



Glendower Preparatory School

Terms & Conditions

Glendower Preparatory School terms and conditions

1 Terminology

- 1.1 **Admitted:** The Pupil is Admitted to the School when the School receives the acceptance form and a deposit.
- 1.2 **Cancel or Cancellation:** means the cancellation of a place at the School after the Pupil is Admitted to the School and before Entry to the School.
- 1.3 **Entry:** occurs on the first day the Pupil attends the School.
- 1.4 **Ethos and Character:** The School is a mainstream day school for girls aged from 4 to 11 years. This School welcomes staff and children from many different ethnic groups, backgrounds and creeds.
- 1.5 **Extras:** means alone or in combination clothing and equipment, photographs or other items ordered by the Parents or the Pupil or charges arising in respect of educational visits, or damage where the Pupil alone or with others has caused wilful loss or damage to School property or the property of any other person (fair wear and tear excluded) or bank charges arising from default in Fees payment or late payment charges.
- 1.6 **Fees:** means alone or in combination any of the Registration Fee, the Acceptance Deposit, tuition fees, fees for extra tuition, or Extras. See clause 1.5.
- 1.7 **Fees in lieu of Notice:** See clause 7.4.
- 1.8 **Head:** means the Headmistress of the School as appointed by the School Governors. The Head is responsible for the day-to-day running of the School.
- 1.9 **Notice:** See clause 7.1.
- 1.10 **Parental Responsibility:** means legal responsibility for the Pupil. All those with Parental Responsibility must agree to the Pupil being Admitted to the School before the Parents sign the acceptance form. Those who have Parental Responsibility for the Pupil are entitled to receive relevant information concerning the child whether or not they are a party to this contract unless a court order has been made to the contrary, or there are other reasons which justify withholding information to safeguard the best interests and welfare of the child.
- 1.11 **Parents or You:** means any person who has signed the acceptance form. The Parents are legally responsible, jointly and severally, for complying with their obligations under these terms and conditions.
- 1.12 **Pupil:** means the child named on the acceptance form. The age of the Pupil will be calculated in accordance with British custom.
- 1.13 **School or We or Us:** means Glendower School Trust Limited trading as Glendower Preparatory School as now or in the future constituted (and any successor). The School is constituted as a charitable company limited by guarantee.
- 1.14 **School Governors or Governing Body:** means the Governors of the School who are appointed from time to time under the terms of its governing instrument and who are responsible for governance of the School.

1.15 **Term:** means the period between and including the first and last days of the relevant School term.

1.16 **Term's Written Notice:** has the meaning set out in clause 7.2.

1.17 **Withdraw or Withdrawal:** means the withdrawal of the Pupil from the School by the Parents or the Pupil with or without Notice at any time after Entry to the School.

2 **Acceptance and deposit**

2.1 **Legal Contract:** these Terms and Conditions reflect the custom and practice of independent schools for many generations and together with:

2.1.1 the letter of offer;

2.1.2 the Conditions of Award, if applicable;

2.1.3 the acceptance form; and

2.1.4 the School's fees list

form the basis of a legally binding contract between the Parents and the School for the provision of educational services. These Terms and Conditions are intended to promote the education and welfare of pupils and the stability, forward-planning, proper resourcing and development of Glendower Preparatory School.

2.2 **Registration:** Applicants will be considered as candidates for Admission and Entry to the School when the registration form has been completed and returned to Us and the non-returnable Registration Fee paid. Admission will be subject to the availability of a place and the Pupil and the Parents satisfying the admission requirements at the relevant time. The admissions requirements are set out in the School's Admissions Policy current at the time and published on the School's website.

2.3 **Offer of a place and Acceptance Deposit:** A deposit (**Acceptance Deposit**) as shown on the fees list is payable when the Parents accept the offer of a place. The Acceptance Deposit will be retained by the School until after the Pupil leaves and will be repaid to the Parents without interest less any sums due to the School on leaving, unless stated otherwise in these terms and conditions. See also clause 7.6 below.

2.4 **Immigration:** The School does not hold a Child Student sponsor licence. The Parents must inform the Head when returning a completed registration form or at any other time if their child does not have the right to live and study in the United Kingdom. It shall be the Parents' responsibility at all times to ensure that their child has the appropriate immigration permission to live in the United Kingdom and to study at the School. Please also see clause 7.9.

3 **Fees**

3.1 **Payment of Fees:** The Parents jointly and severally agree to pay the Fees applicable to each Term directly to the School. Except where clause 3.2 applies or a separate agreement has been made between the Parents and the School for the deferment of payment of Fees, Fees for each Term are due and payable by direct debit as cleared funds before the commencement of the School Term to which they relate. As a concession the School accepts payment in two equal instalments: before the start of each term and before the start of the second half of each term. If an item on the fees invoice is under query, the balance of that fees invoice must

be paid. The School reserves the right to refuse a payment if it is not satisfied as to the identity of the payer or the source of the funds. Fees not paid by direct debit will incur an administration charge of £25 per individual transaction.

