



DOVER
COLLEGE

**Parent Contract
Terms & Conditions**

A Introduction

1 **These Terms and Conditions** reflect the custom and practice of independent schools for many generations and together with the letter of offer, Acceptance Form and Fees List they form the basis of a legal contract for educational services. The Terms and Conditions are intended to promote the education and welfare of each pupil and the stability, forward-planning, proper resourcing and development of Dover College.

2 **Our prospectus and School website** are not contractual documents. Please see **Section K** for further information.

3 **Fees & Notice:** The rules concerning fees and notice are of particular importance and are set out at **Sections H & I** below.

4 **Managing Change:** Dover College, as any other school, is likely to undergo a number of changes during the time your child is a pupil here. Please see **Section K** for further details of the changes that may be made and the consultation and notice procedures that will apply.

5 **Documents referred to:** Before accepting the offer of a place, parents and pupils receive a copy of the School Rules and the Fees List. Parents also have an opportunity, on request, to see any of the other documents referred to in these Terms and Conditions. Please now refer to **Section K**.

B Terminology

6 **"The School"/"We"/"Us"** means Dover College as now or in the future constituted (and any successor). The School is constituted as a charitable company incorporated by Royal Charter.

7 **"School Governors"/"Governing Body"** means the Governors of the School who are appointed from time to time under the terms of its governing instrument and who are responsible for governance of

the School.

8 **"The Headmaster"** is responsible for the day-to-day running of the School and that expression includes those to whom any duties of the Headmaster or of the Governing Body have been delegated.

9 **"The Parents"/"You"** means any person who has signed the Acceptance Form and/or who has accepted responsibility for a child's attendance at this School. Parents are legally responsible, individually and jointly, for complying with their obligations under these Terms and Conditions. Fees payable by a third party (for example, an employer, grandparent or step-parent without Parental Responsibility) will be subject to a separate agreement between the School, the Parents and the third party. Please also see clauses 89 and 1121 below.

10 **Parental Responsibility:** Those who have "parental responsibility" (i.e. legal responsibility for the child) are entitled to receive relevant information concerning the child whether or not they are a party to this contract unless a court order has been made to the contrary, or there are other reasons which justify withholding information to safeguard the welfare and best interests of the child.

11 **"The Pupil"** is the child named on the Acceptance Form. The age of the Pupil will be calculated in accordance with UK custom.

C Admission and Entry to the School

12 **Registration and Admission:** Applicants will be considered as candidates for admission and entry to the School when the Registration Form has been completed and returned to us and the non-returnable Registration Fee paid. Admission will be subject to the availability of a place and the Pupil and Parents satisfying the admission requirements at the time. "**Admission**" occurs when Parents accept the offer of a place. "**Entry**" is the date when a pupil attends the School for the first time under this contract.

13 **Equal Treatment:** The School is a mainstream day and boarding School for boys and girls aged from 3 - 18 years. The School has a Christian ethos and welcomes staff and children from many different ethnic groups, backgrounds and creeds. Human rights and freedoms are respected. At present, our physical facilities for the disabled are limited but we will do all that is reasonable to ensure that the School's culture, policies and procedures are made accessible to children who have disabilities and to comply with our legal and moral responsibilities under the *Disability Discrimination Act 1995* as amended by the *Special Educational Needs & Disability Act 2001* in order to accommodate the needs of applicants, pupils and members of the staff who have disabilities for which, after reasonable adjustments, we can cater adequately.

14 **Offer of a Place and Deposit:** A deposit ("**Acceptance Deposit**") as shown on the Fees List for the relevant year will be payable when Parents accept the offer of a place. The Acceptance Deposit will be retained in the general funds of the School until the Pupil leaves and will be repaid by means of a credit without interest to the final payment of Fees or other sums due to the School on leaving, unless otherwise stated in these terms and conditions or unless the Parent wishes to donate the Acceptance Deposit to the School's Foundation.

15 **Overseas pupils:** For reasons of administration, the right is reserved to require payment of an ("Overseas Deposit"), as shown on the Fees List for the relevant year, as an additional deposit in the case of a pupil whose normal residence is outside the United Kingdom. The Overseas Deposit will be retained in the general funds of the School until the Pupil leaves and will be repaid by means of a credit without interest to the final payment of Fees or other sums due to the School on leaving, unless stated otherwise in these Terms and Conditions.

