarantine regulations. If you will be bringing a support dog with you, you must inform us at least 2 working days before you arrive. You will be responsible for any damage caused by a support dog.
- 39.9 You must not play loud music or make excessive noise (including shouting, slamming doors etc.) at any time but in particular between the hours of 22:00 hrs and 07:00 hrs any day of the week or cause any other nuisance or annoyance to other residents, staff members, adults or students.
- 39.10 You must leave the room and our premises in the same condition as they were in when you arrived. You agree to pay reasonable cleaning, repair and/or replacement costs for losses, breakages or damage (accidental or otherwise) to your room or its contents before you leave.
- 39.11 Fire extinguishers, fire alarms and other such equipment must only be used for their proper and intended purpose. You must not activate a fire alarm without good reason and you must not mis-use fire-fighting equipment or interfere with fire-prevention or fire-detection equipment (including propping open fire doors). A breach of this term is also likely to be a criminal offence. You agree to pay us for any losses, costs, claims, expenses and liabilities which we may incur as a result of your failure to comply.
- 39.12 You must not smoke in the room or in any other part of any of our premises. Smoking in shared areas of our residences is a criminal offence, for which you can be fined £50.

- 39.13 You must not cause another resident, student, staff member or adult significant distress, harm or anxiety and you are expected to conform to generally accepted standards of behaviour in England.
- 39.14 You must return all the keys and swipe cards in your possession to our check-in desk by no later than 10:00 am on the morning that you are due to depart. Keys or swipe cards must not be copied or shared with any other person.

#### **40. Parents' obligations regarding accommodation**

- 40.1 The Parent is responsible for making sure the student travels safely between their home and UAL.
- 40.2 The Parent agrees to provide the student with enough money to meet the student's reasonable needs during their stay at UAL.
- 40.3 The Parent must be available for us to contact at any time while the student is staying at UAL. The Parent must respond promptly to our attempts to make contact.
- 40.4 If a problem arises and the Parent cannot or will not take responsibility for the student, we will take steps to ensure that the student is safe, in accordance with our policies. This may involve placing the student in the care of state agencies or authorities.
- 40.5 We may seek to recover any owed monies from the student before departure, but if we are unable to do so we will inform the Parent of the charges and send the Parent an invoice. The Parent agrees to pay any such invoice within 5 working days of its receipt.
- 40.6 The Parents acknowledges that UAL does not accept parental responsibility for the student.

#### **PARENT'S DECLARATION**

I have read the **UAL Short Courses Ltd. Booking Terms and Conditions ("Terms")** provided by UAL Short Courses Ltd relating to the Central Saint Martins Residential Summer school for 16 to 18 year olds and I agree:

- a) to arrange safe return travel between the Student's home and UAL;
- b) to provide the Student with sufficient money to meet their reasonable needs whilst they are at UAL;
- c) to respond promptly if UAL Short Courses Ltd or UAL contacts me about the Student;
- d) to maintain contact with the Student, monitor their health and welfare, and notify the Central Saint Martins Short Course representative if there are any serious concerns;
- e) to guide and advise the Student about the risks and hazards associated with living in a capital city;
- f) that the Student has sufficient maturity and knowledge and understanding of the English language to be able to live independently;

- g) to notify UAL Short Courses Ltd and UAL if the Student has any disability for which we may need to make reasonable adjustments;
- h) the Student may live in student accommodation where some facilities are shared with students of the opposite gender and from different cultural backgrounds;
- i) to take responsibility for my Student's healthcare if the Student becomes ill or in need of medical attention;
- j) that first aid may be administered to the Student if necessary;
- k) that UAL Short Courses Ltd or UAL may move the Student to suitable alternative accommodation in the event of an emergency;
- l) to warn the Student about the laws in England on drinking and smoking and illegal drugs;
- m) to encourage the Student to comply with their obligations in the Terms;
- n) to pay UAL reasonable compensation if the Student's failure to comply with the Terms causes loss to UAL Short Courses Ltd or UAL;
- o) to comply with the Parent's obligations in the Terms;
- p) that I have overall responsibility for the Student during their stay at UAL.