- 3.2 **Payment of Fees for Year 6:** As stated in clause 7.3 below, once the Pupil has entered Year 6 she is expected to remain at the School for the whole of the academic Year 6. Fees for the entire academic year in Year 6 are due and payable in full before the commencement of the academic year full irrespective of whether the Pupil remains at the School for the whole of that year. As a concession, and at the sole discretion of the School, the Parents may be permitted to pay Fees for Year 6 by three equal instalments; each instalment shall comprise one third of the Year 6. Fees payable before the commencement of the Term to which they relate. Please see clause 7.3 for details of your notice obligations for Year 6.
- 3.3 **Payment of Fees by a third party:** An agreement with a third party to pay the Fees or any other sum due to the School does not release the Parents from liability if the third party defaults and does not affect the operation of any other of these terms and conditions unless an express release has been given in writing, signed by the Bursar. The School reserves the right to refuse a payment from a third party.
- 3.4 **Indemnity:** If the School is required to pay all or part of any sum received from a third party credit provider on behalf of the Parents, the Parents shall indemnify the School against all losses, expenses (including legal expenses) and interest suffered or incurred by the School.
- 3.5 **Refund or waiver:** Save where there is a legal liability including liability under a court order or under the provisions of this agreement to make a refund or reduction Fees will not be refunded, reduced or waived if:
- 3.5.1 the Pupil is absent through illness; or
 - 3.5.2 a Term is shortened or a vacation extended; or
 - 3.5.3 the Pupil is released home before or after public examinations or otherwise before the normal end of a Term; or
 - 3.5.4 the School is temporarily closed due to adverse weather conditions; or
 - 3.5.5 for any reason other than exceptionally and at the sole discretion of the Head in a case of genuine hardship.

See also Section 8 for information about events beyond the control of the parties.

- 3.6 **Exclusion for non-payment:** The School may exclude the Pupil by providing written notice if at any time Fees are overdue for payment, or if the Parents fail to provide information reasonably requested by the School about the identity of the payer of any Fees or the source of the funds. If the Pupil is excluded for a period of 28 days, she will be deemed withdrawn without Notice and a Term's Fees in lieu of Notice will be payable in accordance with Section 7. The School may withhold any information, character references or property while Fees remain overdue where it is lawful to do so.
- 3.7 **Late payment:** Save where alternative provisions for the payment of interest are contained in a separate consumer credit agreement made between the Parents and the School, simple interest may be charged on a day-to-day basis on Fees which are unpaid. The rate of interest charged will be at up to 1.5% per month accruing on a daily basis. The Parents shall also be liable to pay all costs, fees, disbursements and charges including legal fees and costs

reasonably incurred by the School in the recovery of any unpaid Fees regardless of the value of the School's claim.

- 3.8 **Part-payment:** Any sum tendered that is less than the sum due and owing may be accepted by the School on account only. Late payment charges may be applied to any unpaid balance of Fees, as set out in clause 3.7.
- 3.9 **Appropriation:** Payments will usually be allocated by the School to the earliest balance on the Fees account. The Parents agree that a payment made in respect of one child may also be appropriated by the School to the unpaid account of any other child of the Parents.
- 3.10 **Instalment arrangements:** An agreement by the School to accept payment of Fees by instalments is concessionary and will be subject to separate agreement(s) between the Parents and the School. Where there are inconsistencies between these Terms and Conditions and those of any instalment agreement or invoice issued by the School to the Parents (as applicable), the Terms and conditions of the instalment agreement or the invoice shall prevail.
- 3.11 **Scholarships and bursaries:** Every scholarship, exhibition, bursary or other award or concession is a discretionary privilege, subject to high standards of attendance, diligence and behaviour on the Pupil's part and to the Parents treating the School and its staff reasonably. The terms on which such awards are offered and accepted will be notified to the Parents at the time of offer. Any value attached to a scholarship shall be deducted from Fees before any bursary or other concession is calculated or assessed. A copy of the School's Bursary Policy is available from the School on written request.
- 3.12 **Fees increases:** Fees are reviewed annually and are subject to increase from time to time. If the Parents receive less than a Term's Notice of a Fees increase they may give to the School written Notice of Withdrawal of the Pupil within 21 days and will not be liable to pay Fees in lieu of Notice. The Acceptance Deposit, if paid, will be refunded without interest less any sums owing to the School.
- 3.13 **Information about fees:** The Parents acknowledge that the School may make enquiries of the Pupil's previous schools for confirmation that all sums due and owing to such schools have been paid. The Parents also acknowledge that the School may inform any other school or educational establishment to which the Pupil is to be transferred if any Fees of this School are unpaid.
- 3.14 **Identity of Fees payer :** From time to time, the School may need to obtain satisfactory evidence of the identity of a person who is paying Fees, such as sight of a passport.