16 **Immigration:** The School is a registered UKVI sponsor. Parents must inform the [Admissions Registrar] when returning a completed Registration Form or at any other time if their child requires sponsorship from the School in order to obtain a visa to study at the School. Where a child is sponsored by the School for immigration purposes the Parents shall permit the School to take and retain copies of the child's passport and visa. It shall be the Parents' responsibility at all times to ensure that their child has the appropriate immigration permission to reside in the United Kingdom and to study at Dover College and to have a valid passport with an expiry date at least one year after the date of entry to the school.

D Pastoral Care

17 **Meaning:** Pastoral care is a thread that runs throughout all aspects of life at Dover College and is directed towards the happiness, success, safety and welfare of each pupil and the integrity of the house and School community.

18 **Our Commitment:** We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law in the particular circumstances. We will respect your child's human rights and freedoms which must, however, be balanced with the lawful needs and rules of our School community and the rights and freedoms of others.

19 **Complaints:** Any question, concern or complaint about the pastoral care or safety of a pupil or any education issue or other matter connected to the School must be notified to the School as soon as practicable. A copy of the School's Complaints Procedure can be supplied on request. **See also Clause 73 below.**

20 **Pupil's Rights:** The Pupil, if they are of sufficient maturity and understanding, has certain legal rights which the School must observe. These include the right to give or withhold consent in a variety of circumstances and certain rights of confidentiality and, usually, the right to have contact with both natural or adoptive parents. If a conflict of interests arises between a Parent 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 Parent.

21 **Headmaster's Authority:** The Parents authorise the Headmaster to take and/or authorise in good faith all decisions which the Headmaster considers on proper grounds will safeguard and promote the Pupil's welfare. Please see **Section E** below.

22 **Ethos:** The ethos of this School is to foster good relationships between

members of the staff, the pupils themselves and between members of the staff and pupils. Bullying, harassment, victimisation and discrimination will not be tolerated. The School and its staff will act fairly in relation to the Pupil and Parents and we expect the same of the Pupil and Parents in relation to the School.

23 **Physical Contact:** Parents give their consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for providing comfort to a pupil in distress or to maintain safety and good order, or in connection with the Pupil's health and welfare. Parents also consent to their child participating in contact and non-contact sports and other activities as part of the normal School and extra-curricular programme and acknowledge that while the School will provide appropriate supervision the risk of injury cannot be eliminated.

24 **Disclosures:** Parents must, as soon as possible, disclose to the School in confidence any known medical condition, health need (physical or mental) or allergy affecting the Pupil, any history of a learning difficulty on the part of the Pupil or any member of his/her immediate family or any disability, special educational need or any emotional and behavioural difficulty on the part of the Pupil, or any family circumstances or court order which might affect the Pupil's welfare or happiness, or any concerns about the Pupil's safety or any change in the financial circumstances of parent/s of a pupil awarded a bursary by the School.

- 25 **Confidentiality:** The Parents authorise the Headmaster to override their own and (so far as they are entitled to do so) the Pupil's rights of confidentiality, and to impart confidential information 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 School. In some cases, teachers and other employees of the School may need to be informed of any particular vulnerability the Pupil may have. The School reserves the right to monitor the Pupil's e-mail communications and internet use.
- 26 **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 may be excluded from School premises if the Headmaster, acting in a proper manner, considers such exclusion to be in the best interests of the Pupil or of any other member of the School.
- 27 **Leaving School Premises:** We will do all that is reasonable to ensure that your child remains in the care of the School during School hours but we cannot accept responsibility for the Pupil if they leave School premises without authority and in breach of School Rules and Regulations. The school operates a 'town leave' scheme that is laid down in Standing Instructions that limits the freedom of pupils to visit Dover.
- 28 **Residence During Term Time:** Pupils, except when boarding, are required during term time and at weekends, exeats (permitted periods of time away from School) and half term, to live with a parent or legal guardian or with an education guardian acceptable to the School. Short-term boarding can be provided during term time for a pupil whose accommodation arrangements have broken down and will be charged as an extra. The Headmaster must be notified in writing immediately if the Pupil will be residing during term time under the care of someone other than a parent.
- 29 **Communication with Parents:** With the exception of communication regarding cancellation, withdrawal and notice of withdrawal, the School will (unless otherwise notified) treat any communication from any person with parental responsibility as having been given on behalf of each such person unless other arrangements are made and any communication from the School to any such person as having been made to each of them.
- 30 **Absence of Parents:** When both Parents will be absent from the Pupil's home overnight or for a twenty-four hour period or longer, the School must be told in writing the name, address and telephone number for twenty-four hour contact with the adult who will have the care of the Pupil.
- 31 **Education Guardians:** A pupil of any age whose Parents are resident outside the European Union must have an education guardian in the United Kingdom who has been given legal authority to act on behalf of the Parents in all respects and to whom the School can apply for authorities when necessary. The School can accept no responsibility during exeats, half term or the holidays for pupils whose Parents are resident abroad and the Parents and guardians of such pupils must make holiday arrangements well in advance. The school is normally happy to arrange for taxis to transport pupils to and from London airports at parents' expense, on request. The responsibility for choosing an appropriate education guardian rests solely with the Parents but the School may be able to assist, by providing Parents with the names of agencies or individuals who have acted as guardians in the past. Parents are responsible in each case for satisfying themselves as to the suitability of an education guardian and shall from time to time provide the School with up to date contact details for the appointed education guardian.

