Terms & Conditions Residential Summer Bookings

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By submitting a booking and paying the applicable reservation fee or course fee, the parent or legal guardian and the student agree to comply with these Terms and Conditions. The parent or legal guardian is responsible for making the booking, paying the applicable fees and providing the information and consents required for the student's participation. A booking will be confirmed in accordance with Section 1 below.

These Terms and Conditions should be read alongside the applicable course information, booking confirmation, Rules and Regulations, safeguarding information and privacy notice.

1. Reservation and payment

1.1 For bookings made before 30 April, a £500 non-refundable reservation fee must be paid to reserve a space on the requested course. The reservation fee will be credited towards the total course fee. The reservation will expire on 30 April unless the remaining course fee has been received in full by that date. If the remaining balance is not received by the deadline, **tangerine:ed Ltd.** may cancel the reservation and release the place to another student, subject to any applicable statutory rights.

The reservation fee is subject to the cancellation and refund provisions in Section 2 and any other applicable statutory rights.

1.2 For bookings made after 30 April full fee payment must be paid immediately upon booking. A place is not guaranteed until the booking has been accepted by **tangerine:ed Ltd.** and the required payment has been received.

1.3 All payments must be made without set-off or deduction of any kind in Pounds Sterling (£) by credit card through the designated online payment portal or by bank transfer to the bank account specified on the invoice.

1.4 When making a bank transfer, the payer must include the student's full name and invoice number in the payment reference to enable **tangerine:ed Ltd.** to identify and allocate the payment correctly.

1.5 Payments must be made to **tangerine:ed Ltd.** using the online payment portal or the bank account details provided on the relevant invoice. **tangerine:ed Ltd.** is not responsible for delays caused by incorrect payment details supplied by the payer.

1.6 **tangerine:ed Ltd.** may request additional information or verification regarding a payment where reasonably necessary to comply with applicable financial sanctions, anti-money laundering or other legal requirements. Where a payment cannot lawfully be accepted or processed, **tangerine:ed Ltd.** may delay or decline the payment and will communicate with the payer as appropriate, subject to applicable law.

2. Cancellation Policy

2.1 Cancellation by the student - Any cancellation must be submitted in writing in legible and unambiguous English by the parent or legal guardian to **tangerine:ed Ltd.** at info@tangerineed.com. The cancellation will take effect on the date it is received by **tangerine:ed Ltd.**
Subject to applicable statutory rights, the following charges will apply, as a percentage of the total course fee, rather than the amount already paid:

Notice received before course start date	Cancellation charge
45+ Days	25%
22 - 44 Days	50%
0 - 21 Days	100%

Any reservation fee or other amount already paid will be credited towards the applicable cancellation charge. Where the amount paid exceeds the charge, the difference will be refunded. Where the charge exceeds the amount paid, any additional sum will be payable only to the extent permitted by applicable law.

2.2 Cancellation by tangerine:ed Ltd. - tangerine:ed Ltd. reserves the right to cancel a course where there is insufficient demand or where circumstances beyond its reasonable control prevent the course from being delivered. Where reasonably practicable, **tangerine:ed Ltd.** will notify affected parents or guardians as soon as possible and explain the available options.

2.3 Where **tangerine:ed Ltd.** cancels a course, affected parents or guardians will be informed of any suitable alternative course available. If an alternative is not accepted, or is not available, the parent or guardian will be entitled to a refund of the fees paid for the cancelled course, subject to any applicable statutory rights. A credit note will be offered only as an alternative to a refund where the parent or guardian agrees to accept it.

3. Visas

3.1 It is the student's responsibility to ensure they obtain the appropriate visa and any other documents to enter the UK. Parents or guardians should check the applicable requirements before booking. Under no circumstances will **tangerine:ed Ltd.** make any refund on grounds of lack of visa or similar travel documents required to enter the UK legitimately, save in accordance with Clause 3.2.

3.2 Where a student's visa application is refused and the student is consequently unable to attend the course; the parent or legal guardian may request cancellation by providing a copy of the official visa refusal notice. Subject to verification of the documentation, **tangerine:ed Ltd.** will refund the course fees paid, less an administration fee of £100. The refund will be processed within the applicable statutory timeframe.

