



General Terms and Conditions

A: By making an application, the parent or guardian (referred to as the “parent” in these Terms and Conditions) and the student who have signed the application form accept that:

1. these, together with the section headed “Other Important Information” and Annex I to this document (the Rules and Regulations) are the Terms and Conditions of the contract between them and Reach Cambridge Limited (a company registered in England under company number 05155407, “Reach Cambridge”). The Complaints Handling Policy in Annex II is also annexed to this agreement for your reference;
2. the parent and student are bound by that contract jointly and severally;
3. they have each read and accept the Terms and Conditions and have each read and accept, and undertake that the student will abide by, the rules and regulations;
4. all information supplied in connection with the application is accurate, complete and true and they will inform Reach Cambridge Limited of any changes to such information, in particular of:
 1. any new, or change to an existing, medical condition which is relevant to the ability of Reach Cambridge Limited to cater for and look after the student; and
 2. the contact details of the parent;
5. the parent will be contactable on the telephone numbers given on the application form throughout the student’s time travelling to, attending and returning from the relevant program;
6. no other person’s consent is required for the student to attend the program;
7. the parent and the student indemnify Reach Cambridge and will keep Reach Cambridge indemnified against all claims, costs, proceedings, demands, losses, damages, expenses or liability whatsoever arising as a result of the parent or the student’s breach of the contract or violation of the rules and regulations;
8. Reach Cambridge intends to run the relevant program in accordance with the descriptions in its most recent brochure and/or most recently published on its website, but reserves the right to make reasonable amendments to the programs in accordance with these Terms and Conditions;
9. Reach Cambridge Limited shall not be responsible for any act or circumstance or condition beyond its reasonable control which limits its ability to run the relevant program, including, but not limited to, fire, acts of God, government, terrorism, natural disaster, volcanic ash cloud, epidemic, labour conditions, industrial action and power failures, nor for its failure as a result to run the relevant program;
10. these Terms and Conditions contain the whole agreement between Reach Cambridge and the parent and student in relation to all aspects of the program. In particular, no statements, understandings, agreements or warranties made orally or in writing, on the website, in any brochure or elsewhere shall have any relevance to these Terms and Conditions. The Terms and Conditions supersede all previous agreements, arrangements and understandings but nothing herein shall be read or construed as excluding any liability resulting from any fraudulent act or omission by any party;
11. Reach Cambridge reserves the right to make reasonable changes to these Terms and cNditions. Notice of any changes will be given to all parties. Parties have a period of one month following notice of any changes in which to make known any objection. Once this period of one month has elapsed, all parties will be deemed to have consented to the changes;
12. these Terms and Conditions and all rights under them may be assigned or transferred by Reach Cambridge but not by the parent or the student;
13. any rights or duties implied by the Terms of the Contract (Rights of Third Parties) Act 1999 are



- excluded and no third party shall be able to enforce any provisions of this contract; and
14. these Terms and Conditions shall be governed by English law and the parties submit to the non-exclusive jurisdiction of the English courts.

B: Other Important Information

1. Eligibility

Reach Cambridge accepts all students according to their eligibility for the program. Whether a student is eligible for the course remains at the discretion of Reach Cambridge, though students' personal statements, transcripts and age will inform that decision. Reach Cambridge programs are open to students of all nationalities. All courses as standard are open to students who will be between the ages of 14 and 18 in the year of the relevant program, though Reach Cambridge retains the discretion to allow students outside of this age group to attend the program. Reach Cambridge operates in accordance with its obligations under the Equality Act 2010.

2. Deferred Summer Entry Applications

Reach Cambridge accepts deferred entry applications (applications for a program not due to commence until the following year e.g. an application in February 2018 for a program commencing in July 2019).

- Any given discounts or special prices will apply until 30th June of the year before the program start date. If the deposit is not paid before this time, the discounts and/or special prices will no longer apply.
- The courses offered may vary from year to year: where a course subject applied for under deferred entry is subject to significant changes or cancellation, the applicant will be informed as soon as is reasonably practicable, and no later than 30 days after the change and will be given the opportunity to change courses.
- The courses offered and the summer program dates will be confirmed approximately 10 months before the course start date.