32 **Photographs:** It is the custom and practice of most independent schools, and of this School, to include some photographs or images of pupils (including video) in the School's promotional material such as the prospectus and website. We would not disclose the name or home address of a child without the Parents' consent. Parents who do not want their child's photograph or image to appear in any of the School's promotional material must make sure their child knows this and must write immediately to the Headmaster requesting an acknowledgement of their letter.

33 **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.

34 **Pupil's Personal Property:** Pupils are responsible for the security and safe use of all their personal property including money, mobile phones, locker keys, watches, computers, calculators, musical instruments and sports equipment, and for property lent to them by the School.

35 **Insurance:** Parents are responsible for insurance of the Pupil's personal property whilst at School or on the way to and from School or any School-sponsored activity away from School premises.

36 **Liability:** Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, the School does not accept responsibility for accidental injury or other loss caused to the Pupil or Parents or for loss or damage to property.

E Health and Medical Matters

37 **Medical Declaration:** Parents will be asked to complete a Confidential Information Form concerning the Pupil's

health and must inform the Headmaster in writing if the Pupil develops any known medical condition, health need (physical or mental) or allergy, or will be unable to take part in games or sporting activities, or has been in contact with infectious diseases.

38 **Medical Care:** In order that the best use may be made of the facilities and services provided under the National Health Service, every boarder must be registered on the list of the School Medical Officer while a pupil at the School. Parents must comply with the School Medical Officer's quarantine regulations as varied from time to time, which may include a reasonable decision to release the Pupil home when unwell.

39 **Medical Examination:** All new boarding pupils will have a routine medical examination usually during the first term at the School. Those pupils with underlying medical conditions will be referred for further examination by the Peter Street Surgery. Arrangements can be made on request for a parent to be present but this is subject to the Pupil's consent if the Pupil is of sufficient maturity and understanding (usually at 12+ years).

40 **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 that necessary as a matter of professional judgement in the interests of the child and/or the School. If the Pupil is of sufficient age and maturity they are entitled to insist on confidentiality which can nonetheless be overridden in the Pupil's own interests or where necessary for the protection of other members of the School community.

41 **Medical Information:** Throughout the Pupil's time as a member of the School, the School Medical Officer shall have the right to disclose confidential information about the Pupil if considered to be in the Pupil's own interests or necessary for the protection of other members of the School community. Such information will be given and received on a confidential, "need-to-know" basis.

42 **Emergency Medical Treatment:** The Parents authorise the Headmaster to consent on behalf of the Parents to the Pupil receiving emergency medical treatment including blood transfusions within the United Kingdom, general anaesthetic and operations under the National Health Service or at a private hospital where certified by an appropriately qualified person necessary for the Pupil's welfare and if the Parents cannot be contacted in time.

F **Educational Matters**

43 **Our Commitment:** Within the published range of the School's provision from time to time, we 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.

44 **Organisation:** We must 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 School community as a whole. Our policy on streaming, setting and class sizes may change from year to year and from time to time and will depend mainly on the mixture of abilities and aptitudes among the pupils and may take into account management of friendship groups. Any Parent who has specific requirements or concerns about any aspect of their child's education or progress should contact their child's Housemaster or the Head of the Infant and Junior Department, or any other appropriate member of staff, as soon as possible, or contact the Headmaster in

the case of a grave concern.

45 **Progress Reports:** The School monitors the progress of each pupil and reports regularly to Parents by means of grades and written reports.

46 **Sex Education:** All pupils will receive health and life skills education appropriate to their age in accordance with the curriculum from time to time unless the Parents have given formal notice in writing that they do not wish their child to take part in this aspect of the curriculum.

47 **Public Examinations:** The Headmaster may decline to enter the Pupil's name for a public examination if, in the exercise of 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 the staff.

