

## 1. Definitions

- 1.1 "OSC" is Oxford Study Courses Ltd.
- 1.2 "Course" is the IB Summer School 2018 provided by OSC in which the Student has enrolled.
- 1.3 "Single Course" is the smallest unit of this type of event which it is possible to purchase, typically consisting of a registration day and 5 course days. The content of each day will vary depending on event and a full description of what is included is available on [osc-ib.com](http://osc-ib.com)
- 1.4 "Subject" is one IB subject.
- 1.5 "Class" is one group of students taking one Subject led by a teacher for 5 days and individual sessions within the 5 days.
- 1.6 "Final Payment Date" is 4th May 2018.
- 1.7 "Venue" is one of the Colleges or Venues which OSC hires for the purposes of holding the Course within which residential students will live and classes will be held. For 2018, these will be part of the University of Oxford and University of Cambridge.
- 1.8 "OSC Staff" is the people employed by OSC to run the Course.
- 1.9 "Parent" means one or more parents or guardians.
- 1.10 "Student" means the IB student attending the Course.
- 1.11 "Course Office" is the administrative centre for the Course or Venue.
- 1.12 "OSC Student Price" is the fees chargeable per Single Course for Students who have attended a previous course or who are one of up to five friends who have been given the Code by the qualifying Student.
- 1.13 "Code" is a code that can be used at the time of application to reduce fees to those of the OSC Student Price

## 2. OSC Responsibilities

- 2.1 OSC will use its reasonable care and skill to provide to the Student a class environment with Students of similar academic needs led by teachers who are highly experienced in the requested Subject(s)
- 2.2 Accommodation is available for this course on payment of the required fee. OSC will use its reasonable care and skill to provide to the Student the nights during each Single Course and the nights between adjacent Single Courses. Extra nights, if required by the Student, are subject to availability. Accommodation within one of the Venues used by OSC is also subject to the terms and conditions of the Venue.
- 2.3 OSC will confirm enrolment subject to availability in any Single Course after full payment is received on behalf of the student. The Course, Single Course, Subject or Class may be cancelled if there are insufficient Students enrolled. All Classes require a minimum enrolment of four Students and Students will be advised four weeks before the start date of the Single Course in the unlikely event that there are insufficient numbers to run a particular Class. Students may then choose another Subject or obtain a full refund of the fees for the Single Course.
- 2.4 The Parent agrees to the Student taking part in activities organised by OSC Staff and understand that it will not always be possible for OSC Staff to be supervising him/

her at all times and that these activities carry inherent dangers for which OSC cannot be held responsible, except to the extent that liability cannot by law be excluded.

- 2.5 In order to keep class sizes small and/or to ensure the Student is in the most appropriate class, OSC reserves the right to change the order in which the Subjects are taken.
- 2.6 All OSC Staff and teachers agree to treat Students with the courtesy and respect they deserve as young adults. OSC operates a strict non-discrimination policy with regard to disability, ethnic origin, nationality, religion, gender, age and sexual orientation.
- 2.7 OSC will deal promptly with any issues, grievances or complaints, whether raised by the Student or Parent. OSC Staff are trained to deal with most issues, otherwise please contact OSC using the e-mail address and telephone number provided on the website. A copy of OSC's full complaint policy is available on request.

## 3. Airport Meet & Greet

- 3.1 In order to help ensure reliable and reputable Meet and Greet services, OSC contracts with Airport Angels ([www.airportangels.net](http://www.airportangels.net)) who provide on-the-ground staff and assistance at UK airports.
- 3.2 The Arrival Meet & Greet and Departure & Check-in services can be booked at any time up to one month before the course start date.
- 3.3 From the date of booking there is a 14 day period in which you can cancel your requested service(s) and receive a full refund. Refunds after the end of the cancellation period will only be given in exceptional circumstances and at the sole discretion of OSC.
- 3.4 Students must accurately complete the flight details page within the Student Area a minimum of one month before the course start date. Failure to adhere to this deadline will result in your booking being cancelled and the loss of all monies paid.
- 3.5 Typical experience for a Student purchasing the Arrival Meet and Greet Service:
  - 3.5.1 an OSC representative will meet the Student in the arrivals hall. The representative will carry an identifying sign and additional ID. Please note the representative may be meeting more than one OSC student from the same flight.
  - 3.5.2 the student will be escorted to the bus stop from where the bus will depart to their planned course location
  - 3.5.3 on boarding the bus the student will be given a Return bus ticket and informed of where to alight. Please note that it is the student's responsibility to retain the bus ticket for the return journey
  - 3.5.4 at the destination an OSC representative will be waiting for the student and either escort them to their College or provide a pre-paid taxi to the College. Please note: the taxi may be shared with one or more other OSC students
  - 3.5.5 unless the student has also purchased the Departure & Check-in service, at the end of the course, they will be expected to make their own way back to the airport terminal from the college in enough time to allow them to catch their outbound flight.

