



COMPLETE TERMS AND CONDITIONS

1. Introduction

- a) **Terms and conditions:** The terms and conditions herein are to be read together with:-
- i. the Letter of Offer issued by the College, the Acceptance Form executed by the Parents and the terms and conditions therein;
 - ii. the Admissions Joining Form executed by the Parents and the terms and conditions therein;
 - iii. the Fee list; and
 - iv. the notices, advisories, rules, guidelines, procedures and policies issued by the College from time to time (collectively referred to hereinafter as the "Complete Terms and Conditions")

The Complete Terms and Conditions form the legally binding contract between the Parents and the College for the provision of educational and boarding services to the Pupil. The Complete Terms and Conditions are intended to promote the education and welfare of pupils and the stability, forward-planning, proper resourcing and development of the College.

Parents are requested to read the Complete Terms and Conditions carefully before they accept the offer of a place at the College.

Parents also acknowledge and agree that the Complete Terms and Conditions will be amended from time to time by the College, at the College's absolute discretion, and the Parents agree that they and the pupils shall be automatically bound by each and every such amendment whenever made. The Parents and pupils accept that the version of the Complete Terms and Conditions posted on the College website at any given time, will automatically be binding on them notwithstanding that the same is amended from time to time.

- b) **Parents' obligations:** The Parents are legally responsible, jointly and severally, for complying with their obligations under the Complete Terms and Conditions. Fees payable by a third party (for example, an employer, grandparent, step-parent or third party credit provider) will be subject to a separate agreement between the College, the Parents and the third party.
- c) **Immigration:** Parents are to appoint a legal guardian or an education guardian acceptable to the College who resides in Peninsular Malaysia should Parents not be residing in Peninsular Malaysia during the course of the Pupil's study at the College.

It shall be the Parents' responsibility at all times to ensure that the Pupil has the appropriate immigration permission to live in Malaysia and to study at the College and the Parents shall permit the College to take and retain copies of all documentation required to be kept by the College in order to comply with the requirement from the Immigration Department of Malaysia.

- d) **Variations:** The Complete Terms and Conditions are subject to change from time to time to reflect changes in the law or in custom and practice at the College.

2. Terminology

College or We or Us: means Epsom College in Malaysia as now or in the future constituted (and any successor).

Governors or Governing Body: means the Governors of the College who are appointed from time to time under the terms of its governing instrument and who are responsible for governance of the College.

Headmaster: means the Headmaster of the College as appointed by the College Governors. The Headmaster is responsible for the day-to-day running of the College.

Parents or You: means the father and mother of the Pupil notwithstanding whether only one of them has signed the Acceptance Form to the Letter of Offer.

Pupil: means the child named on the Acceptance Form to the Letter of Offer.

3. Enrolment Fee (non-refundable), Deposit (refundable), Tuition Fees (non-refundable) and payment terms

- a) These provisions are part of the terms and conditions set out in the Letter of Offer and is repeated here in context and terminology. In the event of any conflict, the terms in the Letter of Offer shall prevail:- **Enrolment Fee (non-refundable) and Deposit (refundable)**
- i. Parents shall pay the **non-refundable Enrolment Fee** to the College within 14 days from the date of the Letter of Offer.

- ii. Parents shall pay the **refundable Deposit**, together with the Tuition Fees (as set by the College, from time to time, for each Academic Year), on or before the first day the Pupil starts at the College. This Deposit, amounting to one (1) Term Tuition Fees, must be maintained throughout the tenure of the Pupil in the College and shall at no time be treated as fee payment and no set off shall be allowed.
 - iii. The Deposit shall be refunded to the Parents/third party payer, less deductions made for any outstanding fees or any other payments due, including but not limited to, for the cost for replacing any damaged books, repair of damages in the boarding house, restoring and replacing damaged furniture and furnishing, or other items of property (including keys), provided that the Parents/third party payer has provided one full Term's Written Notice to the College. Such one full Term's Written Notice shall be received by the College before the end of the preceding Term. Failure to provide sufficient notice will result in the forfeiture of the Deposit. Even in the event the child has a long term absence, one full Term's Written Notice is still applicable.
 - iv. The College reserves the right to wholly forfeit the Deposit where the College terminates the enrolment of the Pupil for any reason which the College, at its absolute discretion, deems fit.
- b) **Tuition Fees (*non-refundable*)**
- i. Parents shall pay the **Tuition Fees** before the commencement of each College Term.
 - ii. The College reserves the right to impose a late payment charge on all outstanding Fees and payments (as set out in this Section 3) which have not been paid by the 15th day from the commencement of each College Term.
 - iii. All Fees and charges will be paid in cash / credit card (a charge is applicable), bank transfer or by cheque.
 - iv. **The Pupil is not allowed to attend class unless all Fees payable have been duly paid.**
 - v. Tuition Fees shall be reviewed on an annual basis and the fees indicated on the current Fee list, is liable to change and may not be the Fees applicable for the Term for which the place is offered.
 - vi. Notwithstanding any indulgences that the College may allow, the College reserves the right, at any time, to terminate the enrolment of the Pupil if any payments are not paid at the time when payment is due and/or if the College deems fit, without providing any reasons whatsoever.
 - vii. The College reserves the right to wholly forfeit the Tuition Fees where the College terminates the enrolment of the Pupil for any reason which the College, at its absolute discretion, deems fit or in the event of a long term absence of the Pupil.
- c) **Fees and Charges:** may include, but not be limited to the application fee, the Enrolment Fee, the Deposit, Tuition Fees, boarding fees, technology fees, other extras such as house charges, excursion fees, visa application fee and equipment, photographs or other items ordered by the

Parents or the Pupil or charges arising in respect of educational visits, or damage where the Pupil alone or with others has caused wilful loss or damage to the College property or the property of any other person (fair wear and tear excluded), or bank charges arising from default in Fees payment or late payment charges if incurred.