48 **Reports and References:** Information supplied to Parents and others concerning the progress and character of the Pupil, and about examination, further education and career prospects, and any references will be given conscientiously and with all due care and skill but otherwise without liability on the part of the School.

49 **Learning Difficulties:** The School will do all that is reasonable in the case of each pupil to detect and deal appropriately with a learning difficulty which amounts to a "special educational need". Our staff are not, however, qualified to make a medical diagnosis of conditions such as those commonly referred to as dyslexia, or of other learning difficulties.

50 **Screening for Learning Difficulties:** The screening tests available to Schools are indicative only: they are not infallible. Parents will be notified if a screening test indicates that the Pupil may have a learning difficulty. A formal assessment can be arranged by the School at the Parents' expense or by the Parents themselves.

51 **Information about Learning Difficulties:** Parents must notify the Headmaster when completing the School's Confidential Information Form and subsequently in writing if they are aware or suspect that the Pupil (or anyone in his or her immediate family) has a learning difficulty and the Parents must provide the School with copies of all written reports and other relevant information. Parents will be asked to withdraw the Pupil, without being charged Fees in lieu of notice if, in the professional judgement of the Headmaster and after consultation with the Parents and with the Pupil (where appropriate), the School cannot provide adequately for a pupil's special educational needs. The School reserves the right to charge any additional teaching provided as an extra..

52 **Moving up the School:** It is assumed that each pupil who satisfies the relevant criteria at the time will progress through the School and will ultimately complete Year 13. Parents will be consulted before the end of the Lent Term if there appears to be any reason why the Pupil may be refused a place at the next stage of the School. **Parents must give a term's notice in writing** (i.e. before the start of the Summer Term) **in accordance with the Provisions about Notice (in section H) if they do not intend their child to proceed to the next stage of the School, or a term's Fees in lieu of notice will be payable.**

53 **School's Intellectual Property:** The School reserves all rights and interest in any copyright, design right, registered design, patent or trademark ("intellectual property") arising as a result of the actions or work of the Pupil in conjunction with any member of staff and/or other

pupils at the School for a purpose associated with the School. The School will acknowledge and allow to be acknowledged the Pupil's role in creation/development of intellectual property.

54 **Pupil's Original Work:** Copyright in the Pupil's original work, such as classroom work, prep or homework, compositions, projects, internal examination scripts, practical work and computer generated material, belongs to the Pupil. Most such work (but not examination scripts) will be returned to the Pupil when it is no longer required for purposes of assessment or display. The Parents consent for themselves and (so far as they are entitled to do so) on behalf of the Pupil, to our retaining such work at School premises until, in our professional judgement, it is appropriate to release the work to the Pupil. Certain coursework may have to be retained for longer than other work in order to reduce the risk of cheating. 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 and staff.

55 **Educational Visits:** A variety of educational visits will be provided for your child while a pupil here. The cost of some educational visits will be charged as an extra and added to the bill. **Parents' prior consent will normally be sought for a visit costing more than £30.** Educational visits abroad or those in the United Kingdom involving an overnight stay will be the subject of a separate agreement with Parents. The cost of the trip will be payable in advance. The Pupil is subject to School discipline in all respects whilst engaged in a School trip. All additional costs of special measures (such as medical costs, taxis, air fares, or professional advice) necessary to protect the Pupil's safety and welfare, or to respond to breaches of discipline, will be added to the bill.

G Behaviour and Discipline

- 56 **School Regime:** The Parents accept that the School will be run in accordance with the authorities delegated by the Governing Body to the Headmaster. The Headmaster is entitled to exercise a wide discretion in relation to the School's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner and with procedural fairness when the status of the Pupil is at issue.
- 57 **Conduct and Attendance:** We attach importance to courtesy, integrity, good manners, good discipline, good turn out and appearance and respect for the needs of others. Parents warrant that the Pupil will take a full part in the activities of the School, will attend each School day, will be punctual, will work hard, will be well-behaved and will comply with the School Rules about the wearing of uniform and general appearance.
- 58 **School Rules:** The School Rules which apply are published from time to time. Parents are requested to read these documents carefully with the Pupil before they accept the offer of a place.
- 59 **School Discipline:** The Parents hereby confirm that they 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 each pupil and the School community as a whole. The School's disciplinary policy which is current at the time and published on the School's website applies to all pupils when they are on School premises, or in the care of the School, or wearing School uniform, or otherwise representing or associated with the School, and also when boarders are in the company of day pupils at, or away from School premises, or outside School hours.
- 60 **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 in appropriate circumstances. All reasonable care will be taken to protect the Pupil's human rights and freedoms and to ensure that his/her Parents are informed as soon as reasonably practicable after it becomes clear that the Pupil may face formal disciplinary action, and also to make arrangements for the Pupil to be accompanied and assisted by a parent, education guardian or Housemaster.
- 61 **Procedural Fairness:** Investigation of a complaint which could lead to expulsion, removal or withdrawal of the Pupil in any of the circumstances explained below 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 a parent or an education guardian, the Pupil will be assisted by an adult (usually a teacher) of his/her choice.
- 62 **Divulging Information:** Except as required by law, the School and its staff shall not be required to divulge to 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.
- 63 **Drugs & Alcohol:** The Pupil may be given the opportunity to provide a urine sample under medical supervision if involvement with drugs is suspected, or a sample of breath to test for alcohol consumed in breach of School discipline. A sample or test in these circumstances will not form part of the Pupil's permanent medical record.