4 **Educational matters**

- 4.1 **Provision of education:** The School will do all that is reasonable to provide an educational environment and teaching of a range, standard and quality which is suitable for each pupil and to provide education to at least the standard required by law in the particular circumstances. The School will exercise reasonable care and skill in providing educational services for the Pupil but cannot guarantee that the Pupil will achieve her desired examination results or that results will be sufficient to gain entry to other educational establishments.
- 4.2 **Organisation of the curriculum:** We reserve the right to organise the curriculum and its delivery in a way which, in the professional judgement of the Head, as most appropriate to the School community as a whole. This may be by online or other forms of remote learning. We will endeavour to inform the Parents of changes and the reasons for them as soon as practicable. The curriculum includes teaching which actively promotes the fundamental

British values of democracy, the rule of law, individual liberty, and mutual respect for and tolerance of those with different faiths and beliefs. If the Parents have specific requirements or concerns about any aspect of the Pupil's education or progress they should contact the Pupil's tutor, or other appropriate member of staff, as soon as possible or contact the Head in the case of serious concern.

- 4.3 **Progress reports and references:** The School shall monitor the Pupil's progress and shall report regularly to the Parents by means of grades, full written reports and parents' meetings. Information provided by the School in a reference shall be given conscientiously and with all due care and skill but otherwise without liability on the part of the School.
- 4.4 **Sex education:** The Pupil will receive health and life skills education including relationships and / or sex education appropriate to her age in accordance with the curriculum from time to time unless the Parents have given formal notice in writing that they do not wish the Pupil to take part in part or all of the sex education aspect of the curriculum. The pupil cannot be withdrawn from relationships education.
- 4.5 **Public examinations:** The Head may, after consultation with the Parents and the Pupil, decline to enter the Pupil's name for a public examination if, in the exercise of her professional judgment, the Head considers that by doing so the Pupil's prospects in other examination would be impaired and/or if the Pupil has not prepared for the examination with sufficient diligence, for example, because the Pupil has not worked or removed in accordance with advice or instruction from her tutor. The Head will act reasonably and fairly in exercising such discretion.
- 4.6 **Learning difficulties:** The School shall do all that is reasonable to detect and deal appropriately with a learning difficulty which is considered to be a "special educational need". The School staff are not, however, qualified to make a diagnosis of conditions such as those commonly referred to as dyslexia, or of other learning difficulties.
- 4.7 **Screening for learning difficulties:** The screening test available to schools are indicated only: they are not infallible. The Parents will be notified if a screening test indicates that the Pupil may have a learning difficulty. A formal assessment can be arranged by the School at the Parents' expense or by the Parents themselves. The Parents agree to cooperate fully with any investigation of the Pupil's educational needs and refusal to do so may be regarded as unreasonable behaviour. See clause 6.13.3.
- 4.8 **Information about learning difficulties.** The Parents shall notify the Head when completing the School's Confidential Information Form and subsequently in writing if at any time they are aware to suspect that the Pupil has a learning difficult and the Parents must provide the School with copies of all written reports and other relevant information. The Pupil's place will be cancelled, or, once the Pupil has started, the Parents will be asked to withdraw the Pupil without further charge if in the professional judgement of the Head and after consultation with the Parents, the School is unable to provide adequately for the Pupil's special educational needs. If an assessment by the School reveals that the Pupil may have a learning difficulty the Parents will be notified and advised that a formal assessment of the Pupil is required. It shall be the Parents' responsibility to arrange and pay for a formal assessment. The School reserves the right to charge for the provision of additional teaching as an Extra where it is lawful to do so.
- 4.9 **Moving up the School:** The Parents accept that after Entry the Pupil is expected to progress through the School and complete Year 6. Progression will be subject to the Pupil satisfying the academic requirements at the time and the requirements for good behaviour and

discipline which are explained in the School's behaviour policy. The Parents will be consulted before the end of the Spring Term if the School considers that the Pupil may not progress to the next year at the School. Unless the Pupil will be leaving at the end of Year 6, the Parents must give a Term's Notice in writing (i.e. before the start of the Summer Term) in accordance with the provisions about Notice in Section 7 below if they do not intend the Pupil to progress to the next year of the School, or a Term's Fees in lieu of Notice will be payable.