- d) **Payment of Fees and Charges:** The Parents jointly and severally agree to pay the Fees and charges directly to the College. Except where a separate agreement has been made between the Parents and the College for the deferment of payment of any Tuition Fees, Tuition Fees for each Term are due and payable before the commencement of the College Term to which they relate. If an item on an invoice (not being in relation to the Enrolment Fee, the Deposit and the Tuition Fee) is under query, the balance of that invoice must be paid.
- e) **Payment of Fees by a third party:** An agreement with a third party (such as an employer, grandparent, step-parent or third party credit provider) to pay the Fees or any other sum due to the College does not release the Parents from liability if the third party defaults and does not affect the operation of any other of these terms and conditions unless an express release has been given in writing, signed by the Bursar. The College reserves the right to refuse a payment from a third party.
- f) **Indemnity:** If the College is required to pay all or part of any sum received from a third party credit provider on behalf of the Parents, the Parents shall indemnify the College against all losses, expenses (including legal expenses) and interest suffered or incurred by the College.
- g) **No Refund or waiver:** Save where there is a legal liability including liability under a court order or under the provisions herein to make a refund or reduction, Tuition Fees will not be refunded, reduced or waived if:-
- i. the Pupil is absent through illness; or
 - ii. a Term is shortened or a vacation extended; or
 - iii. the Pupil is released home before or after public examinations or otherwise before the normal end of a Term; or
 - iv. the College is temporarily closed due to adverse weather conditions; or
 - v. for any reason at the sole discretion of the Headmaster.
- h) **Exclusion for non-payment:** The College reserves the right to exclude the Pupil on three days' written notice if Fees are overdue for payment. If the Pupil is excluded for a period of 28 days, he / she will be deemed withdrawn without Notice and a Term's Fees in lieu of notice will be payable. Exclusion in these circumstances is not a disciplinary matter and the right to a Governors' Review will not arise. The College may withhold any information, character references or property while Fees remain overdue.

- i) **Late payment:** Save where alternative provisions for the payment of interest are contained in a separate agreement made between the Parents and the College, simple interest may be charged on a day-to-day basis on Fees which are unpaid. The rate of interest charged will be at up to 5% per annum which represents a genuine pre-estimate of the cost to the College of a default. The Parents shall also be liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by the College in the recovery of any unpaid Fees regardless of the value of the College's claim.
- j) **Part-payment:** Any sum tendered that is less than the sum due and owing may be accepted by the College on account only. Late payment charges will be applied to any unpaid balance of Fees.
- k) **Appropriation:** Save where the Parents expressly state the contrary, the College shall allocate payments made to the earliest balance on the Fees account. The Parents agree that a payment made in respect of one Pupil may also be appropriated by the College to the unpaid account of any other Pupil of the Parents.
- l) **Instalment arrangements:** An agreement by the College to accept payment of current and / or past and /or future Fees by instalments is at the absolute discretion of the College and will be subject to a separate agreement(s) between the Parents and the College. Where there are inconsistencies between the Complete Terms and Conditions and those of any instalment agreement or invoice issued by the College to the Parents (as applicable), the terms and conditions of the instalment agreement or the invoice shall prevail.
- m) **Composition schemes:** An arrangement under which a lump sum advance payment of Fees is made by or on behalf of the Parents will be the subject of a separate agreement.
- n) **Scholarships and bursaries:** Every scholarship, bursary or other award or concession, which is given at the absolute discretion of the College, is a privilege, not a right/entitlement, and is subject to high standards of attendance, diligence, performance and behaviour on the Pupil's part and the reasonable treatment of College and its staff, on the Parents part. The terms on which such awards are offered and accepted will be notified to Parents at the time of offer. Any value attached to a scholarship shall be deducted from Fees before any bursary or other concession is calculated or assessed.

However, it is the duty of Parents to immediately disclose any change in the financial circumstances of the Parents in receipt of a bursary from the College. Failure to do so will entitle the College to forthwith withdraw what has been given.

- o) **Fees and charges increases:** Fees are reviewed annually and are subject to increase from time to time. If the Parents receive less than a Term's notice of a Fees increase, they may give to the College written notice of withdrawal of the Pupil within 21 days and will not be liable to pay Fees in lieu of Notice and the Enrolment Fee if the student has not already been admitted and Deposit, if paid, will be refunded without interest less any sums owing to the College. Besides the Fees,

Parents may be charged from time to time for particular activities or expenses as the College deems fit.

