



## Terms & Conditions

### 1. Definitions

- 1.1 *Meanings of some words and phrases we use in these terms and conditions.* In these terms and conditions, some words and phrases have particular meanings. Such defined terms are set out below and when used in these terms and conditions they shall have the meaning given to them here.

**"Acceptance Form"** means the form provided by the School and which parents complete when accepting a place for their child at the School;

**"child"** means a child of whatever age admitted by the School to be educated, and includes any pupil aged 18 or over;

**"Complaints Procedure"** means the School's procedure for handling complaints from parents, as amended from time to time. It is not intended to form part of the contract between you and the School. A copy of the most up-to-date procedure is on the School's website and is otherwise available from the School at any time upon request;

**"contract"** has the meaning given in Clause 1.3 below;

**"deposit"** means the deposit referred to in the School's Schedule of Fees, or as otherwise communicated to you by the Admissions Department during the registration process;

**"Fees"** means the School Fees plus any and all Specified Charges, being the total amount payable by you to the School for the Services each term;

**"FIA Terms and Conditions"** means the supplemental terms and conditions relating to the School's fees in advance scheme;

**"fees in lieu of notice"** means a term's School Fees calculated in accordance with (as applicable) Clause 3.3 or Clause 5.1, and, where applicable, reduced to take account of any scholarship or bursary awarded to you;

**"Master"** means the person appointed by the Governors of the School to be Master of Haileybury and who is responsible for the day-to-day running of the School, including anyone to whom such duties have been delegated;

**"Schedule of Fees"** means the list of the School's fees applicable in any given academic year, which is available on the School's website, or which may be provided to you from time to time by the School, and which is available from the School at any time on request;

**"School Fees"** means the termly fees for the provision of the Services as set out in the Schedule of Fees;

**"School Rules"** means the body of rules and policies of the School which set out our expectations concerning conduct and behaviour of our pupils and their parents or guardians, as may be amended from time to time. A copy of the documents comprising the School Rules is available on the School's website and Parent Portal and can be obtained from the School at any time upon request;

**"Services"** means all the services to be provided by the School on the terms and subject to the conditions of this contract, including education and, where applicable, boarding (which are covered by the Fees) and any other services (which are covered by a Specified Charge);

**"Specific Charges"** means additional charges for specific purposes, excluding School Fees, as defined in Clause 4.2 below;

**"term"** means an academic school term, as published in the School's calendar and/or on its website and as notified to parents from time to time;

**"a term's notice"** means **written** notice given not later than the first day of the term before the term to which the notice relates. For example, a term's notice is required to withdraw your child from the School, so this means that if you wish to withdraw your child with effect from the start of the Summer term then you need to tell us in writing about the withdrawal, at the latest, on the first day of the Spring term immediately before;

**"terms and conditions"** means these terms and conditions as may be amended from time to time;

**"we"** or the **"School"** means the legal entity carrying on as the School as identified in Clause 1.2 below; and

**"you"** or the **"parents"** means each person who has signed the Acceptance Form as a holder of parental responsibility for the child, or a person who with the School's express written consent replaces a person who has signed the Acceptance Form.

In these terms and conditions, we sometimes provide illustrative examples to provide you with a better understanding of what we are referring to. We do this by using the words **"for example"**, **"includes"** or **"including"**. When we use these words, it means that the examples that are given are not exclusive or limiting examples of the matter in question.

We also use headings to introduce separate provisions. These headings are for ease of reference only.

1.2 **Who we are.** We are Haileybury College (known day-to-day as Haileybury) a charity registered in England with registered charity number 310013. Our registered office is at Haileybury, Hertford Heath, Hertford, SG13 7NU.

1.3 **Our contract with you.** The **Acceptance Form**, the **Schedule of Fees**, and these **terms and conditions** (as in each case may be amended from time to time) form the terms of an agreement (the **"Parent Contract"**) between you and the School. This contract is between us and you. It is not intended that the terms of this contract shall be enforceable by your child or by any other third party.

## **2. Registration, acceptance and deposit**

2.1 **Registration fee.** To apply for a place at the School, all parents must pay a registration fee of £240 inclusive of VAT, which is non-refundable.

2.2 **How you accept our offer of a place.** An offer of a place at the School for your child is accepted by you submitting the completed Acceptance Form and paying the deposit. This deposit is **non-refundable** in the event that the place is not taken up and the pupil does not join the School. See Clause 3 below for what happens when a place is not taken up. Provided that the pupil joins the School, the deposit will be credited against the invoice for the pupil's final term at the School, see Clause 2.3 below.

2.3 **How we use the deposit.** The deposit will form part of the general funds of the School. Unless you have indicated that you would like to donate the deposit to the School, the deposit will be applied (without interest) as payment towards the final balance due to the School on your child's leaving (unless otherwise stated in these terms and conditions); any amount remaining will be refunded to you.

