



Urdang, City, University of London Urdang Intensives 2024 Terms and Conditions



Once you the Customer/s (parents, carers, guardians, and students over the age of 18 years old) have completed your online booking and received your confirmation email or dated payment receipt, you are deemed to have a contract with Urdang, City, University of London Urdang Intensives.

Changes to the Terms and Conditions

Urdang, City, University of London Urdang Intensives reserves the right to change these Terms and Conditions.

Agreement to the Terms and Conditions

- A) Customers (parents, carers, guardians, and students over the age of 18 years old) are required to acknowledge their acceptance of the terms and conditions before enrolment onto the Urdang, City, University of London Urdang Intensives by checking the relevant box at the online application stage.
- B) The Terms and Conditions must be accepted in order to attend the Urdang, City, University of London Urdang Intensives. Applications cannot be submitted until the acceptance box has been checked.

Under [The Consumer Rights Act 2015](#), you have a right to cancel your contract with us within 14 days (known as a cooling off period). Please see our Cancellation and Refunds Policy for more details on this and for details of cancellations and refunds out with the 14-day cooling off period.

Your contract with us means that you will:

- Hold that place for the full duration of the course, unless you cancel your booking (see Cancellation and Refund)
- Be responsible for payment for the full course
- Be liable for all absences which must be paid for whether the absence is authorised or unauthorised
- Ensure you have the correct permissions to study in the UK i.e., international students should ensure they have the correct visa in place for attending a course

Privacy Policy

We collect certain information or data about you when you when you book a course or make an application using the www.urdang.city.ac.uk/our-degree/short-courses website.

We collect:

- Your email address and all personal application details when you make your application online
- Your emergency contact details
- Your medical and injury details related to your participation on the course

- Questions, queries or feedback you leave

This data can be viewed solely by authorised people at the Urdang Intensives

Any data you send is at your own risk. We have procedures and security features in place to keep your data secure once we receive it. We have strict controls over how and why your data can be accessed. By submitting your personal data when you enter into a contract with us, you agree to this.

We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms and conditions and other agreements relating to your contract with us. This includes exchanging information with other departments within Urdang, City, University of London. We won't share your information with any third-party organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

Urdang Intensives adheres to the Data Protection Act. In doing so, we will ensure your data is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure
- Not transferred outside the European Economic Area without adequate protection.

You can find out what information we hold about you, and ask us not to use any of the information we collect, at any time, by contacting us in writing using email to urdangshortcourses@city.ac.uk

Use of Images

When you book, we ask you to give permission for Urdang Intensives to use images of the student for educational and promotional purposes.

- Promotional purposes include using images in print and online media, including social networking sites and the Urdang Intensives website.
- Educational purposes include using images for training, teaching and documenting activity in archives.

Any images will be used by and for Urdang Intensives only. We will never sell your image to a third party.

As part of our commitment to ensure the safety of students, we do not permit photographs, film or other images of students to be taken or used without the consent of the parent/carer/guardian where the student is under the age of 18 years old.

Urdang Intensives and Urdang, City, University of London follows national guidance for the use of images of children and young people.

Urdang Intensives and Urdang, City, University of London takes all steps to ensure these images are used solely for the purposes for which they are intended, which is the promotion and celebration of the activity of students.

If at any time the student or parent/carer wish the data to be removed from use, notice must be given in writing to Urdang Intensives and Urdang, City, University of London using urdangshortcourses@city.ac.uk after which the data will be removed within a reasonable timescale.

Payment of Course Fees

When you book a course, you will be asked to make full payment for the course.

Urdang Intensives and Urdang, City, University of London does not offer credit agreements. Therefore, all payment must be made ahead of course start date in full.