- p) **Information about Fees:** The Parents' consent to the College making enquiries of the Pupil's previous schools for confirmation that all sums due and owing to such schools have been paid. The Parents also consent to the College informing any other school or educational establishment to which the Pupil is to be transferred if any Fees of this College are unpaid.
- q) **Anti-money laundering:** From time to time, the College may need to obtain satisfactory evidence regarding the source of funds for the payments made to the College. Parents will comply with any such written request made by the College.
- r) **Enforcing non-payment:** All costs and expenses (including professional fees and disbursements on a solicitor-client basis) whatsoever that is incurred by the College in enforcing its rights hereunder, including but not limited to, for claims of any outstanding Fees and charges/payments, shall be wholly borne by and claimable from the Parent/guardian and/or Pupil.

4. Educational matters

- a) **Provision of education:** The College will do all that is reasonable to provide an educational environment and teaching of a range, standard and quality which is suitable for each pupil and to provide education to at least the standard required by law in the particular circumstances, but cannot guarantee that the Pupil will achieve his / her desired examination results or that results will be sufficient to gain entry to other educational establishments.
- b) **Organisation of the curriculum:** We reserve the right to organise the curriculum and its delivery in a way which, in the professional judgement of the Headmaster, is most appropriate to the College community as a whole. We will endeavour to inform the Parents of changes and the reasons for them as soon as practicable. If the Parents have specific requirements or concerns about any aspect of the Pupil's education or progress they should contact the Pupil's Housemaster or Housemistress, or other appropriate member of staff, as soon as possible, or contact the Headmaster in the case of a serious concern.
- c) **Progress reports:** The College shall monitor the Pupil's progress and shall report regularly to the Parents by means of appropriate grades and comments shown in abbreviated interim reports and end of term reports and Parents–teacher consultations.
- d) **Sex education:** The Pupil will receive health, life skills and/or sex education, appropriate to his / her age in accordance with the curriculum from time to time unless the Parents have given formal notice in writing that they do not wish the Pupil to take part in this aspect of the curriculum.

- e) **Public examinations:** The Headmaster may, after consultation with the Parents and the Pupil, decline to enter the Pupil's name for a public examination if, in the exercise of his / her professional judgement, the Headmaster considers that by doing so, the Pupil's prospects in other examinations would be impaired and / or if the Pupil has not prepared for the examination with sufficient diligence, for example, because the Pupil has not worked or revised in accordance with advice or instruction from his / her teachers or Housemaster/Housemistress.
- f) **Reports and references:** Parents acknowledge and agree that information supplied to the Parents and others concerning the progress and character of the Pupil, and about examinations, further education and career prospects, and any references, shall be given conscientiously and with all due care and skill and Parents will not hold the College howsoever liable.
- g) **Information about learning difficulties:** The Parents shall notify the Headmaster when completing the College's Student Application Form and subsequently in writing, if they are aware or suspect that the Pupil (or anyone in his/her immediate family) has a learning difficulty and the Parents must provide the College with copies of all written reports and other relevant information. The Parents may be asked to withdraw the Pupil, without being charged Fees in lieu of Notice if, in the professional judgement of the Headmaster, the College is unable to provide adequately for the Pupil's special educational needs.
- h) **Learning difficulties:** The College staff are not qualified to make a diagnosis of learning difficulties, including but not limited to, conditions such as those commonly referred to as dyslexia, autism etc. A formal assessment can be arranged by the College at the Parents' expense or by the Parents themselves. The College does not have the specialist staff to deal with, nor teach, a Pupil with a learning difficulty which is considered to be a "special educational need". However, if the Parents still insist that the Pupil be enrolled, and the College after considering all factors, at its absolute discretion, agrees to the enrolment, the College will endeavour to do what is reasonable to accommodate the Pupil, subject to such limitations in the circumstances. The College reserves the right to charge for the provision of additional teaching.
- i) **College's intellectual property:** Where the Pupil, in conjunction with any member of staff, creates anything (including a work, a design, an invention, a database, a trademark or goodwill) (a **Work**) in respect of which any intellectual property (including copyright, design rights, patents, database rights or the right to sue for passing off) (**Intellectual Property Rights**) exist, the Intellectual Property Rights in respect of that Work is wholly owned by the College.
- j) **Pupil's work:** The Parents' consent for themselves and (so far as they are entitled to do so) on behalf of the Pupil, to the College retaining the Pupil's original work until, in the professional judgement of the Headmaster, it is appropriate to release the work to the Pupil. Certain coursework may have to be retained at the sole discretion of the Headmaster, for longer than other work in order to reduce the risk of misuse of such work. We will take reasonable care to preserve the Pupil's work undamaged but cannot accept liability for loss or damage caused to this or any other property of the Pupil by factors outside the direct control of the Headmaster or staff.

- k) **Educational visits:** From time to time, the Pupil may participate in a variety of educational visits. By signing the Acceptance Form to the Letter of Offer, the Parents' consent to the Pupil taking part in any educational visit.

Educational visits which:

- i. incur an additional cost; or
- ii. require overseas travel; or
- iii. involve an overnight stay; or
- iv. occur during a weekend or College vacation; or
- v. involve some element of risk or adventure activity

Will be subject to a separate agreement.