3. Application Acceptance

Payment of the deposit reserves a place on the program. For the avoidance of doubt, the contract is deemed to be formed and legally binding from the moment of receipt of the deposit, subject to the right we reserve to cancel the student's place on the program if they have not provided all the necessary documentation and information as outlined in their online account by the deadline. A student's Personal Statement will help indicate their level of English, and their school transcript will help us assess the teaching level of the course. Once a place is reserved, and the 14-day cooling off period has elapsed, the deposit is non-refundable unless we do not accept the application, in which case we will refund the deposit.

4. Not included in the program fee

Only costs explicitly referred to as being covered by the program fees will be included in the program price. The following constitutes a non-exhaustive list of costs not included in the program price: Credit card fees (when paying the deposit or balance by credit card), Taxes, transportation to/from your home city and Cambridge (airport transfer may be available from London – see 13); one meal a day (normally lunch or



dinner); optional enhancements shown to have an extra fee; personal laptops and computers; snacks, drinks and meals purchased away from the program; pocket money and souvenirs; books for credit courses and classes; laundry (aside from bed linen); travel insurance, medical insurance and any medical or dental fees.

5. Payment Schedule - Summer

The final payment deadline for fees is March 31st. Late enrolments may be accepted after this point, but after March 31st places cannot be held for students that have not paid their balance.

6. Payment Schedule - Spring

The final payment deadline for fees is January 15th. Late enrolments may be accepted after this point, but after January 15th places cannot be held for students that have not paid their balance.

7. Deposit

Reach Cambridge requires the payment of a £500 deposit. This deposit does not constitute part payment for the course, but rather covers Reach Cambridge for the losses associated with a cancellation. Beyond the 14-day statutory cancellation period, this deposit becomes non-refundable. Both parties agree that this sum is reasonable.

8. Payment Methods

Payments can be made by wire transfer or by credit card. In accordance with the Payment Services Regulations (2017), no additional fee will be imposed on payments made by credit card within the European Economic Area ('EEA'). A surcharge will, however, continue to be applicable to all credit card payments made outside of the EEA, to which these Regulations do not apply.

9. Cancellations

You have the right to cancel this contract within 14 days without giving any reason. This cancellation period will expire after 14 days from the day of the conclusion of the contract. For the avoidance of doubt, the contract is deemed to be formed and legally binding from the moment of receipt of the deposit. The 14-day cancellation period runs from the date of receipt of this deposit.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or by e-mail) addressed to Reach Cambridge Ltd, 23 King Street, Cambridge CB1 1AH, or via info@reachcambridge.com. To download a copy of our model cancellation form, please visit <https://www.reachcambridge.com/cancellation-form>. Please note, however, there is no obligation to use this form. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

10. Effects of Cancellation

If the contract is cancelled during the 14-day statutory cancellation period, Reach Cambridge will, without undue delay and no later than 14 days after notification of cancellation, reimburse all payments made (including the deposit). No fee will be incurred in respect of the reimbursement.



Reach Cambridge will make any reimbursement via the same means of payment as you used for the initial transaction, unless there is an express agreement otherwise.

For cancellations made outside of the 14-day statutory cancellation period, the following cancellation charges are applicable:

- More than 200 days before the date of the course: no cancellation charge. However, Reach Cambridge will retain your deposit of £500.
- 200-100 days before the course start date: 50% of the total program price.
- Under 100 days before the course start date: 100% of the total program price.

Depending on your insurance cover, you may be financially protected by appropriate insurance in the event of cancellation. Please verify with your insurer.

11. Promotional Discounts

All discount deadlines are final. We reserve the right to make changes to our discount policy, including changes in price, content, description, terms, etc. at any time without notice. See below for Terms and Conditions relating to specific discounts.

◦ Early Bird Discounts

Reach Cambridge runs Early Bird Discounts throughout the year. These discounts are only valid with a completed application form and deposit payment received by the discount deadline.