- 3.6** In the event of a delayed arrival at a UK airport:
- 3.6.1** an OSC representative will wait for up to four hours if a flight is delayed
  - 3.6.2** delays of over four hours can only be accommodated if the student contacts OSC to make alternative arrangements. Additional charges may apply
  - 3.6.3** flight cancellations can be accommodated only if the student contacts OSC in advance of the scheduled departure time to make alternative arrangements. Additional charges may apply
  - 3.6.4** an OSC representative will wait as long as is necessary if the student is delayed or detained at UK airport immigration. Depending on the reason for the delay, OSC or its representatives may be able to provide assistance; it is recommended that you make contact with OSC at the earliest possible opportunity.
- 3.7** If the student misses the planned inbound flight for any reason other than flight cancellation or due to an enforced alteration by the airline on the day of departure, the Meet and Greet Service will be cancelled with the loss of all monies paid.
- 3.8** Typical experience for a Student purchasing the Departure & Check-in service:
- 3.8.1** the Student will be given a prepaid taxi to where the airport bus service will depart. Please note: the taxi may be shared with one or more OSC students
  - 3.8.2** the Student will be given a telephone number to call when on the bus in order to inform the OSC representative of their likely arrival time at the airport
  - 3.8.3** an OSC representative will meet the Student at the airport bus stop. The representative will carry an identifying sign and additional ID. Please note the representative may be meeting more than one OSC student from the same bus.
  - 3.8.4** the OSC representative will escort the Student to the check-in desk and accompany the Student to Immigration.
- 3.9** The Student is advised to allow at least five hours from Oxford (or six hours from Cambridge) for travel to the airport, check-in and other airport procedures.
- 3.10** Although reasonable assistance will be provided to the Student, OSC cannot be held responsible in the event that the Student misses their flight for any reason.
- 3.11** The contact details for information regarding or help with the Meet and Greet services are: Email - [osc@osc-ib.com](mailto:osc@osc-ib.com)
- 4. Parent and Student Responsibilities**
- 4.1** Due to limited availability in all the Courses, Students are strongly advised not to make travel or other arrangements until receipt of the email confirming Course place. OSC cannot be held liable for any costs incurred prior to having the Course place confirmed.
  - 4.2** The Parent agrees to pay the required deposit at the time of booking, and the balance of fees by the Final Payment Date. Additional extras added after the Final Payment Date, medical fees incurred by the Student, and the cost of rectifying any loss or damage caused by the Student are payable immediately.
  - 4.3** Where a Class has been booked in an undecided subject, the Student/Parent must confirm to OSC the choice of Subject before the Final Payment Date. If OSC has not been informed of the choice by this date, no refund will be offered in the event we are unable to run a Class in the Subject of choice.
  - 4.4** Whilst attending the Course, Students must behave in a respectful, responsible and entirely legal manner. In particular from the time they first arrive in the Venue to their final departure from the Venue, Students must:
    - 4.4.1** arrive on time for all Classes unless they are ill in which case they must inform the Course Office;
    - 4.4.2** if residential, personally sign in each night between 21:00 and 23:00 at the Course Office and remain in Venue thereafter;
    - 4.4.3** treat all OSC Staff, teachers and Students with respect and courtesy;
    - 4.4.4** not consume, or have in their possession alcohol or any illegal and/or intoxicating substances either in or outside the Venues;
    - 4.4.5** comply with the student pledge, the day to day rules of the Course and any instructions given by OSC Staff
  - 4.5** The Parent/Student will be responsible for arranging any insurance cover they wish to have including:
    - 4.5.1** medical and dental insurance;
    - 4.5.2** travel insurance;
    - 4.5.3** contents or other personal possessions insurance; and
    - 4.5.4** cancellation insurance which covers them if they are not able to take up their place for any reason such as ill health, visa problems or flight changes.
  - 4.6** The Parent gives their consent for:
    - 4.6.1** the Student to go out of the Venue unsupervised by OSC Staff;
    - 4.6.2** the Student to undertake their own recreational activities entirely at their own risk;
    - 4.6.3** medical treatment to be given to the Student if required and recommended by a qualified medical practitioner (the cost of which may be recovered from the Parent);
    - 4.6.4** OSC to engage a private general practitioner at the request of the Student or at the discretion of OSC Staff (the cost of which may be recovered from the Parent);
    - 4.6.5** over the counter medicines to be provided by OSC Staff at the request of the Student.
  - 4.7** It is essential to the safety and wellbeing of each Student that the application form is completed accurately and fully. Students with disabilities or any educational, dietary, social, personal, psychological, medical or religious needs that may require special attention, treatment or medication are obliged to provide sufficient information at the time of booking to enable OSC to consider whether they can be accommodated or if reasonable adjustments can be made.