3.3 Where a student's visa application is delayed and the student is unable to attend on the course start date; the parent or legal guardian should contact **tangerine:ed Ltd.** as soon as possible. Subject to availability **tangerine:ed Ltd.** may offer a postponement to a future course date or a place on an alternative programme. Any postponement or alternative programme will be subject to written confirmation and any applicable difference in course fees. If no alternative is agreed, the cancellation provisions in Section 2 will apply, subject to applicable statutory rights

4. Insurance

4.1 tangerine:ed Ltd. will arrange student travel insurance for the period specified in the student's booking confirmation, subject to the terms, conditions, exclusions and limitations of the applicable insurance policy. Information about the insurer, the principal benefits and exclusions, the claims process and how to obtain the full policy wording will be made available to the parent or legal guardian before arrival.

Parents or legal guardians are responsible for reviewing the policy to determine whether additional insurance is required for the student's individual circumstances. The existence of insurance does not guarantee that any particular claim will be accepted by the insurer.

5. Arrivals and Departures (UK only)

5.1 Students are expected to arrive on the arrival date and depart on the departure date specified in their booking confirmation. Any request to arrive earlier or depart later must be agreed in writing by **tangerine:ed Ltd.** and may incur additional charges.

5.2 Subject to the conditions in this section, **tangerine:ed Ltd.** provides a complimentary airport transfer service on the designated arrival and departure days. To qualify for a complimentary transfer, the student's scheduled flight must arrive at or depart from the relevant airport between 09:00 and 19:00 local time. Transfers must be booked in advance in accordance with clause 5.6.

5.3 Complimentary airport transfers are available to and from Heathrow and Gatwick airports for students attending centres located in England, subject to the conditions in this section.

5.4 Where a student requires a transfer from or to an airport other than Heathrow or Gatwick, or outside the designated transfer times or dates, an additional charge may apply. Any applicable charge will be communicated to the parent or legal guardian and agreed before the transfer is arranged, except where urgent arrangements are reasonably necessary for the student's safety.

5.5 Parents or legal guardians who arrange their own airport transfers are responsible for the associated costs. **tangerine:ed Ltd.** will not reimburse the cost of independently arranged transfers unless reimbursement has been agreed in writing in advance or is required by applicable law.

5.6 Parents or legal guardians must provide complete and accurate flight details and book the required airport transfer at least seven working days before the student's arrival. Where the required details are not received by this deadline, **tangerine:ed Ltd.** cannot guarantee a complimentary transfer and may need to arrange an alternative transfer at an additional charge. Any additional charge will be communicated as soon as reasonably practicable.

5.7 Where a student's flight is delayed, **tangerine:ed Ltd.** will make reasonable efforts to arrange the next available suitable transfer. A complimentary transfer will be provided where reasonably available under the transfer arrangements. If a separate or private transfer is necessary, **tangerine:ed Ltd.** will inform the parent or legal guardian of any additional charge as soon as reasonably practicable.

5.8 Where a student misses their scheduled flight, the parent or legal guardian must notify **tangerine:ed Ltd.** as soon as possible and provide updated travel details. **tangerine:ed Ltd.** will make reasonable efforts to arrange a suitable alternative transfer. If a complimentary transfer is unavailable and a private transfer is required, an additional charge may apply. The parent or legal guardian will be informed of the charge before the private transfer is arranged wherever reasonably practicable.

6. Student's Responsibilities

6.1 The student undertakes with **tangerine:ed Ltd.**:

(a) To provide complete, accurate and up-to-date information reasonably required by **tangerine:ed Ltd.**, such as information relating to age, English language level, medical needs, allergies, dietary requirements, emergency contacts and any other information relevant to the student's safety and participation in the course.

(b) To behave responsibly, respect the rights and safety of others, and take reasonable care not to damage property belonging to **tangerine:ed Ltd.**, its partner institutions, accommodation providers or any other person.

(c) To take responsibility, in accordance with applicable law, for loss or damage caused by the student's deliberate or negligent actions. Where a claim for payment is made, **tangerine:ed Ltd.** will explain the damage or loss, the amount claimed and the basis on which the student or parent or legal guardian is considered responsible. Any amount charged will be reasonable and proportionate to the actual loss, taking account of the circumstances and applicable law.