4.10 **Consent for educational visits:** A variety of educational visits will be provided for the Pupil. Parents will be provided with relevant information in advance of educational visits. Unless Parents specifically notify the School in writing that they do not wish the Pupil to take part in a specific educational visit, by signing the acceptance form or agreeing to be bound by these terms and conditions the Parents consent to the Pupil taking part in all educational visits. These include:

4.10.1 off-site activities involving Pupils aged 5 or under;

4.10.2 visits (including overnight or residential stays) which take place during the weekends or school holidays; or

4.10.3 non- routine off-site activities and sporting fixtures which extend beyond the normal start and finish of the school day; or

4.10.4 adventure activities which may take place at any time; or

4.10.5 visits that cost less than £50.

The Pupil shall be subject to School discipline in all respects whilst engaged in an educational visit.

4.11 **The cost of educational visits:** The School will advise the Parents in advance of any additional costs associated with an educational visit, including those visits described in clause 4.10.1 to 4.10.4 above. The cost of such a visit or any visit with a cost in excess of that stated in clause 4.10.5 will be payable in advance and may be subject to a separate agreement. All additional costs (such as medical costs, taxis, air fares, or professional advice) incurred to protect the Pupil's safety and welfare, or to respond to breaches of discipline, will be added to the fees invoice. The School reserves the right to prevent the Pupil from taking part in an educational visit while overdue Fees remain unpaid.

5 **Pastoral care**

5.1 **The School's commitment:** We will do all that is reasonable to safeguard and promote the Pupil's welfare and to provide pastoral care to at least the standard required by law in the particular circumstances. We will respect the Pupil's human rights and freedoms which must, however, be balanced with the lawful needs and rules of the School community and the rights and freedoms of others. The Parents agree that the Head has the right to require the Pupil to remain away from the School temporarily at the home of her Parents or education guardian:

5.1.1 pending the outcome of an investigation (please see also clause 6.5 below); or

5.1.2 if the Head considers that the Pupil's presence at the School presents a risk to her or to any other pupil.

5.2 **Complaints:** Any expression of dissatisfaction about action taken, or a lack of action by the School where the Parents seek action by Us must be notified to the School as soon as

practicable. Parents will remain courteous and respectful at all times in their dealing with the School regardless of any complaint. A copy of the School's complaints procedure can be supplied on request.

- 5.3 **Pupil's rights:** The Pupil, if of sufficient maturity and understanding, has certain legal rights that the School must observe. These include the right to give or withhold consent in a variety of circumstances and certain rights to confidentiality and, usually, the right to have contact with her parents. If a conflict of interest arises between the Parents and the Pupil, the rights of, and duties owed to, the Pupil will in most cases take precedence over the rights of, and duties owed to, the Parents.
- 5.4 **Head's authority:** The Parents authorise the Head to take and / or authorise in good faith all decisions which the Head considers on proper grounds will safeguard and promote the Pupil's welfare.
- 5.5 **Ethos:** The ethos of the School is to foster good relationships between pupils and between members of staff and pupils. Bullying, harassment, victimisation and discrimination will not be tolerated. The School and its staff will act fairly in relation to the Pupil and the Parents and We expect the same of the Pupil and the Parents in relation to the School or its staff.
- 5.6 **Physical contact:** The Parents consent to such physical contact with the Pupil:
- 5.6.1 as may accord with good practice; or
 - 5.6.2 as may be appropriate and proper for teaching and instruction; or
 - 5.6.3 for providing comfort to the Pupil in distress; or
 - 5.6.4 to maintain safety and good order; or
 - 5.6.5 in connection with the Pupil's health and welfare.

The Parents also consent to the Pupil participating in contact and non-contact sports and other activities as part of the normal School programme or extra-curricular programme. The Parents acknowledge that while the School will provide appropriate supervision, the risk of injury cannot be eliminated.

- 5.7 **Disclosures:** The Parents must, as soon as possible, disclose to the School in confidence:
- 5.7.1 any known medical condition, health problem or allergy affecting the Pupil;
 - 5.7.2 any history of a learning difficulty on the part of the Pupil or any member of her immediate family;
 - 5.7.3 any disability, special educational need or any behavioural, emotional difficulty and / or social difficulty on the part of the Pupil;
 - 5.7.4 any family circumstances or court order which might affect the Pupil's welfare or happiness;
 - 5.7.5 any concerns about the Pupil's safety;
 - 5.7.6 any material change in the financial circumstances of the Parents;
 - 5.7.7 if it is intended that the Pupil is to be cared for and accommodated by someone who is not a close relative for a period of 28 days or more.