The Pupil shall be subject to College discipline in all respects whilst engaged in an educational visit. All additional costs (such as medical costs, taxis, air fares, or professional advice) incurred to protect the Pupil's safety and welfare, or to respond to breaches of discipline, will be added and charged to the Parents. The College reserves the right to prevent the Pupil from taking part in an educational visit while overdue fees and/or charges remain unpaid.

5. Pupil welfare

- a) **The College's commitment:** We will do all that is reasonable to safeguard and promote the Pupil's welfare. We will respect the Pupil's human rights and freedoms which must, however, be balanced with the lawful needs and rules of the College community and the rights and freedoms of others.
- b) **Complaints:** Any question, concern or complaint about the safety of the Pupil or any educational issue or other matter connected to the College must be notified to the College as soon as practicable, via the College's complaints procedure.
- c) **Pupil's rights:** The Pupil, if of sufficient maturity and understanding, has certain rights that the College recognises. These include certain rights to confidentiality and, usually, the right to have contact with his / her Parents. If a conflict of interest arises between the Parents and the Pupil, the rights of, and duties owed to, the Pupil, will, in most cases, take precedence over the rights of, and duties owed to, the Parents.
- d) **Headmaster's authority:** The Parents authorise the Headmaster to make all decisions which the Headmaster considers will safeguard and promote the Pupil's welfare.
- e) **Ethos:** The ethos of the College is to foster good relationships between pupils and between members of staff and pupils. Bullying, harassment, victimisation and discrimination will not be tolerated. The College and its staff will act fairly in relation to the Pupil and the Parents and We expect the same of the Pupil and the Parents in relation to the College or its staff.

- f) **Physical contact:** The Parents' consent to such physical contact with the Pupil:-
- i. as may accord with good practice; or
 - ii. as may be appropriate and proper for teaching and instruction; or
 - iii. for providing comfort to the Pupil in distress; or

 - iv. to maintain safety and good order; or
 - v. in connection with the Pupil's health and welfare.

The Parents also consent to the Pupil participating in contact and non-contact sports and other activities as part of the normal College programme or extra-curricular programme. The Parents acknowledge that while the College will provide appropriate supervision the risk of injury cannot be eliminated.

- g) **Disclosures:** The Parents must, as soon as is practicable, disclose to the College:-
- i. any known medical condition, health problem or allergy affecting the Pupil;
 - ii. any history of a learning difficulty on the part of the Pupil or any member of his / her immediate family;
 - iii. any disability, special educational need or any behavioural, emotional difficulty and / or social difficulty on the part of the Pupil;
 - iv. any family circumstances or court order which might affect the Pupil's welfare or happiness; and
 - vi. any concerns about the Pupil's safety and/or mental health.
- h) **Confidentiality:** The Parents authorise the Headmaster to override their own and the Pupil's rights to confidentiality, and to disclose confidential information to third parties on a need-to-know basis where necessary to safeguard or promote the Pupil's welfare or to avert a perceived risk of serious harm to the Pupil or to another person at the College. In some cases, members of staff may need to be informed of any particular vulnerability the Pupil may have. The College reserves the right to monitor the Pupil's use of:
- i. e-mail;
 - ii. social media;
 - iii. the internet; and

 - v. mobile and other communication devices.
- i) **Special precautions:** The Headmaster needs to be aware of any matters that are relevant to the Pupil's safety and security. The Headmaster must therefore be notified in writing immediately of any court orders or situations of risk in relation to the Pupil for whom any special safety

precautions may be needed. Parents and/or the Pupil, may be excluded from College premises if the Headmaster, acting in a proper manner, considers such exclusion to be in the best interests of the Pupil and/or the College or any member of the College community.

- j) **Leaving College premises:** The College will do all that is reasonable to ensure that the Pupil remains in the care of the College during College hours provided that the Pupil strictly adheres to the

applicable rules and regulations. The College will not be responsible for the pupil who leaves College premises in breach of College rules or regulations.

- k) **Non-boarding residence during Term time etc:** The Pupil, except when boarding, is required during Term time and at weekends, exeats (short periods of time away from College normally over an extended weekend calendarised by the College) and half Term, to live with the Parents or (as appointed by the Parents) legal guardian(s). In the case of legal guardian(s), Parents must provide the College with the relevant name and contact details of these persons and shall immediately notify the College of any changes to those details. The Headmaster must be notified in writing immediately if the Pupil will be residing during Term time etc. under the care of someone other than the Parents or legal guardian(s).

- l) **Communications from the Parents:** Communications or instructions from one of the Parents shall be deemed by the College to be received from both Parents. This requirement does not apply to the giving of Notice for the Cancellation of the place or the Withdrawal of the Pupil from the College. Those persons who are required to consent to or to give Notice of Cancellation or Withdrawal are set out in clause 9.2.

- m) **Absence of the Parents:** When both the Parents will be absent from the Pupil's home overnight or for a 24 hour period or longer, the Pupil's Housemaster or Housemistress must be told in writing the name, address and telephone number for 24 hour contact with the adult who will have the care of the Pupil.