### **3. Withdrawing your acceptance of a place before joining**

- 3.1 Notice to withdraw your acceptance of a place before your child joins the School. If you wish to withdraw your acceptance of a place before your child starts at the School you must either give us a term's notice to that effect, or pay to the School a term's fees in lieu of notice. A term's notice means notifying the School on or before the first day of the preceding term. For example, if your child is due to start at the School in September (at the start of an academic year) then you would need to tell us in writing that you wish to withdraw your acceptance of their place on or before the first day of the preceding Summer term. The only exception to this is if we make an offer of a place in the term immediately before your child is due to join the School, in which case you must either give us notice within fourteen (14) days of the date you accept our offer or pay a term's fees in lieu of notice.
- 3.2 If we receive notice. If you provide notice in accordance with Clause 3.1, no fees in lieu of notice will be payable, but as you have not taken up your child's place at the School you will forfeit your deposit and the deposit will not be refunded.
- 3.3 If we do not receive notice. If you do not provide us with notice in accordance with Clause 3.1, fees in lieu of notice will be payable by you and will become due and owing to the School upon demand as a debt. The fees in lieu of notice will be charged at the rate applicable for the term when your child was due to start. The School will credit the deposit you have paid (without interest) against the fees in lieu of notice which are owed.

### **4. School Fees, Specified Charges and payment**

- 4.1 School Fees. Unless set out in the Schedule of Fees or notified to you at any time, the School Fees include the costs we incur in the usual course of educating your child and, if applicable, facilitating our boarding provision.
- 4.2 Specified Charges. We refer to any items charged to you in addition to the School Fees as Specified Charges. These include, by way of example, examination fees, the cost of any equipment purchased including textbooks, learning support assessments, and fees for any extra-curricular activities (such as individual music lessons, certain activities, trips and visits). A list of our Specified Charges is provided by the School from time to time, and is available at any time from our Finance Department.
- 4.3 VAT and applicable taxes.
- 4.3.1 Except as expressly stated otherwise in the Schedule of Fees, all of the Fees are exclusive of VAT and any other taxes, which will be added (where applicable).
- 4.3.2 You may be required to reimburse the School for any costs or expenses we incur on your or on your child's behalf. If this happens, you must also reimburse the School for any VAT applicable on such costs or expenses, unless we are entitled to a credit or repayment from HMRC in respect of that VAT.
- 4.3.3 If the School at any time assesses (or HMRC at any time determines) that any of the Services supplied by the School under this contract are subject to VAT, and the School has not already charged you VAT on the applicable Fees for those Services, the School will promptly notify you and confirm the amount of VAT payable in respect of the relevant Fees and you will pay an amount equal to that VAT within fourteen (14) days of the School notifying you.
- 4.4 Who is responsible for payment. Each person who has signed the Acceptance Form is individually liable for Fees, and must ensure that all of the Fees are paid to the School. This is because our contract applies to both of you together and each of you on your own (also known as "joint and several liability"). Each person who signs the Acceptance Form therefore

has an individual responsibility to ensure that the Fees owing to the School are paid. In practice, this means that if any of the Fees have not been paid then in order to recover the outstanding payments, the School can, at its discretion, choose to seek payment of the amount outstanding from either or both of you. The only exceptions to this are set out in Clause 4.5 below. Court orders (for example, where parents are separated or divorced) and other arrangements between parents or third parties relating to fees do not normally bind or apply to the School, and do not extinguish either of your responsibility for the Fees due under this contract.

4.5 How one person can remove themselves from their payment responsibility and circumstances where the School may agree to accept payment from a person who has not signed the Acceptance Form and is not a party to this contract. A person who has signed the Acceptance Form may be removed from their payment responsibility under this contract but that person **must** have obtained the prior written consent of **both** the School **and** the other person who has signed the Acceptance Form before submitting such notice. Unilateral withdrawal is not acceptable. Separately, the School may (without obligation to do so) agree in writing with each signatory to accept payment from a third party (for example, a grandparent or employer), but this will not discharge your payment responsibility under this contract, unless and until we agree otherwise in writing.

4.6 How bursary and scholarship awards are treated. A bursary/scholarship or other award may be withdrawn in accordance with (or by reference to) the terms upon which such award is made and/or if, in the opinion of the Master, your child's attendance, contribution, progress and/or behaviour (and/or your behaviour or conduct, or the behaviour or conduct of one of you, including in relation to the application for the award) no longer merit the continuation of the award.

If your child has been awarded a scholarship/bursary which includes financial assistance (by way of fee remission), your responsibility will be to pay for the amount of Fees due after taking account of that award. Where it appears likely to the Master that an award which includes financial assistance may be withdrawn, you will be notified in advance and, if within fourteen (14) days of that notification your child is withdrawn from the School, no fees in lieu of notice will be payable by you.

4.7 How the School Fees are charged and payment requirements. The School Fees are charged on a termly basis. The School Fees are calculated by taking the annual fee and dividing it into three equal termly instalments, regardless of the length of any term. Each term's School Fees fall due for payment by you seven days before the first day of that term. Each term's School Fees will be included in an invoice sent to you (or such other person(s) the School may have agreed separately shall pay the fees under Clause 4.5 above). The fees must be paid in full by direct debit or direct bank transfer seven days before the first day of the term to which the invoice relates. **We may not allow your child to attend the School if you do not pay School Fees on time.**

4.8 Payment of Specified Charges. All Specified Charges for each term (and other unpaid Specified Charges that were agreed during the previous term) will be included in the School's invoice for the School Fees. All such Specified Charges must be paid in full by direct debit or direct bank transfer on or before the first day of the next term.