(d) To treat staff, fellow students and other persons with respect and to behave in a way that does not discriminate against, bully, harass or intimidate others. To use the facilities, campuses and accommodation responsibly and respectfully.

(e) Not to smoke or use tobacco products, electronic cigarettes or vaping devices in any building, room, facility or campus where prohibited by law or by the applicable campus rules. Students must also comply with any additional smoking or vaping restrictions communicated by **tangerine:ed Ltd.**

(f) Not to commit any act that breaches the criminal law or infringes the safety, civil rights or wellbeing of any person under the laws of England, or any other jurisdiction within the United Kingdom.

(g) Not to purchase, possess or consume alcohol during the course or while participating in any activity, excursion or accommodation arrangement organised by **tangerine:ed Ltd.**, irrespective of the student's age.

(h) Not to purchase, possess, use or distribute illegal drugs or prohibited psychoactive substances. This restriction does not prevent the lawful possession or use of prescribed medication in accordance with the medical and medication procedures set out in Section 9.

(i) To pay any refundable room key or access-card deposit specified in the booking information or communicated before arrival. The deposit will be returned when the key or access card is returned, less any reasonable and evidenced replacement cost where the item has been lost or damaged and the student is responsible for that loss or damage.

(j) To follow reasonable instructions given by **tangerine:ed Ltd.** staff or campus staff, whilst on a **tangerine:ed Ltd.** course.

(k) To attend all required classes, course sessions, activities and excursions regularly and punctually. The student or parent or legal guardian must notify centre management as soon as possible of any absence due to illness or another unavoidable reason and follow the centre's absence-reporting procedures.

Students are expected to comply with the Rules and Regulations provided by tangerine:ed Ltd. and with reasonable instructions relating to their safety and wellbeing. Any alleged breach will be managed in accordance with Section 8.

7. tangerine:ed Ltd. Responsibilities

7.1 tangerine:ed Ltd. shall:
(a) Course Delivery - deliver the advertised course with reasonable care and skill and in accordance with the booking confirmation, subject to any changes permitted under these Terms and Conditions

(b) Accommodation - arrange accommodation appropriate to the course booked and consistent with the accommodation description provided in the applicable course information and booking confirmation, subject to any changes permitted under these Terms and Conditions.

(c) Safeguarding - implement and maintain appropriate safeguarding policies and procedures designed to protect students from harm and promote their welfare, in accordance with applicable legal requirements and relevant safeguarding guidance. Information about these arrangements will be made available to parents or legal guardians on request.

7.2 Room allocations and changes - tangerine:ed Ltd. will make reasonable efforts to accommodate requests relating to room allocation, including requests to share a room or to be allocated adjacent rooms.

Where reasonably necessary for operational, safety, welfare or accommodation-provider reasons, **tangerine:ed Ltd.** may change a student's room allocation before or during the course. Any alternative accommodation will be appropriate to the student's booking and individual needs, taking account of any relevant safeguarding considerations. Parents or legal guardians will be informed of any change as soon as reasonably practicable.

7.3 Ensuite requests - Where the advertised accommodation does not include an ensuite bathroom or shower room, requests for an ensuite room will be considered individually. Where a request relates to a medical condition or disability, **tangerine:ed Ltd.** will consider the information provided and any reasonable adjustments that may be required. Supporting documentation may be requested where reasonably necessary and appropriate. Any allocation will be subject to availability and the suitability of the accommodation.

8. Exclusion

8.1 General Exclusion Powers - tangerine:ed Ltd. may take disciplinary action, including issuing a warning, restricting participation in an activity or excluding a student from the course, where the student's behaviour seriously breaches these Terms and Conditions or the Rules and Regulations, or creates a risk to the safety, welfare or rights of the student or others.

The action taken will be proportionate to the nature and seriousness of the conduct and will take account of the circumstances. Where practicable, the student will be given an opportunity to explain what happened before a decision is made. Where immediate action is necessary to protect safety or welfare, **tangerine:ed Ltd.** may take appropriate interim action while the incident is assessed.