- 5.8 **Confidentiality:** The Parents authorise the Head to override their own and (so far as they are entitled to do so) the Pupil's rights to confidentiality, and to impart confidential information on a need to know basis where necessary to safeguard or promote the Pupil's welfare or to avert a perceived risk of serious harm to the Pupil or to another person at the School. In some cases, members of staff may need to be informed of any particular vulnerability the Pupil may have. The School reserves the right to monitor the Pupil's use of:
- 5.8.1 email;
 - 5.8.2 the internet; and
 - 5.8.3 mobile electronic devices.
- 5.9 **Special precautions:** The Head needs to be aware of any matters that are relevant to the Pupil's safety and security. Accordingly the Parents must notify the Head in writing immediately of any court orders or situations of risk in relation to the Pupil for whom any special safety precautions may be needed. The Head may exclude the Parents from School premises if, acting in a proper manner, she considers such exclusion to be in the best interests of the Pupil or any other member of the School community.
- 5.10 **Leaving School premises:** The School will do all that is reasonable to ensure that the Pupil remains in the care of the School during School hours but does not accept responsibility for the Pupil if she leaves School premises without permission.
- 5.11 **Residence during Term time:** The Pupil is required during Term time and at weekends, (except during permitted periods of time away from School) and half term, to live with the Parents or a legal guardian. The Parents must immediately notify the Head in writing if the Pupil will be residing during Term time under the care of someone other than the Parents or legal guardian.
- 5.12 **Medical declaration:** Before the Pupil enters the School the Parents will be asked to complete a Medical Information and Consent Form concerning the Pupil's health and must inform the Head in writing if the Pupil develops any known medical condition, health problem or allergy, or will be unable to take part in games or sporting activities, or has been in contact with anyone with an infectious or contagious disease.
- 5.13 **Medical care:** The Parents must comply with the School's recommendations which may include a reasonable decision to release the Pupil home or to her education guardian when she is unwell.
- 5.14 **Medical information:** The Parents agree that the School shall have the right to disclose medical information about the Pupil if it is considered to be in the Pupil's own interests or necessary for the protection of other members of the School community. Such information will be given and received on a confidential, need to know basis.
- 5.15 **Emergency medical treatment:** The Parents authorise the Head to consent on their behalf to the Pupil receiving emergency medical treatment where certified by an appropriate qualified person as necessary for the Pupil's welfare and if the Parents or a second emergency contact cannot be contacted in time.
- 5.16 **Pupil's health:** The Head may at any time require a medical opinion or certificate as to the Pupil's general health where the Head considers it necessary as a matter of professional judgement in the interests of the Pupil and / or the School community.

5.17 **Communications from the Parents:** Communications or instructions from one of the Parents or any person with Parental Responsibility shall be deemed by the School to be received from both Parents unless there is clear evidence of a contrary view. This requirement does not apply to the giving of Notice for the Cancellation of the place or the Withdrawal of the Pupil from the School. Those persons who are required to consent to or to give notice of Cancellation or Withdrawal are set out in clause 7.1.

5.18 **Photographs or images (including video recordings):** The School may obtain and use photographs or images (including video recordings) of the Pupil for:

5.18.1 use in the School's promotional material such as the prospectus, the website or social media;

5.18.2 press and media purposes;

5.18.3 educational purposes as part of the curriculum or extra-curricular activities.

Please see the pupil privacy notice for more information about how the School uses photographs and videos of pupils. The School may seek specific consent from the Parents before using a photograph or video recording of the Pupil where the School considers that the use is more privacy intrusive. We would not disclose the home address of the Pupil without the Parents' consent.

5.19 **Request for confidentiality:** The Parents may ask Us to keep information about the Pupil confidential. For example, You may ask Us to not use photographs of the Pupil in promotional material or ask Us to keep the fact that the Pupil is on the School roll confidential. If the Parents would like information about the Pupil to be kept confidential they must immediately contact the Head in writing, requesting an acknowledgment of their letter.

5.20 **Transport:** The Parents consent to the Pupil travelling by any form of public transport and / or in a motor vehicle driven by a responsible adult who is duly licensed and insured to drive a vehicle of that type.

5.21 **Pupil's personal property:** The Pupil is responsible for the security and safe use of all her personal property including money, mobile electronic devices, locker keys, watches, computers, musical instruments and sports equipment, and for property lent to her by the School.

5.22 **Insurance:** The Parents are responsible for insurance of the Pupil's personal property whilst at School or on the way to and from School or any School-sponsored activity away from School premises.

5.23 **School's liability:** Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, the School does not accept responsibility for accidental injury or other loss caused to the Pupil or the Parents or for loss or damage to property.