- n) **Legal guardians:** The Parents, if resident not within a practicable distance from the College, are encouraged to appoint a legal guardian for the Pupil who has been given the authority to act on behalf of the Parents in all respects and to whom the College can apply for consent/permission/authorisation whenever necessary. The College can accept no responsibility for the Pupil when he/she is in the care of the Parents or the legal guardian(s). The Parents or the legal guardian(s) must make holiday arrangements, including travel to and from the College, in advance. The responsibility for choosing appropriate legal guardian(s) rests solely with the Parents. The Parents are responsible in each case for satisfying themselves as to the suitability of the legal guardian(s). The Parents shall immediately, on appointment, provide the College with up to date contact details for the appointed legal guardian(s) and shall immediately notify the College of any changes to those details.

- o) **Counselling:** The College provides a counsellor for the purpose of supporting students' needs. Whilst the College provides this service in good faith it is not responsible for professional diagnoses in respect of emotional state and/or mental health. If the College counsellor determines that further professional advice or support is required the responsibility for assessing such advice or support rests with Parents.

- p) **Photographs or images (including video recordings):** Upon signing the Data Protection & Use of Photographic Images Form, Parents have agreed and consented to the guidelines attached thereto.

- q) **Request for confidentiality:** The Parents may ask the College, in writing, to keep information about the Pupil confidential. For example, the Parents may ask the College to not use photographs of the Pupil in promotional material or to keep the fact that the Pupil is on the College roll confidential. If the Parents would like information about the Pupil to be kept confidential, they must immediately make the request to the Headmaster in writing explaining the reason for such request, and ensuring that their written request is received and read by the Headmaster.

- r) **Transport:** The Parents' consent to the Pupil travelling by any form of public transport and / or in a motor vehicle driven by a responsible adult who is duly licensed and insured to drive a vehicle of that type.

- s) **Pupil's personal property:** The Pupil, and not the College, is responsible for the security and safe use of all his / her personal property including money, mobile electronic devices, locker keys, watches, computers, musical instruments and sports equipment, and for property lent to them by the College.

- t) **Insurance:** The Parents, and not the College, are responsible for insuring the Pupil's personal property whilst at College or on the way to and from College or any College-sponsored activity away from College premises.

- u) **College's liability:** Unless grossly negligent or guilty of wilful wrongdoing, the College is not responsible for any injury or other loss caused to the Pupil or the Parents or for loss or damage to their property.

In the case of paragraphs 5 k) and n) above, in the event the Parents do not, or are unable to, appoint a legal guardian, then Parents are expected to collect their Child, not later than 4 hours, if the Parents are in Peninsula Malaysia, 8 hours if the Parents are in Sabah or Sarawak, and 48 hours if the Parents are outside Malaysia, after being requested to do so by the College. Where there is unavoidable delay, a Parent may request for additional time from the College if necessary.

Further, in the case where a Pupil has been suspended/expelled, in which case the Pupil is required to leave the College, paragraphs 5 k) and n) will also apply with regard the process of the Pupil's departure from the College premises.

6. Health and medical matters

- a) **Medical declaration:** The Parents will be asked to complete a Student Medical Form concerning the Pupil's health, and submit the same to the College upon enrolment, and must inform the College nurse at medical@epsomcollege.edu.my in writing if the Pupil develops any known medical condition, health problem or allergy, or will be unable to take part in games or sporting activities, or has been in contact with anyone with an infectious or contagious disease.
- b) **Medical care:** All Pupil's must be registered on the list of the College nurse while a pupil at the College. The Parents must comply with the College nurse recommendations which may include a reasonable decision to release the Pupil home or to his / her education guardian when he / she is unwell.
- c) **Medical examination:** The Pupil will have a routine medical examination with the College nurse or other personnel appointed by him / her, usually during the first Term at the College. Arrangements can be made on request for the Parents to be present but this is subject to the Pupil's consent if the Pupil is of sufficient maturity and understanding.
- d) **Pupil's health:** The Headmaster may at any time require a medical opinion or certificate as to the Pupil's general health where the Headmaster considers it necessary as a matter of professional judgement in the interests of the Pupil and / or the College community. The Pupil if of sufficient age and maturity is entitled to insist on confidentiality which can be overridden in the Pupil's own interests or where necessary for the protection of other members of the College community.
- e) **Medical information:** Throughout the Pupil's time at the College, the College nurse shall have the right to disclose confidential information about the Pupil if it is considered to be in the Pupil's own interests or necessary for the protection of other members of the College community. Such information will be given and received on a confidential, need-to-know basis.
- f) **Emergency medical treatment:** The Parents authorise the Headmaster to consent on their behalf to the Pupil receiving emergency medical treatment where advised to do so by medical personnel or emergency personnel/paramedics for the Pupil's welfare.
- g) **Outbreak:** Parents acknowledge and accept that from time to time there are outbreaks of bacterial or viral or other contagious and/or communicable diseases and that the College is not responsible for any harm/fatality that is caused thereby to the Pupil. Parents will decide on how they want to respond to the situation with regard to the Pupil.

