



Cambridge International Academy Ltd

Terms and Conditions - Online Courses / Programmes

These terms and conditions are designed to ensure that all the students and staff participating in online courses and programmes organised by Cambridge International Academy Ltd (hereafter 'the Academy') can enjoy the activities and events free from any distracting, unpleasant, intimidating or aggressive behaviour, in safety and with full knowledge and understanding of the rights and responsibilities of all parties. They are also designed to ensure that all our students gain as much as possible by participating fully during the course or programme.

1. Attendance & Personal Behaviour

- 1.1 Students are expected to attend all classes / seminars / supervisions / workshops and other arranged activities (hereafter 'class' or 'classes') as detailed in their final confirmed course schedule.
- 1.2 If a student is unavoidably unable to attend any scheduled class the Academy must be informed as soon as possible by email: admissions@cambridgeinternational.academy
- 1.3 In such circumstances the Academy will try to reschedule the class if it is possible to do so (for example, a one-to-one supervision class). Please note that it is not possible to reschedule group classes (such as seminars) for individual students.
- 1.4 No refunds can be given for missed classes that are not the fault of the Academy and the Academy cannot guarantee that it will be possible to reschedule any such missed classes.
- 1.5 Certificates are awarded only to those students completing the course having attended and participated in the scheduled classes satisfactorily.
- 1.6 Personal mobile phones must be turned off during all classes where they may interfere with other participants' enjoyment of the courses. This rule may be suspended during the class as appropriate if the teacher requires and permits such a relaxation.
- 1.7 Racist, discriminatory or intimidating behaviour towards another student, teacher or other member of staff will result in instant dismissal from the course. In this case the student will be blocked from the Academy's classes and online resources and the student's parent / guardian notified of the reason for this action. No refunds will be given. The relevant UK authorities will be notified if this is required under UK law.

2. Promotional Materials

2.1 At the discretion of the Academy, screenshots and / or video recordings may be taken of the students participating on the course. The Academy reserves the right, unless we are advised to the contrary by the parent / guardian / student in writing, to use these screenshots / recordings as part of future promotional materials with respect to this and / or other courses / programmes.

2.2 The Academy reserves the right to use any feedback received in the format of a letter,





email or end of course survey from parents, guardians and / or students in any future marketing or promotional material, unless otherwise clearly stated by the parent / guardian / student.

3. Course Changes

3.1 All details of classes are published in good faith. However we reserve the right to make any changes or alterations to any aspect of a class in the event of circumstances which may arise beyond our control.

4. Data Protection

Notwithstanding our Data Protection & Privacy Policy, we may use the personal information you provide to us to:

- 4.1 process your application;
- 4.2 process your payment for the fees;
- 4.3 inform you about similar programmes / courses that we may in the future provide, but you may ask us at any time to stop using your information in this way.

We will not give your personal data to any other third party, except that:

- 4.4 we may share your personal data with other companies in the same group of companies as us;
- 4.5 if your booking has been made through an agent we may share information with them;
- 4.6 if required to do so due to medical welfare / emergency, accreditation or legal necessity.
- 4.7 Please also refer to the 'Data & Privacy Policy' on our website for further information regarding how we use your data and your rights in this regard.

5. Withdrawals / Cancellations

- 5.1 The total fee is inclusive of a registration fee of £500. The registration fee is non-refundable.
- 5.2 When cancelling more than 7 or days before the start of the course, 50% of the full fees (excluding the registration fee) is refundable. The time period commences from the time we receive a formal request to cancel in writing sent to admissions@cambridgeinternational.academy
- 5.3 When cancelling 7 days or less before the start of the course, 0% of the full fees (including the registration fee) is refundable. The time period commences from the time we receive a formal request to cancel in writing sent to admissions@cambridgeinternational.academy
- 5.4 The above cancellation provisions shall apply regardless of the reason for the cancellation. In all circumstances the registration fee is non-refundable.





5.5 *In exceptional circumstances* where cancellation or withdrawal is the fault of neither party ('exceptional circumstances' being defined at our discretion) up to 50% of the total fee (minus the non-refundable registration fee) may be refunded. One example of such exceptional circumstances could be unavoidable and unforeseeable subsequent restrictions being imposed by the student's current education institution, such as changes in term time dates and class times, rendering participation in classes impossible.

6. Notes on Refunds

6.1 All refunds are paid minus any bank charges, and minus the deposit.

6.2 Refunds are made to the fee-payer.

6.3 No refunds are given for missed classes.

6.4 No refunds are given for students who are dismissed from the course for disciplinary reasons (see '1.6 Personal Behaviour' above).

7. Complaints

We want you to both enjoy and benefit from participating in your course. Should you have any complaints or suggestions in relation to your course these should be raised with us directly, in writing, by contacting the Directors of Cambridge International Academy at: jon@cambridgeinternational.academy or lijia@cambridgeinternational.academy

For further details please refer to our 'Complaints Procedure'.

8. Governing Law

In the unlikely event that any disputes arising cannot be amicably settled informally, or through the good offices of a third party (see our 'Complaints Procedure' item 7), these 'Terms and Conditions' are governed by the laws of England and Wales. You and we both agree to submit to the jurisdiction of an appropriate UK court to determine any dispute in relation to these Terms and Conditions.

Where these 'Terms and Conditions' have been translated into another language, the English version shall prevail in the case of any ambiguity.

(October 19th, 2023)