**4.8** Failure to notify OSC of any such need as set out in 4.7 above prior to the Course start date may result in OSC having to withdraw the offer of a place on the Course. OSC reserves the right to request medical evidence in such form as it, in its absolute discretion, deems appropriate in light of the special requirements.

**4.9** In the event of non-compliance with these terms and conditions by student/parent, or if the Student engages in any behaviour which, in OSC's opinion does or is likely to prejudice the safety and smooth running of the Course, OSC reserves the right to require the Student to withdraw from the Course. The Parent will be informed, and the Student will be expected to leave the Venue immediately at the Parent's expense. In this event no refund of fees will be made for the remainder of the Course.

### 5. OSC Student Price and Code terms of use

**5.1** The OSC Student Price is available to the following categories of IB student wishing to attend an OSC IB Summer School in 2018:

**5.1.1** students who have attended an OSC Pre IB Summer School or an OSC Mid IB Summer School; or

**5.1.2** students who are the siblings or 1st cousins of students who have attended an OSC Pre IB Summer School, an OSC Mid IB Summer School, or an OSC IB Exam Revision Course in the last two years; and

**5.1.3** up to five of their friends to each of whom are given, in good faith, the code supplied to the qualifying students in 5.1.1 and 5.1.2 above.

**5.2** The OSC Student Price for a qualifying Course will be set at least 90 days in advance of the first day of that Course.

**5.3** When the place of a Student eligible for the OSC Student Price has been confirmed on the course, the Student will be issued with a unique Code. The Code can be used on the application forms by up to five friends applying to attend the same Course as the Student.

**5.4** The Student who provides the Code to his/her friends must pay for and attend at least one Class in the same Course to enable Friends to make use of the OSC Student Price.

**5.5** If more than five friends apply to attend the same Course, the Code will be assigned to the first five applicants on a 'first come first served' basis.

**5.6** The use of the Code and/or the OSC Student Price does not guarantee a place in a Course, Subject or Class.

**5.7** Where the applicant qualifies for the OSC Student Price it will be applied to all their Classes. For Exam Revision Students, this will be for the Single Course fee for each Course.

**5.8** Except as stated in these terms and conditions, the OSC Student Price is not transferable and cannot be used in conjunction with any other offer.

**5.9** Actual or perceived misuse of the OSC Student Price or the Code may result in its withdrawal from the Student and/or their friends.

**5.10** OSC reserve the right to alter or withdraw the OSC Student Price and/or Code at any time.

### 6. Liability

**6.1** The Parents and Student indemnify and hold harmless

OSC, its agents, staff, officers and representatives against any failure by the parents or student to comply with these conditions and any rules reasonably imposed by OSC in connection with the operation of the Course. To the fullest extent permitted by law, Parents are fully liable for any damage, loss or injury to persons or property, however caused by Students.

**6.2** Other than those implied by statute, OSC makes no warranty about the services and the Courses it provides. It is solely for the Parents and Student to determine the Student's academic needs and abilities, and the suitability of any OSC Course. OSC makes no warranty about the impact and effect of the Course upon the Student's academic performance or exam results.

**6.3** OSC will not be liable for any loss or damage, whether direct or indirect, suffered by the Student, Parent or any sponsoring institution caused by OSC's negligence or breach of these terms and conditions. OSC is not responsible for any loss, theft or damage to the Student's personal property during the course.

**6.4** In the event of any such OSC liabilities arising, the maximum liability of OSC shall be equivalent to the amount of fees paid for the Course in question, although nothing in these terms shall limit OSC's liability for those liabilities that cannot be excluded by law, including personal injury caused by negligence or fraudulent misrepresentation.