4.9 Consequences of non-payment or late payment. If you do not pay Fees by the due date for payment, we may:

4.9.1 refuse to allow your child to attend the School, withhold any references, and/or withdraw sponsorship of your child's Child Student or Student Visa (if applicable) while the School Fees remain unpaid or if there is a repeated or persistent failure by you to pay the School Fees on time. This applies in addition to our right to terminate this contract under Clause 14;

- 4.9.2 refuse to allow your child to participate in or receive the relevant Service while the applicable Specified Charge remains unpaid;
  - 4.9.3 charge interest on the overdue amount at the rate of 8% per cent a year above the base rate from time to time of the School's bank. This interest will accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after we obtain a court judgment against you;
  - 4.9.4 charge you the costs we incur in recovering, or attempting to recover, any unpaid amount from you (including reasonable legal costs); and/or
  - 4.9.5 inform any other school or educational establishment to which you propose to send your child of any non-payment or late-payment.
- 4.10 *Our ability to increase the fees.* We will review the School Fees during the course of your child's education (usually, but not necessarily, annually) and may increase them. Notice of an increase in the School Fees will be sent to you before the end of the penultimate term before the increase is to take effect; for example, if the fees are to increase at the start of the Autumn term, we will notify you before the end of the preceding Spring term. This will allow you time to consider the increase and, if you wish to withdraw your child from the School before the proposed increase is due to take effect, then you will have sufficient time to provide the required term's notice of withdrawal to the School under Clause 3.1 or 5.1.
- 4.11 *Our ability to increase the Specified Charges.* We will review the Specified Charges and may increase them. Where practicable, we will try to give you notice of any material increases to the Specified Charges prior to the end of the penultimate term before the increase is to take effect.
- 4.12 *Fees will not be reduced due to your child's absence or the School's closure.* Fees will not be reduced or refunded as a result of absence due to illness or otherwise, or as a result of your child being required to study from home as a result of us providing Services remotely for whatever reason. If your child takes study leave at home before or during examinations, or stays at home following those examinations, or if a term is shorter than others (or shortened), no reduction of Fees will be made in respect of any periods spent at home.
- 4.13 *Information on your identity and the source of funds.* From time to time we may ask you to provide us with sufficient information so that we can properly and accurately verify to our satisfaction:
- 4.13.1 your identity and/or place of residence;
  - 4.13.2 your child's identity;
  - 4.13.3 that you are not subject to, or within the purview of, any national or international financial, economic, trade, travel or other similar sanctions imposed by any competent authority;
  - 4.13.4 your child's right to enter, live and study in the United Kingdom;
  - 4.13.5 the legitimate source of funds you are using to pay the Fees; and
  - 4.13.6 information provided to us as part of, or in connection with, an application for (or our grant of) a bursary or scholarship award.

You must provide the School with the information and documentation we ask for. In addition to carrying out its own checks, the School uses an external agency to carry out routine "know your customer" checks on all Fee payers.



- 4.14 Allocation of payments to your fees account. Except where expressly agreed with you otherwise, the School shall be entitled to allocate payments from you to your account as it sees fit. For example, the School is entitled to allocate a payment made in respect of one child to the unpaid account of any other child of yours at the School.
- 4.15 How School Fees are discharged under our 'Fees In Advance' scheme, and your continued responsibility to pay any outstanding or additional amounts still owed to the School. Where you and the School have entered into an agreement incorporating the FIA Terms and Conditions (i.e. where you have prepaid all or part of the School Fees due under this contract) you will still need to meet the difference (if any) between the amount per term prepaid under the FIA Terms and Conditions and the total Fees and other amounts due in respect of your child each term under this contract. The School will provide a termly statement of account in respect of the School Fees, Specified Charges and other amounts due, and the difference will be payable in accordance with the terms of this contract

## 5. Notice requirements

- 5.1 Notice to withdraw your child from the School. **If you wish to withdraw your child from the School, you must either give us a term's notice or pay to the School fees in lieu of notice.** Those fees in lieu of notice will be charged at the rate for the term that would have been the final term of your child's education, had you given a term's notice (and not the rate for the term when you gave notice). This means that if, for example, you wish to withdraw your child with effect from the start of the Autumn term (i.e. at the start of an academic year) then you would need to tell us in writing that you wish to withdraw your child on or before the first day of the preceding Summer term (i.e. the final term of the preceding academic year) or pay the fees for the Autumn term in lieu of notice. The School will credit the deposit you have paid (without interest) to the payment of any such fees in lieu of notice.
- 5.2 Notice to change your child's place at the School. If you wish to change your child's place at the School from a boarding to a day place, this can only take effect at the start of an academic year and you must give a term's notice. This means that notice must be given before the first day of the Summer term, to make a change from boarding to day status with effect from the following Autumn term. All other boarding-related changes, for example changing your child's place from a day place to a boarding place (either temporarily or full time), require the School's prior written consent.
- 5.3 The Master's discretion to remove your child from boarding. The Master may in their discretion require you to remove your child from boarding and move them to a day place if the Master considers that:
- 5.3.1 this is in the best interests of your child and/or other children and/or the School; and/or
  - 5.3.2 the School is unable to meet your child's needs within the boarding setting (including cases where the School cannot reasonably accommodate adjustments or provide the nature or level of support required by your child within the boarding setting); and/or
  - 5.3.3 your child's conduct or behaviour (including conduct or behaviour outside School) is unsatisfactory such that moving your child from a boarding to a day place is considered appropriate.