64 **Terminology:** In these Terms and Conditions "**Suspension**" means that the Pupil has been sent or released home for a limited period either as a disciplinary sanction or pending the outcome of an investigation or a Governors' Review. "**Suspension**" means releasing the Pupil home or to an education guardian for a specified period of time but without further disciplinary consequences. "**Withdrawal**" means that the Parents have withdrawn the Pupil from the School. "**Expulsion**" and "**Removal**" mean that the Pupil has been required to leave the School permanently in the circumstances described below. "**Allowed home**" means that the Headmaster has consented to the Pupil being away from School for a specified period of time. "**Exclusion**" means that the Pupil may not return to School until arrears of Fees have been paid. "Exclusion" may also be used as a general expression covering any or all of the other expressions defined in this clause.

65 **Sanctions:** The School's current policies on sanctions are available to Parents on request before they accept the offer of a place. These policies may undergo reasonable change from time to time but will not authorise any form of unlawful activity. Sanctions may include a requirement to undertake menial but not degrading tasks on behalf of the School or external community, detention for a reasonable period, withdrawal of privileges, gating, or suspension, or alternatively being removed or expelled.

66 **Expulsion:** The Pupil may be formally expelled from the School if it is proved on the balance of probabilities that the Pupil has committed a very grave breach of School discipline or a serious criminal offence. Expulsion is reserved for the most serious breaches. The Headmaster shall act with procedural fairness in all such cases. The Headmaster's decision shall be subject to a Governors' Review if requested by a Parent. Parents will be given a copy of the Review procedure current at the time. The Pupil shall remain away from School pending the outcome of the Review (see "Governors' Review" below).

67 **Fees after Expulsion:** If the Pupil is expelled, there will be no refund of the Acceptance Deposit or of Fees for the current or past terms, but the Overseas Deposit will be refunded without interest less any sums owing to the School. There will be no charge to fees in lieu of notice but save for any contrary provisions in any other agreement made between the Parents and the School all arrears of Fees and any other sum due to the School will be payable.

68 **Removal in other Circumstances:** Parents may be required, during or at the end of a term, to remove the Pupil, temporarily or permanently from the School, or from boarding, if, after consultation with the Pupil and/or Parent, the Headmaster is of the opinion that 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 School, or if a Parent has treated the School or members of its staff unreasonably. In these circumstances, Parents may be permitted to withdraw the Pupil as an alternative to removal being required. The Headmaster shall act with procedural fairness in all such cases, and shall have regard to the interests of the Pupil and Parents as well as those of the School (see "Governors' Review" below).

69 **Fees Following Removal:** If the Pupil is removed or withdrawn in the

circumstances described above, the rules relating to Fees shall be the same as for expulsion save that the Acceptance Deposit and Overseas Deposit will be refunded in full without interest less any sums owing to the School.

70 **Leaving Status:** The expression "leaving status" has reference to whether the Pupil has been expelled, removed or withdrawn, and to the record which will be entered in to the Pupil's file as to the reason for leaving, and the Pupil's status as a leaver, and the transfer of the Pupil's work to another educational establishment and to the nature of the reference which will be given in respect of the Pupil, and also to the financial aspects of the Pupil's leaving. These and any other relevant matters of leaving status will be discussed by the Headmaster with the Parents and, where appropriate with the Pupil, at the time of the Headmaster's decision.

71 **Governors' Review:** Parents may ask for a Governors' Review of a decision to expel or require the removal of the Pupil from the School or from boarding (but not a decision to suspend the Pupil unless the suspension is for 11 School days or more, or would prevent the Pupil taking a public examination). **The request must be made as soon as possible and in any event within five working days of the decision being notified to the Parents.** 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 School and approved by the parent (approval not to be unreasonably withheld).