**6.5** Save only for liabilities which cannot by law be excluded, the maximum liability of OSC for breach of contract shall be the amount of fees paid for the Course in question.

### 7. Cancellation Policy

**7.1** For all bookings there is a cancellation period of 14 days from the order date in which the application can be cancelled and a full refund issued.

**7.2** Before the Final Payment Date for each Course the booking can be cancelled and a full refund minus a £100 cancellation fee will be issued.

**7.3** After the Balance Payment Date no refunds will be made except within the 14 day cancellation period.

**7.4** For bookings made within 14 days of the start of the Course, any cancellation refund will only apply to whole unused Single Courses.

### 8. Visas

**8.1** It is the sole responsibility of the Student and/or the Parent to ensure the appropriate visa is in place before attending the Course. Students are strongly encouraged to contact their local Embassy, Consulate or High Commission in good time to ensure they are allowed to enter and attend the Course in their chosen country. Please note: OSC recommends that visa applications are submitted to the appropriate authority at least three months in advance of the course start date.

**8.2** No visa support documentation will be provided by OSC until all the fees have been received.

**8.3** Visa Refusal: In addition to the Cancellation Policy above, if a visa is applied for in good faith at least one month in advance of the start of the course and the application is refused, an application can be made to OSC for a refund in full minus the handling fee. Proof of refusal must be

provided. Not having received a reply regarding the visa application does not qualify the student for a refund

### 9. Payment Terms

- 9.1 The deposit is payable on application. It is the first part of the full payment. The Student's place on the Course is secured with the deposit until the Final Payment Date for the Course.
- 9.2 The balance of fees must be paid by the Final Payment Date or 48 hours after the place is confirmed, whichever is later, in order to secure the place on the Course.
- 9.3 The Course fee can be paid in full on application.
- 9.4 OSC reserves the right to charge the cost of any outstanding balance, medical fees, cost of loss or damage to the credit card used for payment of the Course fees, or by other means.

### 10. Potential Penalties

- 10.1 These charges are only taken in the exceptional circumstances that a student is in serious breach of the Course rules and has caused problems for the smooth running of the Course and the experience of other Students or Venue residents.
  - 10.1.1 Late room vacation fine (room check out is always 8am on the day of departure; luggage is stored until departure time. Rooms have to be cleaned for new Students coming in so there is a cost for late room vacation): £100
  - 10.1.2 Damage or additional cleaning fee: As invoiced by the Venue
  - 10.1.3 Smoking indoors (a criminal offence in the UK) or in locations other than those permitted by the Venue authorities: £50

### 11. Force Majeure

- 11.1 OSC will not be liable to the Student or Parents or other person or organisation paying for the Course in the event of any change in the Course or accommodation due to circumstances beyond the reasonable control of OSC.

### 12. Privacy and Data Protection

- 12.1 Any information that is provided will be treated in accordance with OSC's Privacy Policy available at [www.osc-ib.com/legal/privacy-policy](http://www.osc-ib.com/legal/privacy-policy) for the purposes of providing the services and goods requested. It may also be used for customer management purposes. By providing this information, the Parent and Student consent to the use of this information for these purposes.
- 12.2 The Parent and the Student agree that OSC can use photographs of the Student taken during the Course for its own marketing purposes unless indicated when submitting these terms and conditions.

### 13. General

- 13.1 This agreement represents the entire agreement and understanding between OSC and the Parent and the Student and supersedes any previous agreement relating to the subject matter of this agreement. No term of this agreement shall be enforceable by a third party.
- 13.2 This agreement shall be governed and construed in accordance with the law of England and Wales. Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in accordance with this agreement.
- 13.3 Unless otherwise stated in writing, all prices quoted in £ Sterling

## DECLARATION

I have read and accept the terms and conditions above.

PARENT'S NAME: \_\_\_\_\_

PARENT'S SIGNATURE: \_\_\_\_\_

I agree to abide by the rules of the course as laid out above and have read and accept the terms and conditions.

STUDENT'S NAME: \_\_\_\_\_

STUDENT'S SIGNATURE: \_\_\_\_\_

Please tick here if you would like us to send you information on future OSC IB Courses and Revision Guides.

Please tick here if you do not want a photographic image of you/the student taken on our courses to be used in our marketing.