- h) **Insurance:** The Parents, and not the College, are responsible for insuring the medical care for the Pupil whilst at College or on the way to and from College or any College-sponsored activity away from College premises.

7. Behaviour and discipline

- a) **College regime:** The Parents accept that the College will be run in accordance with the authority delegated by the Governing Body to the Headmaster. The Headmaster is entitled to exercise a wide discretion in relation to the College's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner.
- b) **Conduct and attendance:** We attach importance to courtesy, integrity, good manners, good discipline and respect for the needs of others. The Parents warrant that the Pupil will fully take part in the activities of the College, will attend each College day, will be punctual, will work hard, will be well-behaved and will comply with the College rules about the wearing of uniform and general appearance.
- c) **College rules:** The College rules which apply are set out in the Guidance for Pupils document, on the College website and other documents published from time to time.
- d) **College discipline:** The Parents accept the authority of the Headmaster and of other members of staff on the Headmaster's behalf to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of the Pupil and the College community as a whole. The College's disciplinary policy at any given time, shall apply to all pupils when they are on College premises, or in the care of the College, or wearing College uniform, or otherwise representing or associated with the College.
- e) **Investigative action:** A complaint or rumour of misconduct will be investigated. The Pupil may be questioned and his / her accommodation or belongings may be searched. Parents will be informed as soon as reasonably practicable after it becomes clear that the Pupil may face formal disciplinary action. Arrangements will be made for the Pupil to be accompanied and assisted by the Parents, education guardian or a teacher of the Pupil's choice.
- f) **Procedural fairness:** Investigation of a complaint shall be carried out in a fair and unbiased manner. All reasonable efforts will be made to notify the Parents or education guardian so that they can attend a meeting with the Headmaster before a decision is taken in such a case. In the absence of the Parents or education guardian, the Pupil will be assisted by an adult (usually a teacher) of his / her choice.
- g) **Divulging information:** Except as required by law, the College and its staff shall not be required to divulge to the Parents or others any confidential information or the identities of pupils or others

who have given information which has led to the complaint or which the Headmaster has acquired during an investigation.

- h) **Drugs and alcohol:** The consumption, by the Pupil, of non-prescribed and/or illicit drugs, and/or of any type of alcoholic beverage, is strictly prohibited. The Pupil in breach, is required to provide

a biological sample under medical supervision if involvement with drugs is suspected, or a sample of breath to test for alcohol consumed in breach of College rules or policy.

8. Sanctions

The College's current policies on sanctions are available to the Parents on request before they accept the offer of a place. Those policies may undergo change from time to time. Sanctions may include a requirement to undertake menial but not degrading tasks on behalf of the College or external community, detention for a reasonable period, withdrawal of privileges, gating, rustication or suspension, or alternatively being removed or expelled.

- a) **Definitions of sanctions:**
- i. **Expulsion:** means that the Pupil is required to leave the College permanently in circumstances described in paragraph b) below in this Section 8.
 - ii. **Gating:** means that the Pupil is confined to the College premises for a specified period of time (usually during a weekend) but without further disciplinary consequences.
 - iii. **Removal:** means that the Pupil is permanently removed from the College in circumstances described in paragraph d) below in this Section 8.
 - iv. **Rustication:** means the release of the Pupil to his / her home or to an education guardian for a specified period of time (usually a weekend) but without further disciplinary consequences.
 - v. **Suspension:** means that the Pupil is sent or released home for a specified period of time as either a disciplinary sanction or pending the outcome of an investigation or pending a Governors' Review.
 - vi. **Withdrawal:** means the withdrawal of the Pupil from College in circumstances described in Section 9 e) below.
- b) **Expulsion:** The College may expel the Pupil from the College and boarding if it is proved on the balance of probabilities that the Pupil has committed a very grave breach of discipline or a serious criminal offence. The Headmaster's decision to expel, at his absolute discretion, shall be subject to a Governors' Review if requested by the Parents. The Parents will be given a copy of the Review procedure current at the time. The Pupil shall be suspended from the College pending the outcome of the Review.

- c) **Fees and other payments following Expulsion:** If the Pupil is expelled, there will be no refund of the Enrolment Fee nor of Tuition Fees for the current or past Terms nor of the Deposit. All arrears of Fees, charges and any other sums due to the College will be due and payable.
- d) **Removal in other circumstances:** The College may require the Parents to remove the Pupil permanently from the College and/or from boarding if, after consultation with the Parents and if appropriate the Pupil, the Headmaster is of the opinion, at his absolute discretion, that:-
- i. by reason of the Pupil's conduct, behaviour or progress, the Pupil is unwilling or unable to benefit sufficiently from the educational opportunities and / or the community life offered by the College; or
 - ii. if the Parents have treated the College or members of its staff unreasonably.

In these circumstances, and at the absolute discretion of the Headmaster, Withdrawal of the Pupil by the Parents may be permitted as an alternative to Removal being required.

The Headmaster shall have regard to the interests of the Pupil and the Parents as well as those of the College. The Headmaster's decision to require the Removal of the Pupil shall be subject to a Governors' Review if requested by the Parents. The Parents will be given a copy of the Review procedure current at the time. The Pupil shall be suspended from the College pending the outcome of the Review.