72 **Review Procedure:** The Headmaster will advise the Parents of the procedure (current at that time) under which such a Review will be conducted by a panel of up to three Governors (including an independent member if requested). If Parents request a Governors' Review, the Pupil will be suspended from School until the Review procedure has been completed. While suspended, the Pupil shall remain away from School and will

have no right to enter School 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.

73 **Complaints Procedures:** A complaint about any matter of School policy or administration not involving a decision to expel or remove the Pupil must be made in accordance with the School's published complaints procedure, a copy of which is available on request. Every reasonable complaint shall receive fair and proper consideration and a timely response.

H Provisions About Notice

- see also section F "Moving up the School" and section G.

74 **Notice to be given by Parents** means (unless the contrary is stated in these Terms and Conditions) **a term's written notice by all those who have signed the Acceptance Form given before the first day of term addressed to and received by the Headmaster personally** or signed for by the Headmaster's P.A. or the Bursar on the Headmaster's behalf. It is expected that Parents will consult with the Headmaster before giving notice to withdraw the Pupil.

75 **Provisional notice** is valid only for the term in which it is given and only when written and accepted in writing by the Headmaster personally or the Headmaster's deputy duly authorised for this purpose.

- 76 **Fees in lieu of notice** means Fees in full for the term of notice at the rate that would have applied had the Pupil attended and not limited to the parental contribution in the case of a scholarship, exhibition, bursary or other award or concession. The charge of a term's Fees represents a genuine pre-estimate of the School's loss in these circumstances, and sometimes the actual loss to the School will be much greater. This rule is necessary to promote stability and the School's ability to plan its staffing and other resources.
- 77 **"A term's notice"** to be given by Parents means notice given before the first day of a term and expiring at the end of that term. A term's notice must be given **in writing** if the Parents **wish to cancel a place** which they have accepted, or if Parents **wish to withdraw the Pupil** who has entered the School; or if, following the GCSE year or AS Level year, **the Pupil will not return for the following year** even if he/she has achieved the required grades; or **the Pupil wishes to discontinue extra tuition**; or **the Pupil wishes to transfer from boarding to day only attendance, or from full boarding to weekly boarding**.
- 78 **"Cancellation"** means the cancellation of a place at the School which has been accepted by the Parents and which occurs **before the pupil enters the School** or where the Pupil does not enter the School. Please see clause 12 for details of when entry to the School occurs.
- 79 **Cancelling Acceptance:** The cancellation of a place which has been accepted can cause long-term loss to the School if it occurs after other families have taken their decisions about schooling for their children. A genuine pre-estimate of loss is fees for between one and 5 years. Nonetheless, the School agrees to limit the Parent's liability to a full term's less the Acceptance Deposit and Overseas Deposit, payable as a debt if less than a term's notice of cancellation has been given, or to the full amount of the Acceptance Deposit if more than a term's notice has been given. Cases of serious illness or genuine hardship may receive special consideration on written request.
- 80 **Cancelling a place offered in the Summer Term:** If the offer of a place is made in the Summer Term immediately prior to the term of entry the Parents may cancel their acceptance in writing at any time up to 4 weeks from the date of the Acceptance Form. The Acceptance Deposit will be then be retained by the School. Parents who give notice of cancellation after this date or who give no notice of cancellation will incur a liability to pay one term's Fees in lieu of notice (less the Acceptance Deposit and the Overseas Deposit held).
- 81 **"Withdrawal"** means the withdrawal of the Pupil from the School by the Parents or the Pupil with or without notice required under this contract at any time after the Pupil has entered the School. Please see clause 12 for details of when entry to the School occurs. Please also see clause 82 - Withdrawal by Parents, clause 0 - Withdrawal by Pupil and clause 91 - Exclusion for non-payment.
- 82 **Withdrawal by Parents:** If the Pupil is withdrawn on less than a term's notice, or excluded for more than twenty-eight days for non-payment of Fees, Fees in lieu of notice less the Acceptance Deposit will be immediately due and payable as a debt at the rate applicable to the term in question unless the place is filled immediately and without loss to the School.
- 83 **Prior Consultation:** It is expected that Parents or duly authorised education guardians will in every case consult personally with the Dover College Headmaster or with the Headmaster's authorised Deputy before notice of withdrawal is given.

84 **Withdrawal by Pupil:** The Pupil's decision to withdraw from the School shall, for these purposes, be treated as a withdrawal by the Parents.