Where a student is excluded, **tangerine:ed Ltd.** will notify the parent or legal guardian and explain the reasons for the decision and the practical arrangements for the student's care and departure. Under-18s will be appropriately supervised until a safe handover or departure arrangement is in place.

8.2 Drugs, alcohol and weapons - **tangerine:ed Ltd.** operates a zero-tolerance policy towards the possession, use or distribution of illegal drugs, prohibited psychoactive substances, alcohol and weapons during the course or in accommodation or activities organised by **tangerine:ed Ltd.** Any suspected breach will be assessed promptly, and appropriate action may include immediate removal from an activity or exclusion from the course. Any action taken will be proportionate to the circumstances and consistent with applicable law and safeguarding requirements.

8.3 Bullying and harassment - tangerine:ed Ltd. takes bullying, harassment, discrimination and intimidation seriously. All reported incidents will be assessed promptly and investigated appropriately, taking account of the safety and wellbeing of those involved. Where appropriate, **tangerine:ed Ltd.** will implement protective measures while an investigation is ongoing. Depending on the seriousness and circumstances of the incident, disciplinary action may include a warning, a final warning, restrictions on participation or exclusion from the course. Serious incidents may warrant immediate exclusion without a prior warning. Parents or legal guardians will be informed where appropriate, subject to safeguarding, confidentiality and legal requirements.

8.4 Refunds after exclusion - Where a student is excluded because of a serious breach of these Terms and Conditions or the Rules and Regulations, **tangerine:ed Ltd.** may retain fees relating to the course or services already provided and may seek payment of any reasonable, evidenced losses that it is legally entitled to recover. Any refund or additional charge will be determined in accordance with the circumstances, the cancellation provisions in Section 2 where applicable, and statutory consumer rights.

The parent or legal guardian will be responsible for arranging and paying for the student's return journey and any additional accommodation or travel costs arising from exclusion, to the extent that those costs are properly payable by them under applicable law and these Terms and Conditions.

8.5 tangerine:ed Ltd. may withhold a certificate of completion where a student has not met the published attendance or course-completion requirements, provided those requirements have been communicated in advance. Any decision will be made fairly and consistently. Academic reports will reflect the student's academic performance and progress and will not be withheld solely as a disciplinary sanction where doing so would be contrary to applicable law or the student's statutory rights.

9. Medical issues

9.1 Medical Information Deadline - Parents or legal guardians must provide complete and accurate information about the student's medical conditions, allergies, disabilities, dietary requirements, medication and any other needs relevant to the student's health, safety and participation in the course. The completed medical form must be submitted at least 30 days before the student's arrival, or as soon as reasonably practicable where the booking is made less than 30 days before arrival or a new medical need arises.

Parents or legal guardians must notify **tangerine:ed Ltd.** promptly of any change to the information provided before or during the course.

9.2 Administering Medication - Parents or legal guardians must inform **tangerine:ed Ltd.** of any medication the student requires and of any assistance the student needs to take it safely. Before accepting a booking, **tangerine:ed Ltd.** will consider whether it can reasonably and safely accommodate the student's medication needs within its staffing, training and operational arrangements. Where **tangerine:ed Ltd.** is unable to provide a particular type of medication assistance, this will be discussed with the parent or legal guardian before arrival so that the appropriate arrangements can be considered. Any arrangements must comply with applicable legal and safeguarding requirements.

9.3 Medication Storage - Medication brought by a student must be declared in advance and managed in accordance with the student's agreed medication arrangements and **tangerine:ed Ltd.'s** medical and safeguarding procedures. All medication must be handed to centre management to be stored securely. The student and parent or legal guardian will be informed of the arrangements, including how and when the student can access it. Any necessary exceptions for emergency medication will be addressed in the student's individual arrangements.

9.4 Refrigeration - Where medication requires refrigeration, parents or legal guardians must notify **tangerine:ed Ltd.** in writing at the time of booking or as soon as the requirement becomes known. **tangerine:ed Ltd.** will confirm whether suitable storage can be provided and will discuss any necessary arrangements with the parent or legal guardian before arrival.