6 **Behaviour and discipline**

6.1 **School regime:** The Parents accept that the School will be run in accordance with the authorities delegated by the Governing Body to the Head. The Head is entitled to exercise a wide discretion in relation to the School's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner, and with procedural fairness when the status of the Pupil is at issue. The Parents accept that the School's policies, procedures and regime

may be subject to change at short notice, if in the opinion of the Head it is deemed appropriate to do so in the circumstances prevailing at the time.

- 6.2 **Conduct and attendance:** We attach importance to courtesy, integrity, good manners, good discipline and respect for the needs of others. The Parents warrant that the Pupil will take a full part in the activities of the School, will attend each School day, will be punctual, will work hard, will be well-behaved and will comply with the requirements about the wearing of uniform and general appearance.
- 6.3 **Parent Handbook:** The School rules which apply are set out in the Parent Handbook and other documents published from time to time. The Parents are requested to read these documents carefully with the Pupil before they accept the offer of a place.
- 6.4 **School behaviour and discipline:** The Parents accept that the Head is entitled to set policies for discipline and behaviour at the School. The Parents accept the authority of the Head and of other members of staff on the Head's behalf to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of the Pupil and the School community as a whole. The School's policies on behaviour and discipline current at the time and published on the School website apply to all pupils at the School and at all times when the Pupil is in or at school (including when engaged in online or remote learning), representing the School or wearing School uniform, travelling to or from School, on School-organised trips or associated with the School at any time. The policies shall also apply at all times and places in circumstances where failing to apply this policy may affect the health, safety or wellbeing of a member of the School community or a member of the public, have repercussions for the orderly running of the School or bring the School into disrepute.
- 6.5 **Investigative action:** An allegation, complaint or rumour of misconduct will be investigated. The Pupil may be questioned and her belongings may be searched in appropriate circumstances. The Parents will be informed if the Pupil may face formal disciplinary action, unless the School is prevented from doing so. If considered necessary, the School may make arrangements for legal representation for the Pupil to be funded at the Parents' expense. If under the School's disciplinary policy a disciplinary meeting with the Head is required before a decision is taken, the School will make reasonable efforts to notify the Parents or education guardian so that they can attend. In the absence of the Parents or education guardian, the Pupil will be assisted by an adult (usually a teacher) of her choice.
- 6.6 **Divulging information:** Except as required by law, the School and its staff shall not be required to divulge to the Parents or others any confidential information or the identities of pupils or others who have given information which has led to the complaint or which the Head has acquired during an investigation.
- 6.7 **Parents' support:** The Parents agree to support the School in upholding its policies on discipline and behaviour. The Parents shall ensure that the Pupil will comply with the School rules about the wearing of uniform and general appearance.
- 6.8 **Drugs and alcohol:** The Pupil may be given the opportunity to provide a biological sample under medical supervision if involvement with drugs is suspected, or a sample of breath to test for alcohol consumed in breach of School rules or policy. A sample or test in these circumstances will not form part of the Pupil's permanent medical record.
- 6.9 **Sanctions:** The School's current policies on sanctions are available to the Parents on request before they accept the offer of a place. Those policies may undergo reasonable change from time to time but will not authorise any form of unlawful activity.

- 6.10 **Expulsion:** The Pupil may be formally expelled from the School if it is proved on the balance of probabilities that the Pupil has committed a very grave breach of discipline or a serious criminal offence. Expulsion is reserved for the most serious breaches of discipline or behaviour.
- 6.11 **Suspension:** means that the Pupil is sent or released home for a limited period as a disciplinary sanction or pending the outcome of an investigation or pending a Governors' Review.
- 6.12 **Withdraw or Withdrawal:** has the meaning set out in clause 1.17.
- 6.13 **Required Removal:** The Parents may be required to remove the Pupil permanently from the School if, after consultation with the Parents and if appropriate the Pupil, the Head is of the opinion that:
- 6.13.1 the Pupil has committed a breach or breaches of School rules or discipline for which Removal is the appropriate sanction; or
 - 6.13.2 by reason of the Pupil's conduct, behaviour or progress, the Pupil is unwilling or unable to benefit sufficiently from the educational opportunities and / or the community life offered by the School; or
 - 6.13.3 one or both of the Parents have behaved unreasonably, including but not limited to if they have treated the School or members of its staff or any member of the School community unreasonably; then
- in these circumstances, and at the sole discretion of the Head, Withdrawal of the Pupil by the Parents may be permitted as an alternative to Removal being required. The Head shall act with procedural fairness in all such cases, and shall have regard to the interests of the Pupil and the Parents as well as those of the School. The Head's decision to require the Removal of the Pupil shall be subject to a Governors' Review if requested by the Parents. The Parents will be given a copy of the Review procedure current at the time. The Pupil shall be suspended from the School pending the outcome of the Review. A Withdrawal under this clause is not subject to a Governors' Review. See clause 6.17 and 6.18.
- 6.14 **Fees after Expulsion or required Removal:** The School shall not waive or refund any Fees paid by the Parents following an Expulsion or required Removal. On Expulsion, the Acceptance Deposit shall be retained by the School. Following a required Removal the Acceptance Deposit shall be refunded without interest less any sums owing to the School.
- 6.15 **Leaving status:** The School reserves the right to record the learning status of the Pupil on the Pupil's file immediately after Expulsion or Removal or Withdrawal.
- 6.16 **Procedural fairness:** The Head shall act with procedural fairness and in accordance with the School's policy on Expulsion and required Removal in dealing with such cases. Investigation of a suspected breach of discipline or behaviour shall be carried out by the School in a fair and unbiased manner.
- 6.17 **Governors' Review:** The Head's decision to Expel or require the Removal of the Pupil shall be subject to a Governors' Review, if requested by the Parents. The Parents will be given a copy of the review procedure current at the time. The Pupil shall be suspended from the School pending the outcome of the review.
- 6.18 **Pupil's status pending Review:** If the Parents request a Governors' Review, the Pupil will be suspended from School until the review procedure has been completed. While suspended,