- We do not collect or store any credit/debit card information
- All payments made via our secure booking system powered by Worldpay a world leading (PSP) payment service provider

All payment deadlines must be adhered to. If you have any problems with payment at any point from commencing your contract with us, you should contact us as soon as possible. Please email urdangshortcourses@city.ac.uk

Changes to Courses, Cancellation and Refunds

- We reserve the right to reschedule, change the content or format of or cancel courses. Reasons for this may be, but not restricted to, low enrolment numbers, weather warnings and tutor/lecturer availability
- Publicised course tutors (web and print form) may be subject to change due to tutor availability. Where there is a change in an advertised tutor, Urdang Intensives will endeavour to give as much notice as possible in advance of individual classes or course start date
- Many of our courses require a minimum number of students. Where the courses do not reach the minimum number required, they will be cancelled. We aim to do this no later than 7 days before they are due to start
- In any instance where Urdang Intensives and Urdang, City, University of London has to cancel a course for any of the reasons outlined above, you will receive a full refund of any course fees paid in respect of that course

Urdang Intensives and Urdang, City, University of London is not responsible for any additional costs you may have incurred, including costs for travel or accommodation.

Cancellation by You:

Once you have completed your online booking and received your confirmation email or dated payment receipt, you are deemed to have a contract with Urdang, City, University of London Urdang Intensives.

Under The Consumer Rights Act 2015, you have a right to cancel your contract with us within 14 days (known as a cooling off period), during which you will be entitled to a full

refund. To cancel your contract during the cooling off period, you should do so in writing by email to urdangshortcourses@city.ac.uk. To meet the cancellation deadline, you must advise us that you wish to cancel before the cooling off period has expired. Please note that a request for cancellation must be made by email.

You should be aware at the time of booking that, outside of the statutory 14 day cooling off period, there is no automatic right to cancel, and there will be no refund of fees.

If you wish to withdraw from a one-week course, you must notify us in writing at least 2 weeks before the start date of the course.

A 25% administration fee (of the total course fee at the time of booking) will be charged for any refunds made outside of statutory obligations (cooling off period).

You will lose your right to cancel if the course has started or been fully completed during the cooling off period. You are deemed to give your direct express agreement and acceptance/understanding that the course may start during the cooling off period.

You give direct acknowledgement that cancellation rights are lost once the course has been started/fully completed.

Our right to end the Contract

We may end the contract at any time if you break it. This would mean you would be asked to no longer attend the course and you will not be entitled to a refund.

We may break the contract if:

- You do not make payment to us when it is due
- You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the course to you and/or enrol you. This will include medical/injury information
- For students over 16 years of age: we discover you have any unspent relevant criminal convictions which we were not notified of at the time of booking

If we break the contract due to any of the reasons outlined above, you will not be entitled to a refund.

If we have to break your contract, this may affect your enrolment in other courses within Urdang, City, University of London programmes.

Refunds

Please be aware that, outside of the statutory 14 day cooling off period, you are only entitled to a refund if Urdang, City, University of London Urdang Intensives cancel the course.

Refunds are not available should you have a change in circumstances that makes continued attendance at the course difficult, or if you simply change your mind.

For international students, requests for refunds as a consequence of failure to obtain a visa for study must be supported by evidence.

If you withdraw from a course for medical reasons, a partial refund may be issued. In such circumstances, a medical certificate may be requested.

A 25% administration fee of the total course cost will be deducted from any refund given.

We will never refund any travel or accommodation purchased by a booker to attend an Urdang, City, University of London Urdang Intensives course. We strongly advise you to purchase the appropriate insurance cover for any travel or accommodation booked prior to

the course commencing. Travel/accommodation costs will not be reimbursed, regardless of whether the booker cancels their contract, or Urdang, City, University of London Urdang Intensives cancel the course.

Where a refund is due, we will send you a refund to the original payment method only. Please note, it can take up to 30 days to process a refund.

Child Protection at the Urdang, City, University of London Urdang Intensives

Urdang, City, University of London Urdang Intensives is committed to the protection of children and young people. We regard the safeguarding and promoting their interests and wellbeing to be of paramount concern.

We are determined that all young people can enjoy learning in a safe environment. We have developed all our policies and procedures with Urdang, City, University of London Safeguarding policies.

We consider it the duty of all those employed or involved with the organisation to prevent the physical, emotional, neglectful, or sexual abuse of all children and young people with whom they come into contact and to protect and promote their general welfare and wellbeing.