- e) **Fees and other payments following Removal:** If the Pupil is removed in the circumstances described in paragraph d) above in this Section 8, the provisions relating to Fees shall be as set out in paragraph c) above in this Section 8 save that the Deposit, if paid, will be refunded without interest less any sums owing to the College.
- f) **Leaving status:** The College reserves the right to record the leaving status of the Pupil on the Pupil's file immediately after Expulsion or Removal or Withdrawal.
- g) **Governors' Review:** The Parents may request a review by Governors (**Governors' Review**) of a decision of Expulsion or Removal of the Pupil from the College and/or from boarding (but not a decision to suspend the Pupil unless the suspension is for 11 College days or more, or would prevent the Pupil taking a public examination). The request shall be made as soon as possible and in any event within seven (7) days of the Headmaster's decision being notified to the Parents. The Parents will be entitled to know the names of the Governors who make up the review panel and may ask for the appointment of an independent panel member nominated by the College and approved by the Parents within 48 hours of such nominee name being notified to them, such approval not to be unreasonably withheld. If the Parents do not approve up to 2 nominees as the independent panel member, the Governors may proceed with the Review without further delay.

- h) **Review procedure:** The Headmaster will advise the Parents of the procedure (current at that time) under which a Governors' Review shall be conducted by a panel of three Governors (or by a panel of two Governors and an independent member if requested and approved by the Parents). If the Parents request a Governors' Review, the Pupil will be suspended from College until the review procedure has been completed. While suspended, the Pupil shall remain away from College and will have no right to enter College premises during that time without written permission from the

Headmaster. A Governors' Review will be conducted under fair procedures in accordance with the requirements of natural justice.

- i) **Complaints procedure:** A complaint about any matter must be made in accordance with the College's complaints procedure, a copy of which is available on the website and on request. Every reasonable complaint shall receive fair and proper consideration and a timely response.

9. Cancellation and Withdrawal

- a) **Term:** means the period between and including the first and last days of the relevant school term.
- b) **Notice:** means (unless the contrary is stated in these Complete Terms and Conditions) a notice given by:
- i. both Parents; or
 - ii. one of the Parents with the written consent of the other Parent; and
- addressed to and received by the Headmaster personally or the Bursar on the Headmaster's behalf. It is expected that the Parents will consult with the Headmaster before giving Notice to withdraw the Pupil. The Parents should contact the College if no acknowledgement of the Notice is received from the College within seven (7) days of the date of the Notice. Please also see clause 9.11.
- c) **Term's Written Notice:** means a Notice given before the end of the preceding Term and expiring at the end of the Term thereafter. A Term's Written Notice must be given if:
- ii. except where clause 9.11 applies the Parents wish to withdraw the Pupil who has entered the College; or
 - iii. following the AS Level year, the Pupil will not return for the following year even if he / she has achieved the required grades; or
 - iv. the Parents or the Pupil wish(es) to transfer from boarding to day status or vice versa, or between categories of boarding.

Provisional notice: is valid only for the Term in which it is given. Provisional notice must be given in writing and received by the Headmaster personally or the Bursar on the Headmaster's behalf.

- d) **Cancellation:** means the cancellation, by way of written notice, of a place at the College which has been accepted by the Parents and which notice is received by the College before the Pupil enters the College for the first time.

The Cancellation fee payable by the Parents is one Term's Tuition Fees at the rate payable at that time. The College reserves the right, at its absolute discretion, whether or not to offset the Cancellation fee with the Enrolment Fee or the Deposit.

- e) **Withdrawal:** means the withdrawal of the Pupil from the College by the Parents or the Pupil with or without Notice under these Complete Terms and Conditions at any time after the Pupil has entered the College.

- f) **Fees and payments following Withdrawal:**

- i. If the Pupil is withdrawn and the Parents have given one full Term's Written Notice, the Withdrawal fee payable by the Parents is one Term's Tuition Fees at the rate payable at that time and the Deposit, if paid, will be refunded without interest less any sums owing to the College.
- ii. If the Pupil is withdrawn and the Parents have failed to give one full Term's Written, the Withdrawal fee payable by the Parents is one Term's Tuition Fees at the rate payable at that time. The College reserves the right, at its absolute discretion, whether or not to offset the Withdrawal fee with the Enrolment Fee or the Deposit.

- g) **Withdrawal by the Pupil:** The Pupil's decision to withdraw from the College shall, for these purposes, be treated as a Withdrawal by the Parents.

- h) **Prior consultation:** It is expected that the Parents, or duly authorised education guardian, will consult personally with the Headmaster or with the Headmaster's authorised deputy before Notice of Withdrawal is given by the Parents.

- i) **Transfer between boarding and day status:** Before providing the Notice required, the Parents must obtain the express permission of the Headmaster in writing if the Parents or the Pupil wishes to change from boarding to day status or vice versa, or between categories of boarding (e.g. full boarding to weekly boarding). At the discretion of the Headmaster, the College has the right to postpone or refuse a transfer request and the Headmaster will consider the best interests of the Pupil and the College in reaching the decision. Any such decision is also subject to the availability of places.