85 **Discontinuing Extras:** A term's written notice is required to discontinue extra tuition or a term's Fees for the extra tuition will be immediately payable in lieu as a debt. This also applies to the provision of music lessons by peripatetic music teachers, to whom notice should be directed.

86 **Termination by the School:** The School may terminate this agreement **on one term's written notice sent by ordinary post or on less than one term's notice in a case involving expulsion or required removal.** The School would not terminate the contract without good cause and full consultation with Parents and also the Pupil (if of sufficient maturity and understanding), and would offer the Parents a Governors' Review of a decision to terminate. The Acceptance Deposit and the Overseas Deposit would be refunded without interest less any outstanding balance of the account.

I Fees

87 **Meaning:** "Fee" and "Fees" where used in these Terms and Conditions include each of the following charges where applicable: **Registration Fee; Acceptance Deposit; Overseas Deposit; Tuition Fees; Boarding Fees; Fees for extra tuition; other extras** such as House charges, clothing and equipment, photographs and other items ordered by the Parents or the Pupil and **charges arising in respect of educational visits**, and **damage** where the Pupil alone or with others has caused wilful loss or damage to School property or the property of any other person (fair wear and tear excluded) and **late payment charges** if incurred.

88 **Payment** The Parents undertake to pay the Fees applicable in each term in respect of each School year directly to the School. Except where a separate agreement has been made between the Parents and the School for the deferment

of payment of Fees, Fees for each term are due and payable in three equal parts before the commencement of the School term to which they relate. If one or more items on the bill are under query, the balance of the bill must be paid.

89 **Payment of Fees by a Third Party:** An agreement with a third party (such as an employer, grandparent or step-parent without parental responsibility) to pay the Fees or any other sum due to the School 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 School reserves the right to refuse a payment from a third party.

90 **Refund/Waiver:** Fees will not be refunded or waived for absence through sickness; or if a term is shortened or a vacation extended; or if a pupil is released home after public examinations or otherwise before the normal end of term; or if the School is temporarily closed due to adverse weather conditions or for any cause other than exceptionally and at the sole discretion of the Headmaster in a case of genuine hardship or where there is a legal liability under a court order or under the provisions of this contract to make a refund. This rule is necessary so that the School can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other Parents. Separate rules (**set out in Section G above**) would apply if the Pupil is expelled or removed, i.e. asked to leave. **See also Section J** for information about the rules on events beyond the control of the parties.

91 **Exclusion for Non-Payment:** The right is reserved on 3 days' written notice to exclude the Pupil while Fees are unpaid. Exclusion on these grounds is not a disciplinary matter and the right to a Governors' Review will not normally arise but the Chairman of Governors has discretion if thought fit to authorise a review of the documentary evidence with or without a formal meeting with the

Parents. The School may also withhold any information, character references or property while Fees are unpaid but will not do so in a way that would cause direct, identifiable and unfair prejudice to the legitimate rights and interests of the Pupil. **A pupil who has been excluded at any time when fees are unpaid will be deemed withdrawn without notice** twenty-eight days after exclusion. (Then a term's Fees in lieu of notice will be payable in accordance with the **Provisions about Notice in Section H.**)

92 **Late Payment:** 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 1.5% per month which is a genuine pre-estimate of the cost to the School of a default. Cheques and other instruments delivered at any time after the first day of term will be presented immediately and will not be considered as payment until cleared.

93 **Part Payment:** Any sum tendered that is less than the sum due and owing may be accepted by the School on account only. Late payment charges will be applied to any unpaid balance of Fees.

94 **Appropriation:** The Parents agree that a payment made in respect of one child may be appropriated by the School to the unpaid account of any other child of those Parents.

95 **Instalment Arrangements:** An agreement by the School to accept payment of current and/or past and /or future Fees by instalments is concessionary and will be subject to separate agreement/s between the Parents and the School. Where there are inconsistencies between these terms and conditions and those of any instalment agreement or invoice issued by the School to the Parents (as applicable), the terms and conditions of the instalment agreement or the invoice shall prevail.

96 **Scholarships & Bursaries:** Every scholarship, bursary or other award or concession is a discretionary privilege, subject to high standards of attendance,

diligence and behaviour on the Pupil's part and to the Parents treating the School and our staff reasonably. The terms on which such awards are offered and accepted will be notified to Parents at the time of offer. The value of a scholarship shall be deducted from Fees before any bursary or other concession is calculated or assessed.

97 **Fee Increases:** Fees are reviewed annually and are subject to increase from time to time. If less than a term's notice is given of a Fee increase, notice of withdrawal given within 21 days after notice of the increase was received will not incur a term's Fees in lieu of notice and the Acceptance Deposit and Overseas Deposit will be refunded without interest less any sums owing to the School.