All staff associated with Urdang, City, University of London Urdang Intensives must adhere to guidelines and respond appropriately to concerns, allegations or disclosures of abuse and harm.

The individual with protection/safeguarding responsibilities at the senior management level is Louise Jennings, Safeguarding Lead at City, University of London. Urdang, City, University of London Urdang Intensives Designated Safeguarding Lead (DSL) is Rob Archibald and any queries about our policies and the accompanying procedures should be directed to Rob Archibald, Head of Performing Arts via email to rob.archibald@city.ac.uk

All staff associated with Urdang, City, University of London Urdang Intensives who work closely with young people and adults at risk are checked against The Disclosure and Barring Service (DBS). DBS allows us to check the records of any staff working against the national database. To work at Urdang, City, University of London Urdang Intensives staff need to have a clean Enhanced DBS check. We re-check the status every three years.

Waiver

- Physical contact may be necessary by members of the teaching faculty. If you would like to discuss this matter, please contact urdangshortcourses@city.ac.uk A copy of our Hands-on Policy that is available upon request
- In the event of an injury or medical emergency during the course, a qualified First Aider from City, University of London will provide necessary treatment and assistance to the participant. If the participant is under 18 years old, the parent/carer/guardian will be notified of the incident. An accident report will be completed in line with City, University of London procedures. If you have any questions regarding this, please email urdangshortcourses@city.ac.uk

Risk Assessment

Should a parent/carer/guardian require a copy of the Urdang, City, University of London Urdang Intensives Risk Assessment, this can be obtained by sending a request to urdangshortcourses@city.ac.uk

Health and Safety Checklist

All participating students will receive a copy of the Health & Safety Checklist. All Urdang Intensives teaching staff and Student Helpers/helpers will receive a copy of the Checklist. Should a parent/carer/guardian require a copy of the Urdang, City, University of London Urdang Intensives Health and Safety Checklist, this can be obtained by sending a request to urdangshortcourses@city.ac.uk

Uniform /Clothing

Students should wear suitable clothes for the Urdang Intensives they are attending and shoes for the relevant genre. A suggested uniform list will be sent out to all participants before the course commencement.

Hair must be tied up and off the face.

ALL jewellery must be removed before arriving at the studios. New earrings must be covered with tape before arriving at the studios.

Arrivals and Departures

Responsibility of Your Child

The Urdang, City, University of London Urdang Intensives and City, University of London is responsible for the welfare of your child while they are attending the Urdang Intensives at the Old Finsbury Town Hall premises. As parent/carer/guardian, you are responsible for the welfare of your child up to morning registration and again the end of each Urdang Intensives day. By checking the Terms and Conditions you agree that you have read and understand the above statement and give permission for my child to attend the Urdang, City, University of London Urdang Intensives at the Old Finsbury Town Hall premises.

The Urdang, City, University of London Urdang Intensives teaching sessions run from 10am and to 6 pm, Monday to Friday. All participants are expected to arrive in good time for the start of the teaching session and or Welcome/Induction sessions. A timetable will be sent out to all participants before course commencement.

- Please ensure that all participants bring adequate refreshments and lunch. There is plenty of drinking water available on site
- There no parking available outside the Urdang, The Old Finsbury Town Hall or in nearby residential streets.

Course Attendance and Registration

The Urdang, City, University of London Urdang Intensives and City, University of London is responsible for the welfare of your child while they are on our premises at The Old Finsbury Town Hall. During the course of the Urdang, City, University of London Urdang Intensives Day, participants may wish to leave the Old Finsbury Town Hall building. If a child exits the premises during authorised breaks, they need to sign out of the building at Urdang Reception and sign back in on re-entry.

If any parent/carer/guardian have any concerns regarding this, please contact via email urdangshortcourses@city.ac.uk outlining your concern so that we are able to discuss alternative arrangements.

- If and under 18 years student fails to sign in to the building for morning registration. The Urdang Intensives Course Co-ordinator and or Events Manager will be alerted and contact the parent/carer/guardian

- If and under 18 years student fails to sign back in to the building following scheduled breaks where they have left the premises, The Urdang Intensives Course Co-ordinator and or Events Manager will be alerted and contact the parent/carer/guardian
- Registers are taken at the taken beginning of each session by the teaching staff. If an under 18 years student fails to attend a session the teaching staff will immediately alert the Urdang Intensives Course Co-ordinator and or Events Manager and they will contact the parent/carer/guardian.