You will be charged the School Fees for your child's day place at the School with effect from the day your child is removed from boarding.

- 5.4 When the relevant amount in lieu of notice must be paid. In cases under Clause 5.1 above, the appropriate amount of fees in lieu of notice will become payable by you upon demand as a debt.
- 5.5 Notice to withdraw your child from participating in an activity covered by Specific Charges . If you wish to withdraw your child from an optional activity which is covered by a Specific Charge, you must either give the notice specified to you in writing relating to that activity, or pay to the School as a debt the Specific Charges in lieu of such notice period.
- 5.6 Withdrawal part-way through a term does not reduce the amount you owe to the School. It is not possible for you to reduce the amount of Fees due, or to obtain a refund of Fees , by withdrawing your child or by your child's ceasing to participate in an activity part-way through a term.

## 6. School rules

- 6.1 Compliance with the School Rules. It is a condition of remaining at the School that you and your child comply with the School Rules. In addition, you must ensure that your child attends school punctually and in accordance with the Attendance Policy, and that your child conforms to any rules of appearance, dress and behaviour as we may issue.
- 6.2 We may undertake drugs and alcohol testing of your child. The School may undertake drug and alcohol testing of pupils in accordance with its Drugs and Drug Testing Policy, and its Alcohol, Smoking and Vaping Policy. These policies have been adopted for disciplinary purposes and with the aim of safeguarding the health and wellbeing of all pupils.
- 6.3 Monitoring your child's telephone, email and messaging communications, internet and Wi-Fi use, and use of social media. **The School may, subject to applicable data protection legislation, monitor your child's telephone, email and messaging communication, internet and Wi-Fi use, and use of social media.** We may do this for various reasons, including ensuring compliance with the School Rules or where it is appropriate or necessary for the School to do so in connection with the School's legal and/or other duties and responsibilities (such as for safeguarding) or other legitimate purposes or good practice requirements.

## 7. Suspension, exclusion and required removal

- 7.1 The Master's discretion to suspend or exclude your child from the School. The Master may in their discretion suspend or, in serious or persistent cases, exclude your child from the School if the Master considers that your child's conduct or behaviour (including behaviour or conduct outside school or online) is unsatisfactory and/or the suspension or exclusion is in the School's best interests and/or those of your child or other pupils. Examples of offences punishable by suspension or exclusion. The School's Rewards, Behaviour and Sanctions Policy and the Exclusion and Required Removals Policy set out examples of offences likely to be punishable by suspension or exclusion. These examples are not exhaustive and the Master may decide that suspension or exclusion for a lesser offence is justified where there has been previous misbehaviour. All aspects of your child's record at the School may be taken into account.
- 7.2 The Master's discretion to require you to remove your child from the School. Instead of exclusion or suspension, the Master may in their discretion require you to remove your child from the School if the Master considers that:
- 7.2.1 **your** behaviour or conduct (or the behaviour or conduct of one of you): is unreasonable; and/or is a serious or persistent breach of any parent code of conduct in place from time to time; and/or causes a breakdown of trust and confidence with the School; and/or adversely affects (or is likely to adversely

affect) your child's or other children's progress at the School, and/or the wellbeing of School staff; and/or brings (or is likely to bring) the School into disrepute (among the school community or the general public); and/or is not in accordance with your obligations under this contract; and/or

7.2.2 your child's attendance and/or progress at the School is unsatisfactory and/or, in the reasonable opinion of the Master, their removal is in the School's best interests and/or those of your child and/or other pupils; and/or

7.2.3 separate to the Master's discretion to suspend or exclude you child under Clause 7.1, your child's conduct or behaviour (including conduct or behaviour outside School), is unsatisfactory and/or required removal is in the School's best interests and/or those of your child and/or of other children; and/or

7.2.4 the School is unable to meet your child's needs, including cases where the School cannot reasonably accommodate adjustments or reasonably provide the nature or level of support required by your child.

7.3 What happens if your child is suspended, excluded or removed from the School. Should the Master exercise their right under either Clause 7.1 or Clause 7.3 above:

7.3.1 you will not be entitled to any refund or remission of Fees due (whether paid or payable) in or relating to the term in which your child is excluded, suspended or removed;

7.3.2 in respect of exclusions and required removals under Sub-clause 7.3.1, the deposit will be forfeited and retained by the School; and

7.3.3 in respect of exclusions and required removals, fees in lieu of notice will not be payable and any Fees that have been prepaid for or relating to any term after the term in which the exclusion/required removal occurred will be refunded.

7.4 Impact of exclusion or required removal on this contract. This contract will terminate if your child is excluded or if you are required to remove your child from the School, with effect from the date of exclusion or removal and the School will stop providing the Services as at that date.

7.5 Review of exclusions or required removals. You are entitled to have any decisions taken by the School to exclude or require the removal of your child under this Clause 7 reviewed. Any such review shall follow the procedure set out in the School's Exclusions and Required Removals Policy.