9.5 Paracetamol - Where permitted by **tangerine:ed Ltd.'s** medical procedures, paracetamol may be provided to a student in accordance with the relevant consent arrangements, applicable safeguarding requirements and any necessary checks relating to dosage, allergies, existing medication and medical suitability. Parental or legal guardian consent must be obtained in advance where required by the applicable procedures. The administration or provision of medication will be recorded in accordance with those procedures.

9.6 Undeclared Medical Conditions - Where a student's medical condition or support needs have not been disclosed, or have been misrepresented, **tangerine:ed Ltd.** will assess whether the student can safely continue participating in the course. The parent or legal guardian will be contacted as soon as reasonably practicable, and appropriate interim measures may be taken to protect the student's safety and wellbeing.

Where **tangerine:ed Ltd.** determines, after considering the available information and any reasonable adjustments that may be appropriate, that it cannot safely meet the student's needs, it may require the student to leave the course or arrange an early departure. Any decision will be made in accordance with applicable law and safeguarding requirements. Refunds and additional costs will be considered in light of the circumstances, the cancellation provisions and any applicable statutory rights.

9.7 Pre-arrival medical calls - tangerine:ed Ltd. may arrange a pre-arrival discussion with the parent or legal guardian to understand the student's medical, accessibility or support needs and to determine whether appropriate arrangements can be made. Where **tangerine:ed Ltd.** considers that it may be unable to meet those needs safely, it will discuss the concerns with the parent or legal guardian and consider any reasonable adjustments that may be appropriate before deciding whether the booking can proceed.

Where a booking must be cancelled because the student's needs cannot reasonably be accommodated, the applicable refund arrangements will be determined in accordance with the circumstances, these Terms and Conditions and applicable law.

10. Alterations

10.1 Programme alterations - **tangerine:ed Ltd.** may make reasonable changes to course venues, teaching staff, course content, activities, excursions and timetables where necessary because of staff or venue availability, safety requirements, operational needs or circumstances beyond its reasonable control.

Minor changes that do not affect the nature or overall value of the course may be made without individual prior notification, where appropriate. **tangerine:ed Ltd.** will notify parents/guardians of significant changes as soon as reasonably practicable.

Where a proposed change affects the course or services purchased, **tangerine:ed Ltd.** will explain the change and any available alternatives. Where no suitable alternative is agreed, any cancellation, refund or other remedy will be handled in accordance with applicable statutory rights and the relevant provisions of these Terms and Conditions.

11. Marketing

11.1 Photography and video - tangerine:ed Ltd. may invite students to participate in photography, video recording and other media activities for promotional and marketing purposes. Participation in marketing photography and video activities is voluntary and will be managed in accordance with the applicable consent arrangements and privacy notice.

11.2 Consent and opting out - Permission to use a student's identifiable image or voice for marketing purposes will be requested separately through the relevant consent process. For students under 18, **tangerine:ed Ltd.** will obtain the appropriate parental or legal guardian permission and take account of the student's own wishes and understanding, as appropriate to their age and circumstances.

Parents or legal guardians may indicate that they do not consent to their child's participation in marketing material before arrival, using the relevant booking form or by contacting info@tangerineed.com. Refusal to participate in marketing will not affect the student's ability to attend the course.

11.3 Use of media - Where valid permission has been obtained, marketing material featuring a student may be used in materials such as brochures, posters, websites, newsletters and social media campaigns, in accordance with the scope of the permission given and the applicable privacy notice.

11.4 Withdrawal of consent - Consent to the use of a student's identifiable image or voice for marketing purposes may be withdrawn at any time by contacting info@tangerineed.com. Following withdrawal, **tangerine:ed Ltd.** will stop any further use that relies on that consent and will take reasonable steps to remove or cease using the relevant material where appropriate and practicable. Withdrawal will not affect the lawfulness of processing carried out before withdrawal. Any limitations relating to printed materials already distributed or third-party publications will be explained where relevant.

12. Social Media

12.1 Acceptable use - Students may use social media platforms during the course in accordance with the Rules and Regulations, applicable laws and the following requirements:

(a) Students must not use social media in a way that breaches these Terms and Conditions or the Rules and Regulations.

(b) Students must not publish or share content that unlawfully harasses, threatens, discriminates against or infringes the rights of another person, or that otherwise breaches applicable law.