Insurance

Urdang, City, University of London Urdang Intensives and City, University of London cannot accept liability for any loss or damage to any participants property, mobile phone, tablets, other electronic devices or possessions brought to the Urdang Intensives. You are advised to insure your possessions accordingly.

Liability

Urdang, City, University of London Urdang Intensives and City, University of London accepts no liability for any injuries sustained whilst you are participating in the Urdang, City, University of London Urdang Intensives or on the premises.

Urdang, City, University of London Urdang Intensives and City, University of London accepts no liability for any pre-existing injuries/medical conditions not declared at registration and on the provided medical form.

Urdang, City, University of London Urdang Intensives and City, University of London accepts no responsibility for loss or damage of personal belongings or property whilst you are on the premises.

Urdang, City, University of London Urdang Intensives and City, University of London cannot accept responsibility for any injury, loss or damage sustained off its premises to any participant of the Urdang, City, University of London Urdang Intensives and their belongings and possessions.

Student Code of Conduct

We want all students to gain maximum benefit from the Urdang, City, University of London Urdang Intensives. We seek to create an environment where all students, staff and guests feel confident and comfortable. The Urdang, City, University of London Urdang Intensives Student Code of Conduct underpins a culture of inclusion and acceptance, a culture we believe maximises learning for students and a engenders a sense of purpose, achievement and belonging for all.

If you attend the Urdang, City, University of London Urdang Intensives, you will be required to comply with Urdang, City, University of London Urdang Intensives Student Code of Conduct. This code sets out expectations for student behaviour. If you breach any of the terms set out in the Student Code of Conduct, then you may be withdrawn from the Urdang Intensives with immediate effect and if under 18 years of age a parent/carer/guardian will be contacted, and you will not be entitled to a refund.

Please read and carefully consider the following information and advice to help us all maintain a positive, healthy and professional working environment for everyone.

Behaviour

- All participants/students must follow instruction given by teaching staff and work in accordance with information provided

- All participants/students and parents/carer/guardian should conduct themselves in a caring, polite & professional manner at all times. This includes whilst waiting for classes to begin, in our reception area and outside of the building. We have a zero tolerance policy towards rude or disruptive behaviour and Urdang, City, University of London Urdang Intensives maintains the right to remove any offending students and/or parent/carer/guardian from the premises.
- Be considerate and respect everyone else on the course. This includes respecting other's race and religion; gender; sexual orientation; disability; age; social background and role within the Urdang, City, University of London Urdang Intensives. Harassment will not be tolerated. Harassment can include bullying, insulting comments, offensive behaviour, jokes, threats and giving people unwanted attention
- Be considerate of others when moving about the building and studios. We should all take responsibility to ensure that everyone can move freely through the space.
- Take care to act safely and not put yourself and/or others at risk. Support others to act safely too
- Any anti-social behaviour including harassment, bullying, physical violence, aggression and/or drug or alcohol-related incidents may result in instant withdrawal from the course

Environment

- Respect property and other people's belongings
- Participants on the Urdang, City, University of London Urdang Intensives are not permitted to have visitors and guests attend the course or premises.
- You can drink bottled water anywhere in the building (please ensure you use plastic or metal bottles. Glass bottles are prohibited from use). For eating and drinking other types of beverages, please use the reception area and designated break areas/rooms and avoid studios
- The Old Finsbury Town Hall can offer female presenting, male presenting and gender neutral facilities.
- Participants are prohibited from entering clearly marked and designated offices within The Old Finsbury Town Hall. All participants must follow instructions given by the Urdang Intensives Course Co-ordinator, Events Manager, teaching staff and Student Helpers regarding access to studios and designated break areas/rooms in The Old Finsbury Town Hall.
- In the interests of everyone's health, the premises is a non-smoking environment. This also includes the use of vapes/e-cigarettes