## **8. The School's obligations**

8.1 The period of your child's schooling. Subject to these terms and conditions, the School will provide the Services (except any optional Services that you have chosen not to receive) and accept your child as a pupil of the School from the time of joining the School until the end of their secondary schooling. On entry, the expectation is that your child will remain at the School until the end of Sixth Form, subject to Clause 8.2 below.

8.2 Sixth Form. The School is not obliged to permit your child to enter the Sixth Form unless satisfied that it is appropriate to do so having regard to their academic attainments and all other relevant circumstances. After completing the (I)GCSE course and in order to progress from Fifths (Year 11) into Sixth Form for the International Baccalaureate Diploma Programme or A-Level Course, pupils must satisfy our matriculation requirement, which is currently a minimum of six Grade B / Grade 6s from subjects at (I)GCSE. The School may make a decision as to whether your child may join the Sixth Form after the results of GCSE or



equivalent examinations are known. However, even where the School has imposed conditions on entry into the Sixth Form, if you wish to withdraw your child prior to entering the Sixth Form, the usual provisions about withdrawal (see Clause 5.1) apply and you will either need to give the School a term's written notice or pay a term's fees in lieu of notice.

- 8.3 *The scope of our duty to exercise reasonable skill and care.* We will exercise reasonable skill and care in the provision of the Services. This obligation will apply during school hours and at other times when your child is permitted to be on School premises or is participating in activities organised by the School. We cannot accept any responsibility for your child while off the School premises unless they are taking part in a School activity or otherwise under the direct supervision of a member of School staff.
- 8.4 *Consent to participation in trips and visits, in contact sports and other sports activities.* Unless you notify us to the contrary, you consent to your child participating, under supervision, in contact sports and in other sports and activities which may entail some risk of physical injury. You also consent to your child participating in trips and visits organised in the normal course of your child's schooling.
- 8.5 *What happens if your child needs urgent medical attention.* If your child requires urgent medical attention while under the School's care, we will:
- 8.5.1 take action (for example, by contacting the emergency services);
  - 8.5.2 try to contact you and, if we cannot contact you, try to contact any other named emergency contact or 'responsible adult';
  - 8.5.3 share relevant information that we hold about your child with any emergency services or treating medical professional (for example, by notifying them about any allergies which your child has); and
  - 8.5.4 where necessary, deal with decisions about your child's medical treatment in accordance with the advice of the treating medical professional.
- 8.6 *We will give you notice of significant changes.* Our website and prospectus describe the broad principles on which the School is presently run. From time to time it may be necessary to make changes to any aspects of the School, including to the curriculum or to the manner of providing education for your child. Where practicable, we will give you notice of any planned changes that we regard as significant to your child's education prior to the end of the penultimate term before the change is to take effect. If you wish to withdraw your child from the School before the proposed change is set to take effect, then you will have sufficient time to provide the required term's notice of withdrawal to the School under Clause 3.1 or Clause 5.1 above.
- 8.7 *Your child's progress and needs at the School.* We will monitor your child's progress at the School and produce regular written reports. We will advise you if we have any serious concerns about your child's progress but we do not undertake to diagnose dyslexia, ADHD, or other conditions. A formal assessment in relation to any potential special educational needs or medical conditions may be required to help enable the School to understand the nature and extent of your child's needs and what support it may be appropriate for the School to consider. The School's Learning Support Department may carry out certain assessments in relation to SEND, but we do not undertake to formally diagnose dyslexia, ADHD, or any other need. A formal external assessment can be arranged either by you and/or by the School and, depending on the circumstances, at your expense. Given that a purpose of such assessments is to help enable the School to understand what support may be appropriate for the School to consider, the School is able to nominate (in consultation with you) the expert or specialist who will carry out the assessment, put specific questions to them, input into the scope of their assessment and receive a copy of their assessment (with your consent) and

seek clarifications in relation to it. We expect you to engage with the School in a cooperative and transparent manner and provide assistance in relation to matters concerning your child's progress and needs including in relation to obtaining such formal assessments. Please note that any additional support required in connection with your child's special educational needs may carry a Specified Charge.

- 8.8 Religious observance and relationships and sex education (RSE) and health education. Religious observance, relationships and sex education (RSE) and health education at the School will be conducted in accordance with the School's policies.

## 9. Parents' obligations

- 9.1 We require your co-operation. In order to fulfil our obligations under this contract and to maintain a constructive relationship with you, the School needs your co-operation, including in particular by you fulfilling your own obligations under this contract.