(c) Students must respect the privacy of other students and staff. Before posting identifiable images, videos or personal information about another student, they must obtain appropriate permission and comply with applicable law and platform rules.

(d) Students must comply with the applicable terms of use and minimum age requirements of the social media platforms they use.

12.2 Removal of Content - Where content posted by a student raises a legitimate concern relating to safety, safeguarding, harassment, privacy or a breach of these Terms and Conditions, **tangerine:ed Ltd.** may ask the student to remove or restrict access to that content, insofar as it is within the student's control. Students are expected to cooperate promptly with reasonable requests. Any action taken will be proportionate to the circumstances and consistent with applicable law.

13. Rules and Regulations

13.1 Compliance with rules - All students must comply with the Rules and Regulations issued by **tangerine:ed Ltd.** A copy will be provided to students and their parents or legal guardians before arrival or made available through the booking process. Students and parents or legal guardians are responsible for reviewing the applicable rules. Breaches may result in disciplinary action in accordance with Section 8.

13.2 Room searches - Where **tangerine:ed Ltd.** has reasonable grounds to believe that a student's room contains prohibited items, presents a safeguarding or safety concern, or is otherwise subject to a serious breach of the Rules and Regulations, it may arrange for the room to be checked in accordance with its safeguarding and accommodation procedures.

Where practicable, the student will be informed of the reason for the check before it takes place. A room check will normally be conducted by two authorised members of staff and carried out in a respectful and proportionate manner, taking account of the student's privacy and dignity. Where an immediate check is reasonably necessary to address an urgent risk to safety or welfare, it may take place without prior notice.

Any search or inspection will be conducted in accordance with applicable law, the accommodation provider's requirements and relevant safeguarding procedures.

14. Limitation of Liability

Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any rights or remedies that consumers have under applicable law.

tangerine:ed Ltd. will provide the services with reasonable care and skill and will be responsible for loss or damage to the extent required by applicable law.

Subject to the preceding paragraphs, **tangerine:ed Ltd.** may rely on any lawful and fair limitation of liability applicable to the circumstances of a particular claim. Any such limitation will be interpreted in accordance with applicable law and will not remove any statutory rights or remedies available to the student or parent or legal guardian.

15. Complaints

15.1 Students and their parents or legal guardians may raise concerns or complaints about the course by contacting **tangerine:ed Ltd.** at info@tangerineed.com. Where a concern arises during the course, students should, where appropriate, raise it with centre management so that it can be addressed promptly.

15.2 tangerine:ed Ltd. will acknowledge and investigate complaints fairly and within a reasonable timeframe. Where a complaint requires further investigation, the complainant will be informed of the expected next steps.

15.3 Information about the complaint's procedure and any further escalation arrangements will be made available on request.

16. Privacy and personal data

16.1 tangerine:ed Ltd. collects and processes personal information about students and their parents or legal guardians for purposes including booking administration, course delivery, accommodation, travel arrangements, safeguarding, medical support and compliance with legal obligations.

16.2 Personal information will be handled in accordance with applicable data protection legislation and **tangerine:ed Ltd.** privacy notice, which explains how personal information is collected, used, stored, shared and retained, and how individuals may exercise their data protection rights.

16.3 Parents or legal guardians should ensure that the information they provide is accurate and notify **tangerine:ed Ltd.** of any material changes.

17. Governing law

17.1 These Terms and Conditions are governed by the law of England and Wales, subject to any mandatory consumer protection provisions that apply to the student or parent or legal guardian.

17.2 Nothing in these Terms and Conditions restricts any rights a consumer may have to bring proceedings before a court with jurisdiction under applicable law.

18. Exceptional circumstances

18.1 Where circumstances beyond the reasonable control of **tangerine:ed Ltd.** affect the delivery of a course or related services, **tangerine:ed Ltd.** will take reasonable steps to minimise disruption and communicate any material impact to affected parents or legal guardians.

18.2 Depending on the circumstances, **tangerine:ed Ltd.** may make reasonable alternative arrangements or, where necessary, cancel the affected services. Any cancellation, refund or other remedy will be handled in accordance with these Terms and Conditions and applicable statutory rights.

18.3 Nothing in this section excludes or limits any liability or obligation that cannot lawfully be excluded or limited.