10. Termination by the College

The College may terminate the agreement with the Parents as governed by the Complete Terms and Conditions, by giving the Parents one full Term's Written Notice sent by ordinary post and email. The

College will not terminate the agreement without good cause and full consultation with the Parents and also the Pupil (if of sufficient maturity and understanding). The Deposit, if paid, will be refunded without interest less any outstanding balance of Fees and/or other payments.

11. Events beyond the control of the parties

- a) **Force majeure:** An event beyond the reasonable control of the College or the Parents is a **Force Majeure Event** and shall include such events as an act of God, fire, flood, storm, war, riot, civil unrest, act of terrorism, strikes, industrial disputes, outbreak of epidemic and/or pandemic disease, failure of utility service or transportation.
- b) **Notification:** If either the College or the Parents is prevented from or delayed in carrying out its contractual obligations by a Force Majeure Event, that party shall immediately notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues.
- c) **Continued force majeure:** If a Force Majeure Event continues for a period greater than 90 days, the party who has provided notification under Section 11 b) above shall notify the other, not later than on the 91st day, of the steps to be taken to ensure performance of its contractual obligations.
- d) **Termination:** If the Force Majeure Event continues for a total period greater than 120 days, either party may terminate this contract by providing at least three working days' notice in writing to the other party.

12. General contractual matters

- a) **Data protection:** pursuant to the Complete Terms and Conditions, the Parents on behalf of themselves and, so far as they are able, on behalf of the Pupil, consent also to the processing by the College of personal information including:
 - i. financial information relating to the Parents;
 - ii. sensitive personal information relating to the Parents and / or the Pupil;
 - iii. as is deemed necessary for the legitimate purposes of the College. See also the College's *Data protection information notes* as set out in Schedule 1.
- b) **Change:** The College, as any other, is likely to undergo a number of changes during the period of the agreement with the Parent under the Complete Terms and Conditions. For example, there may be

changes in the staff, and in the premises, facilities and their use, in the curriculum and the size and composition of classes, and in the College rules and procedures, the disciplinary framework, and the length of College Terms. In addition, there may be the need to undertake a corporate reorganisation exercise and / or a merger or change of ownership may be necessary. For these reasons, the benefit and burden of this agreement may be freely assigned to another party at the discretion of the College.

- c) **Severable terms/language:** Care has been taken to use plain language and to give clear explanations in these terms and conditions. If any words alone or in combination infringe consumer rights laws or

any other provision of law, they shall be treated as severable and shall be replaced with words which give as near the original meaning as may be fair.

- d) **Information for parents:** We provide information about the College and the educational services in good faith in the College's prospectus / website / promotional literature or in statements made by staff or pupils during a visit or an open day. If the Parents wish to rely on any information provided to them when deciding whether to enter into this agreement with the College, they should seek specific confirmation from the Headmaster that the information they are relying on, is accurate before accepting the offer from the College.
- e) **Third party rights:** Only the College and the Parents are parties to the agreement under the Complete Terms and Conditions. Neither the Pupil nor any third party is a party to the aforesaid agreement and shall not have any rights to enforce any term of it. Notwithstanding the same, Parents will ensure that the Pupil is aware of his / her responsibilities and the consequences of his / her actions or omissions, under the terms of the aforesaid agreement.
- f) **Interpretation:** These Complete Terms and Conditions supersede any previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of these terms and conditions.
- g) **Jurisdiction:** The agreement under the Complete Terms and Conditions is governed exclusively by the law of Malaysia and the parties submit to the exclusive jurisdiction of the Courts of Malaysia.

Data protection information notes

The College holds information about the Parents and the Pupil including exam results, Parents and guardian contact details, financial information and details of medical conditions. This information is kept electronically on the College's information management system or manually in indexed filing systems.

These notes refer to the **processing** of information. Processing is a catch-all term and means obtaining or recording information or carrying out any operation on the information such as storing or using the information or passing it on to third parties.

The College processes information about the Parents and the Pupil in order to safeguard and promote the welfare of the Pupil, promote the objects and interests of the College, facilitate the efficient operation of the College and ensure that all relevant obligations of the College are complied with. Examples may include: the College keeping details of medical conditions from which the Pupil may suffer so that staff will be able to respond appropriately in the event of a medical emergency, and / or the College processing financial information obtained from the Parents or from third parties such as credit reference agencies.

The College may process different types of information about the Pupil for the purposes set out above. That information may include, but not be limited to:

- a) medical records and information, including details of any illnesses, allergies or other medical conditions suffered by the Pupil;
- b) personal details such as home address, date of birth and next of kin;
- c) information concerning the Pupil's performance at College, including discipline record, College reports and examination reports; and
- d) financial information including information about the payment of fees at this College or any other school.

Where in the professional opinion of the Headmaster it is deemed necessary the College may share information with certain third parties.

The College may, in order to verify identity and to assess the Parents application for the award of a bursary or for credit in contemplation of an agreement for the deferment of Fees, search the files of any licensed credit reference agency and the College will keep a record of that search and details about the application. This record will be seen by other organisations which make searches about the Parents. Failure to supply information may result in a refusal of an award or credit.

If Parents would like further information about how the College processes personal information, please see our privacy notice document which is published on our website.