- 9.2 Examples of the co-operation and assistance we require. You must co-operate with the School and its staff in good faith, including by:

- 9.2.1 maintaining a constructive relationship with staff, acting reasonably, and ensuring the tone, content, volume and/or nature of your communications with the School are reasonable and appropriate. You must refrain from any discriminatory, bullying or harassing conduct or behaviour towards staff including where this has the purpose or effect of violating the dignity of a staff member or creates an intimidating, hostile, degrading, humiliating or offensive working environment for them (for example, conduct or behaviour which constitutes sexual or racial harassment);
- 9.2.2 complying with any code of conduct and policies relating to expectations concerning parental behaviour and conduct that may be in place from time to time;
- 9.2.3 encouraging and supporting your child in their studies, giving appropriate support at home and ensuring your child attends school in accordance with the School's Attendance Policy;
- 9.2.4 keeping the School up-to-date and informed about matters which affect or may affect your child (including any changes to their immigration status, and information relating to your child's health or special educational needs or medical conditions);
- 9.2.5 ensuring that all details or other information notified or otherwise disclosed to the School about you and/or your child are up-to-date, accurate, truthful and not misleading and that relevant details and information (including information relating to your child's health, special educational needs or medical conditions) or changes to any of them are not withheld and are shared in a timely and transparent manner;
- 9.2.6 engaging with the School in a cooperative and transparent manner and providing assistance to the School so that your child can participate in, and benefit from, the School's provision of the Services; and
- 9.2.7 attending Parent Conferences, other meetings, and keeping in touch with the School where your child's interests so require.

- 9.3 You must notify us of your child's health and medical conditions (both physical and mental) or special educational needs. It is a condition of your child's joining and remaining at the School that you complete and submit to the School a medical questionnaire in respect of your child. You must inform the School of any health or medical condition, special educational need(s), disability or allergies that your child has or subsequently develops,

whether underlying, long-term, or short-term, including any infections or injuries. You must also provide us, whether upon further request by the School or otherwise, any reports or other information or materials relevant to any of the same. **If you withhold from us or otherwise misrepresent to us information of this nature in particular, please be aware that this may result in us exercising our right to end this contract under Sub-clause 14.1.2 below.**

9.4 Circumstances where we may require you to keep your child away from School. The School reserves the right to require your child to remain away from School in the following circumstances:

9.4.1 due to a health or safety risk (including a virus, pandemic, epidemic or any other health or safety risk, including circumstances where the School reasonably concludes that your child does or may pose a risk of harm to themselves or others). We may provide Services to your child remotely during such period on an interim basis and to the extent this is reasonable or proportionate. For the avoidance of doubt, the School is not a remote education provider and long-term arrangements in respect of remote provision are unlikely to be considered reasonable or proportionate; and/or

9.4.2 where a potential ground for required removal or exclusion is being investigated by the School and this relates to the conduct of your child or engages their (or another child's) safety or well-being. In such circumstances, the requirement to keep your child away from School would be a neutral act during the investigation procedure. (Alternatively, your child may be placed under a special regime if they remain on School premises); and/or

9.4.3 in accordance with Sub-clause 4.9.1.

9.5 You must notify us of any special arrangements needed for your child. You must inform the School, either prior to entry or immediately when they are known, of any situations where special arrangements may be needed for your child, including for their education or welfare, and provide on reasonable request from the School such further information as may be reasonably required by the School to understand the basis for and scope of such arrangements.

9.6 You must notify us of any court orders that relate to, or that may impact upon, the provision of education to your child. You must inform the School if, at any time prior to or during your child's time at the School, a court order is put in place or an undertaking is given to a court in relation to your child's attendance at the School (including its premises) and/or the School's provision of education to your child. This would include any court order or undertaking given to a court which may deal with or impact upon in any way: (i) your child's living and/or contact arrangements; (ii) your child's education, welfare and/or upbringing; (iii) the payment of Fees; and/or (iv) your exercise of parental responsibility in respect of your child. In any such circumstances you must promptly provide the School with relevant information, including copies of the relevant court order(s) or undertaking(s) having obtained the permission of the court if necessary.

9.7 We require you to nominate a 'responsible adult' for us to contact in your absence. Where we notify you that this is a requirement (for example for parents who live overseas), it is a condition of your child's joining and remaining at the School that you nominate a 'responsible adult' (or 'educational guardian') for your child who, amongst other things, can be contacted if the School is not able to contact you (in order to make decisions relating to your child) and who can look after your child in your absence. If your child's visa is sponsored by the School as a Child Student or Student, this is a requirement of their visa. If at any time during your child's time at the School you (or either of you) will not be in the United Kingdom at any time or will otherwise be absent from your main residential address for a period of longer than

[three (3) consecutive school days] then you must also inform the School immediately in writing and provide the details required by the School as a result, including the name and contact details for a 'responsible adult' for the period of your absence.

- 9.8 Receiving information from you, and sharing information with you. The School is entitled to assume that you have consulted with each other as far as significant decisions regarding your child are concerned. Accordingly, except under Clause 9.9 below or otherwise according to the circumstances, you (and each of you) accept that the School is entitled to treat:

- 9.8.1 any instruction, authority, request or prohibition received from one of you as having been given on behalf of both of you; and
- 9.8.2 any communication from the School to one of you as having been given to both of you.

Please note that any person who has parental responsibility for your child is entitled to receive certain core information from the School about your child's progress and attainment. The School will therefore disclose such information as a matter of routine to each such person unless the School is restricted from doing so by a court order (or similar direction) or by any other legal requirement or obligation (for example, under data protection law).

- 9.9 We are entitled to require that notices of withdrawal must be signed by both parents. A notice of withdrawal of your child served under this contract (ie, under any of Clauses 3.1, 4.6, 4.10, 5.1 or 5.2) must be in writing and signed by each of you as the holders of parental responsibility for your child (and the School is entitled not to accept such notice unless and until all holders of parental responsibility have signed such notice).