98 **Information about Fees:** The Parents consent to the School 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 School informing any other school or educational establishment to which the Pupil is to be transferred if any Fees of this School are unpaid.

99 **Money Laundering:** In some circumstances the School will need to obtain satisfactory evidence (such as sight of a passport) of the identity of a person who is paying Fees.

J Events beyond the control of the Parties

100 **Force Majeure:** An event beyond the reasonable control of the parties to this agreement is referred to below as 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 or pandemic of disease, failure of utility service or transportation.

101 **Notification:** If either party to the Agreement is prevented from or delayed in carrying out its obligations under this Agreement 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.

102 **Continued Force Majeure:** If a Force Majeure Event continues for a period greater than 90 days, the party who has provided notification under clause 1011 above shall notify the other of the steps to be taken to ensure performance of this Agreement.

103 **Termination:** If the Force Majeure Event continues for a total period greater than 120 days, the party in receipt of notification under clause 1011 may terminate this agreement by providing at least three working days' notice in writing to the other party.

K General Contractual Matters

104 **Management:** It is our intention that the Terms and Conditions will always be operated so as to achieve a balance of fairness between the rights and needs of parents and pupils, and those of the School community as a whole. We aim to ensure that the School, its culture, ethos and resources are properly managed so that the School, its services and facilities can develop. We aim also to promote good order and discipline throughout our School community and to ensure compliance with the law.

105 **Legal Contract:** The offer of a place and

its acceptance by the Parents give rise to a legally binding contract on the terms of these Terms and Conditions.

106 **Data Protection:** By signing the Acceptance Form or by agreeing to be bound by these terms and conditions the Parents on behalf of themselves and so far as they are able on behalf of the Pupil authorise the School to process personal information including financial and sensitive personal information as is deemed necessary for the legitimate purposes of the School.

107 **Change:** This School, as any other, is likely to undergo a number of changes during the time your child is here. 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 School Rules and Regulations, the disciplinary framework, and the length of School 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 School. Fee levels will be reviewed each year and there will be reasonable increases from time to time.

108 **Consumer Protection:** Care has been taken to use plain language in these terms and conditions and to explain the reasons for any of the terms that may appear one-sided. If any words above or in combination, infringe the *Unfair Terms in Consumer Contracts Regulations 1999* 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.

- 109 **Marketing Information:** We provide parents of prospective pupils with information about the School and the educational services we provide in good faith. This information may be contained in the School's prospectus, website, promotional literature and/or in statements made by staff or pupils during a visit or an open day. If the Parents wish to take account of any information provided to them when deciding whether to enter into this agreement they should seek specific confirmation from the School that the information is accurate before returning a completed acceptance form to the School.
- 110 **Consultation:** It is not practicable to consult with parents and pupils over every change that may take place. Whenever practicable, the School will use reasonable endeavours to ensure that parents will be consulted and where possible given at least a term's notice of a change of policy, change in any physical aspect of the School which would have a significant effect on their child's education or pastoral care, or a change of ownership. For example, notice would be given of a proposal to close a boarding house or remove a subject from the curriculum.
- 111 **Representations:** Our prospectus and website describe the broad principles on which the School is presently run and gives an indication of our history and ethos. Although believed correct at the time of publication, the prospectus and website are not part of any agreement between the Parents and the School. **Parents wishing to place specific reliance on a matter contained in the prospectus, website or a statement made by a member of staff or a pupil during the course of a conducted tour of the School or a related meeting should seek written confirmation of that matter before entering this agreement.**
- 112 **Third Party Rights:** Only the School and the Parents are parties to this contract. Neither the Pupil nor any third party is a party to it. The acts and omissions of Parents are binding on the Pupil and vice versa as to any matter of behaviour, discipline and Fees. All requests and authorities by the Parents are treated as being made on behalf of the Pupil and vice versa.
- 113 **Interpretation:** These Terms and Conditions supersede those 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 the Terms and Conditions. Examples given in these Terms and Conditions are by way of illustration only and are not exhaustive.
- 114 **Jurisdiction:** This contract was made at the School and is governed exclusively by the law of England and Wales and the parties submit to the non-exclusive jurisdiction of the Courts of England and Wales.

**Dover College:
a Company incorporated by Royal Charter**

**Registered in England No: RC000155
Registered Charity No: 307856**

**Registered Address:
Dover College, Effingham Crescent,
Dover, Kent. CT17 9RH**