the Pupil shall remain away from School and will have no right to enter School premises during that time without written permission from the Head.

- 6.19 **Complaints procedure:** A complaint as described in clause 5.2 above which does not involve an Expulsion or Removal of the Pupil must be made in accordance with the School's complaints procedure, a copy of which is available on request. Every reasonable complaint shall receive fair and proper consideration and a timely response.

7 **Notice and termination**

- 7.1 **Notice:** means (unless the contrary is stated in these *Terms and Conditions*) a Term's Written Notice given by:

7.1.1 both Parents; or

7.1.2 one of the Parents with the prior written consent of the other Parent; and

7.1.3 in either case the prior written consent of any other person with Parental Responsibility where appropriate;

before the first day of Term addressed to and received by the Head personally or the Bursar on the Head's behalf. It is expected that the Parents will consult with the Head before giving Notice to withdraw the Pupil. The Parents should contact the School if no acknowledgement of the Notice is received from the School within seven days of the date of the Notice.

- 7.2 **A Term's Written Notice:** means Notice given before the first day of a Term and expiring at the end of that Term.

- 7.3 **Withdrawal in Form 6:** Once a Pupil has started Year 6 she is expected to remain at the School for the entire academic year. Except where the Pupil is leaving at the end of Year 6, Parents who wish to withdraw the Pupil once she has commenced Year 6 must give one Term's Written Notice of withdrawal, however the balance of Fees charged for that entire academic year will remain due and payable. Consideration will be given to a reduction in exceptional circumstances and at the sole discretion of the Head.

- 7.4 **Fees in lieu of Notice:** Except where clause 7.3 applies, Fees in lieu of Notice means Fees in full at the rate applicable for the next Term following termination by the parents on less than one full Term's Notice or the Pupil is excluded for more than 28 days for non-payment of Fees as set out in clause 3.6. Fees in lieu of Notice shall not be limited to the parental contribution in the case of a scholarship, exhibition or bursary. The Parents acknowledge that the requirement to pay one Term's Fees in lieu of Notice is necessary for the School's legitimate interests of stability and its ability to properly plan its staffing and other resources.

- 7.5 **Prior consultation:** It is expected that the Parents, , will consult personally with the Head or the Head's authorised deputy before they give Notice.

- 7.6 **Cancellation rights:** If the offer of a place and its acceptance are both made entirely at distance by means of post, fax or electronic communication without either Parent meeting face to face with a member of the School staff between offer and acceptance, the Parents have the right to cancel this agreement at any time within 14 days of the day after We receive Your completed and signed acceptance form. Information about the right to cancel and how to cancel is set out in the School's cancellation notice and form published on the School website. In such circumstances the Acceptance Deposit will be refunded together with any fees paid pro-rated if the School has provided any educational services under this agreement.