- 9.10 You must notify us of your child's absence from School. The School must be informed as soon as possible in writing of any reason for your child's absence from School. You can do this by emailing the School Office on [schooloffice@haileybury.com](mailto:schooloffice@haileybury.com). Wherever possible, the School's prior consent should be sought for absence from the School. For any planned absence, permission must be obtained from the Master in advance (or from the Housemaster or Housemistress if absence is for less than one day).

- 9.11 Raising concerns with the School and making formal complaints. If you have cause for concern about your child's safety, care, discipline or progress you must inform the School as soon as possible. Complaints should be made in accordance with the Complaints Procedure, a copy of which is on the School's website and is otherwise available from the School at any time upon request.

## **10. Insurance**

- 10.1 Your responsibility to make your own insurance arrangements. You must make your own insurance arrangements if you require cover for your child or their property while at School or for the payment of Fees due to absence of your child or closure of the School premises. Your child is included in an obligatory personal accident insurance scheme, the charge for which is included in the Fees.

- 10.2 The School's insurance arrangements and liability. The School has in place public liability and professional indemnity insurance. The School's maximum liability for a claim arising out of or in connection with the contract is limited to the sum of £5 million.

## **11. How we may use personal information: references, confidentiality and data protection**

- 11.1 References for your child. We may supply information and a reference in respect of your child to any educational institution which you propose your child may attend or, where applicable, to any prospective employer. Any reference supplied by us (or received by us) will

be confidential. We will take care to ensure that all information that is supplied by us relating to your child is accurate and any opinion given about them is fair. However, we cannot be responsible for any loss you are, or your child is, alleged to have suffered resulting from opinions reasonably given, or correct statements of fact contained, in any reference or report given by us.

**11.2** *You are required to update us of changes to information held, or in circumstances relating to you and/or your child.* You must:

- 11.2.1 confirm (or update, if necessary), when requested, such information (and/or documentation) about you and/or your child that is held by the School; and
- 11.2.2 inform the School of any change to your or your child's circumstances (including, where applicable, in connection with your child's entitlement to enter, reside and/or study in the United Kingdom), or to information about you or your child that has previously been notified to the School, including relevant contact details.

**11.3** *Data Protection Law.* The School will process personal data about you and your child in accordance with data protection law, including the UK General Data Protection Regulation and the Data Protection Act 2018 (each as amended or superseded) and other related legislation. We will process such personal data:

- 11.3.1 as set out in this Clause 11, and in the School's Privacy Notice which is available on the School's website as may be amended from time to time;
- 11.3.2 in order to comply with any court order, request from or referral to an appropriate authority, or legal, regulatory or good practice requirement; and
- 11.3.3 to perform our obligations under this contract, and where otherwise reasonably necessary for the School's purposes; and
- 11.3.4 to comply with our responsibilities as a licensed Child Student and/or Student Sponsor for immigration purposes. For example, by providing information relating to your child's right to enter, reside and/or study in the United Kingdom to the Home Office (and to do so whether your child is a sponsored child or not). Such information may include information about your child's immigration status, attendance records, and any changes in your or your child's circumstances (including where your child is excluded, required to be removed, or this contract is terminated). Occasionally, information regarding your immigration status in the UK may also be required.

**12. Intellectual property rights**

*Recognising these rights.* We shall recognise any intellectual property rights created, generated or owned by or vested in your child.

**13. Changes in ownership etc.**

*The circumstances in which we may transfer this contract to someone else.* We may transfer our rights and obligations under this contract to another person or organisation. We will tell you in writing if this happens and we will ensure that the transfer will not affect your rights under this contract.

**14. Ending this contract**

**14.1** *Our rights to end the contract.* In addition to where this contract is terminated automatically as a result of an exclusion or required removal under Clause 7, the School may end this



contract at any time by notice in writing to you, without any obligation to return any deposit or Fees paid to you, if:

- 14.1.1 you do not make a payment to us when it is due and you still do not make payment within fourteen (14) days of us reminding you that such payment is due;
- 14.1.2 you (or either of you) make a serious misrepresentation of facts or circumstances to us, or you (or either of you) withhold important information from us, about you and/or your child or that is relevant to the provision of the Services by the School to your child (such as misrepresenting at any point in time (and whether by act, omission or withholding of information on your part) that you and/or your child is legally entitled to enter, reside and/or study in the United Kingdom when in fact you/your child is not or any information about your child's health, medical condition, special educational needs, disability or allergies);
- 14.1.3 you fail or refuse to provide us with information required under this contract or we are not satisfied with the information you have provided. Instead of ending this contract, we may otherwise refuse to allow your child to attend school until the relevant satisfactory information has been provided;
- 14.1.4 your child no longer holds an immigration status which confers a right to study in the UK;
- 14.1.5 you (or either of you):
  - (a) are unable, following our request, to demonstrate that you will be able to pay the Fees due under this contract;
  - (b) repeatedly or persistently fail to pay the Fees on time;
  - (c) are otherwise unable to pay your debts as they fall due;
  - (d) are the subject of a bankruptcy petition or order; or
  - (e) you enter into an individual voluntary arrangement; or
- 14.1.6 you otherwise do not comply with (i.e. you breach) your obligations under this contract such that we have a legal right to end the contract because of something you have done wrong or, in the Master's reasonable discretion, the School is not able to provide, or is compromised in providing, the Services it needs to in satisfaction of its obligations under this contract.