- 7.7 **Termination by the Parents:** Except when the Pupil is to leave at the end of Form 6 or clause 7.3 or 7.8 applies, if the Parents wish to Withdraw the Pupil or Cancel and terminate this contract at any time or after the expiry of the 14 day cancellation period described in clause 7.6 above if applicable they shall do so either by:
- 7.7.1 providing at least one Term's Written Notice. If the Parents Cancel by providing at least one Term's Written Notice the School shall retain the Acceptance Deposit; or
 - 7.7.2 paying one full Term's Fees in lieu of Notice less the Acceptance Deposit.
- 7.8 **Cancelling a place offered in the Term before Entry:** If the offer of a place is made in the Term immediately prior to the Term of Entry the Parents may Cancel and terminate this contract by notifying the School in writing at any time before Entry but they shall pay one Term's Fees at the rate payable for the term of Entry, less the Acceptance Deposit, payable as a debt.
- 7.9 **Termination by the School:** The School may terminate this contract:
- 7.9.1 on one Term's notice in writing sent by ordinary post. The School will not terminate this agreement without good cause and full consultation with the Parents and also the Pupil (if of sufficient maturity and understanding). The Acceptance Deposit will be refunded without interest less any outstanding balance of Fees; or
 - 7.9.2 on reasonable notice if in the professional opinion of the Head the School is unable to provide all or a significant proportion of the educational services to the Pupil; or
 - 7.9.3 immediately where the Pupil does not have the appropriate immigration permission to live in the United Kingdom and to study at the School.
- 8 **Events beyond the control of the parties**
- 8.1 **Force majeure:** An event beyond the reasonable control of the School or the Parents is a **Force Majeure Event** and shall include such events as:
- 8.1.1 an act of God, fire, flood, drought, earthquake or other natural disaster;
 - 8.1.2 war, riot, civil unrest, act of terrorism, strikes, industrial disputes;
 - 8.1.3 outbreak of epidemic or pandemic of disease;
 - 8.1.4 failure of utility service or transportation
- provided always that the inability of either party to pay any amount required under this agreement shall not be a Force Majeure Event.
- 8.2 **Notification:** If either the School or the Parents is prevented from or delayed in carrying out its contractual obligations by a Force Majeure Event, that party (the **Affected Party**) shall as soon as reasonably practicable notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues.
- 8.3 **Continued force majeure:** The Affected Party shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations. If a Force Majeure Event continues for a period greater than 90 days from the date of notification, the Affected Party shall notify the other of the steps to be taken to ensure performance of its contractual obligations.

8.4 **Termination:** If the Force Majeure Event continues for a total period greater than 120 days from the date of notification, the party in receipt of notification under clause 8.2 may terminate this contract by providing at least three working days' notice in writing to the other party.

9 **General contractual matters**

9.1 **Changes to these terms and conditions:** The School may change these terms and conditions from time to time to reflect changes in the law or in custom and practice at the School. The Parents will be provided with a copy of any revised terms and condition before any changes take effect.

9.2 **Changes to the School:** The School, as any other, is likely to undergo a number of changes during the period of this agreement. Wherever possible, the School will endeavour to consult with the Parents and to provide as much notice as possible of a change to the School which it considers will have a significant impact on the Pupil's education or welfare. In addition, the benefit and burden of this agreement may be freely assigned to another party at the discretion of the School.

9.3 **Consumer rights:** Care has been taken to use plain language and to give clear explanations in these terms and conditions. If any words alone or in combination infringe consumer rights laws or any other provision of law, they shall be treated as severable and shall be replaced with words which give as near the original meaning as may be fair. Nothing in these terms and conditions affects the Parents' statutory rights.

9.4 **Consultation:** It is not practicable to consult with the Parents and the Pupil over every change that may take place. Whenever practicable, the School will use reasonable endeavours to ensure that the Parents will be consulted and provided with reasons for the change and where possible given at least a Term's notice in writing of:

9.4.1 a change of ethos or culture; or

9.4.2 a change in any physical aspect of the School which would have a significant effect on the Pupil's education or pastoral care; or

9.4.3 a change of ownership of the School

where such changes are not temporary.

9.5 **Data protection:** The School has a Privacy Notice for Parents which explains how the School will use the Parent's personal data. The Privacy Notice for Parents is provided with the letter of offer. The Privacy Notice for Parents is also published on the School's website. The Parents must read the Privacy Notice for Parents in full before signing the acceptance form.

9.6 **Information for parents:** We provide parents of prospective pupils with information about the School and the educational services we provide in good faith. This information may be contained in the website and promotional literature or in statements made by staff or pupils during a visit or an open day. If the Parents wish to take account of the information provided to them when deciding whether to enter into this agreement they should seek specific confirmation from the Head that the information is accurate before returning a completed acceptance form to the School.

- 9.7 **Third party rights:** Only the School and the Parents are parties to this contract. Neither the Pupil nor any third party is a party to this contract and shall not have any rights to enforce any term of it.
- 9.8 **Interpretation:** These terms and conditions supersede any previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of the terms and conditions.
- 9.9 **Severability:** If any provision or part-provision of this contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this contract.
- 9.10 **Jurisdiction:** This contract was made at the School and it, together with each matter relating to the provision of educational services by the School, is governed exclusively by the law of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

January 2022

Glendower School Trust Limited, trading as Glendower Preparatory School: a Company Limited by Guarantee
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