14.2 *Your rights to end the contract.* You may end this contract at any time by notice in writing to the School if:

- 14.2.1 you have a legal right to end the contract because of a breach of contract on our part; or
- 14.2.2 the School becomes insolvent or goes into liquidation or receivership or administrative receivership or is wound-up for any reason.

14.3 *When this contract will end if not terminated early.* For the avoidance of doubt and without us having to provide you with notice, this contract shall end on the last day of the final academic year of your child's schooling. This may be at the end of Fifths (Year 11) if your child does not meet the requirements imposed by the School for entry into Sixth Form.

- 14.4 Ending the contract will not affect any accrued rights. Once this contract ends, it will not affect any legal rights or obligations that either you or we have that may already have arisen, for example your obligation to pay any outstanding Fees. After this contract ends, you and the School will keep any rights each has under, or as a matter of, general law.

## **15. Events outside of our, or your, control**

- 15.1 What we mean by an "event outside of our/your control". In this Clause 15 "event" means any event beyond either your or our reasonable control including acts of God, war, riot, civil unrest, compliance with any law or governmental order, rule, regulation, guidance or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination.
- 15.2 What happens if we are affected by an event outside of our control. If an event arises which prevents or delays the School's performance of any of its obligations under this contract, the School will give you notice in writing. Provided that the School has acted reasonably and prudently to prevent and/or minimise the effect of the event (including by providing Services remotely, if appropriate), the School will not be responsible for not performing those of our obligations which are prevented or delayed by the event.
- 15.3 Events lasting more than six months. If the School is wholly and completely prevented from performing all of our obligations as a result of an event (and we are unable to provide Services remotely) for a continuous period of more than six (6) months, the School will notify you of the steps we plan to take to ensure performance of the contract after such period and you will then, following receipt of such notice, be entitled to end this contract on written notice to the School and without giving a term's notice or paying fees in lieu of notice.
- 15.4 What happens if your child is affected by an event outside of your control. Subject to Clause 4.12 (which means that you are not entitled to a refund or reduction in Fees in cases of illness or absence), if your child is wholly and completely unable to receive any of the Services (including remotely) due to reasons caused by an event you shall give the School notice in writing and the following provisions shall apply:
- 15.4.1 in consultation and co-operation with the School you shall do everything you reasonably can to minimise the impact of the event in order to continue to perform your obligations under this contract in any way that is reasonably practicable in the circumstances and resume the performance of the obligations as soon as reasonably possible;
- 15.4.2 in circumstances where, following the efforts made and steps taken under Sub-clause 15.4.1 above, your child is not able to participate and benefit from any level of Services by the School (whether at School or remotely) then you will not be responsible for failing to perform your obligations (including the obligation to pay Fees, pro-rated accordingly) during the continuance of the event; and
- 15.4.3 if the event continues to prevent your child wholly and completely from attending the School or being able to receive any of the Services (whether at School or remotely) for more than six (6) months you or the School will be entitled to terminate the contract on written notice and without you being required to give a term's notice or to pay a term's fees in lieu of notice.

## **16. Communications between you and the School**

- 16.1 We will use the contact details held by the School to contact you. Communications (including notices) will be sent by the School to you at the address(es) shown in our records or using your other contact details included in our records. **You must notify the School of any change of address(es) or other contact details.**

- 16.2 *How to provide written notice to the School.* Notices that you are required to give under these terms and conditions must be in writing addressed to the Master and either:
- 16.2.1 sent by email to the School using the email address [masterspa@haileybury.com](mailto:masterspa@haileybury.com);
  - 16.2.2 delivered by hand to the School's Main Reception;
  - 16.2.3 sent to the School by recorded or other form of registered post requiring a signature upon receipt as proof of delivery; or
  - 16.2.4 otherwise sent to the School's address by first or second class post.

In light of the importance under this contract of serving certain notices on or before a particular deadline (and the consequences that follow if you do not do so) we recommend that if you provide notice you telephone the School to confirm receipt if you have not received an acknowledgement from us.

## **17. The law that applies to this contract**

- 17.1 *The law that applies to this contract.* The contract between you and the School is governed by English Law and either you or the School must bring legal proceedings in respect of this contract in the English courts.
- 17.2 *Rights in relation to the enforcement of this contract.* If we choose not to enforce any part of this contract, or delay enforcing it, this will not affect our right to enforce the same part later (or on a separate occasion) or the rest of this contract. If we cannot enforce any part of this contract, this will not affect our right to enforce the rest of this contract.

## **18. Changes to these Terms and Conditions**

*Reserving the right to change these terms and conditions.* We reserve the right to change or add to these terms and conditions from time to time for legal, safety or other substantive reasons or in order to assist the proper delivery of education at the School. The School will send you notice of any such modifications prior to the end of the penultimate term before the modifications are to take effect. For example, if the updated terms and conditions are to take effect at the start of the Autumn term, we will notify you before the end of the preceding Spring term.