◦ Special Discounts

From time to time, we offer Special Discounts in the form of a Promotion Code that can be used when filling in our online application form. These discounts are only valid with a completed application and paid deposit. We will not accept a Promotion Code after an application has already been made (so make sure you enter it in the 'Promotion Code' box of the application form when you apply).

Special Discounts can be used in conjunction with the Refer a Friend Discount but **not** with the Early Bird Discount, unless specifically stated.

'Alumni referrals': from time to time, we may offer alumni a special promotion for referring new students to one of our programs. In order to be eligible for such a promotion, the student referred by the alumnus/alumna must apply and pay their deposit.

◦ Refer a Friend Discount

Please note, the Refer a Friend discount can be used in addition to the Early Bird Discount available throughout the year.

Referring a friend – in order to receive our £100 Refer a Friend discount, we must receive a completed application (including deposit payment) with your Personal Referral Code entered on the 'Promotion Code' box of your friend's online application. You can find your Personal Referral Code on your account page after logging in. We will not award Refer a Friend discounts after an application has already been made without a Personal Referral Code (so make sure your friends' enter the right code when they apply). There



is no limit to how many Refer A Friend discounts you can earn.

Being referred – in order to receive your £100 discount, you MUST enter your friend's Personal Referral Code in the 'Promotion Code' box when you make your application. Once you have completed a full application and paid your deposit, your discount will be applied (and you can then start referring other friends to earn more discounts).

Friendship Fortnight

- For a limited time only, the Refer a Friend discount explained above will be trebled to £300 rather than £100. The same application process applies. Deposits paid before 23.59 GMT on the advertised "final day" of the promotion will qualify as above for the promotional Friendship Fortnight discount.

12. Travel insurance

Reach Cambridge strongly encourages all students to obtain comprehensive travel insurance for their trip. Please note that proof of adequate travel and medical insurance may well be required in order to obtain the requisite visa and travel documents for entry into the United Kingdom. The travel insurance we recommend is optional, however, if students choose not to use this travel insurance or already have insurance, they must send us evidence that they are covered to the same levels as our recommended insurance. Reach Cambridge is not responsible for any deficiencies in your insurance policy (whether recommended by Reach Cambridge or not), nor can Reach Cambridge be held liable for any dispute arising between a student and their insurer, insofar as Reach Cambridge fulfils its legal obligations.

13. Medical Requirements

Parents are responsible for informing us on application of all medical, dental, dietary, educational or other special needs regarding the student. In order to provide the best experience possible, this information is circulated sensitively and in compliance with the Data Protection Act to the appropriate summer school staff. When necessary, professional medical attention will be arranged by Reach Cambridge. All medical expenses are the responsibility of the student being treated and their parent/guardian.

14. Medical Insurance

All costs related to those needs including medical and dental care, tests, allergy shots and prescriptions are the responsibility of the parent. As part of the application procedure, the parent must complete both the medical section and the insurance section of the application. All bills from health facilities used by Reach Cambridge on behalf of the student will be sent to the parent (£60 is a typical minimum fee for seeing a doctor). It is understood that all medical expenses incurred by the student and paid by Reach Cambridge shall be reimbursed promptly by the parent or student. This includes medication, hospital or doctor visits and transportation to/from medical facilities.

15. Visas & Travel Documents

A valid passport is essential for travel to the UK; it is usually required that the passport has an expiry date of at least 6 months beyond the end date of your visit. All students are responsible for arranging appropriate travel documentation, such as visas, where required. Reach Cambridge can accept no responsibility for failure to obtain a valid or correct visa, and cannot offer a refund in the event of failure to obtain the correct travel documents.



16. Transportation to/from program

Reach Cambridge does not arrange group flights due to the large number of countries represented in the student body. All students who arrive into London Heathrow and London Gatwick between the specified arrival times will be met at the airport in London and transferred by coach to the program campus in Cambridge. There is the option of arrival outside those times, but note that those travelling independently need to arrange their own transfers from London airports to the program in Cambridge. Students arriving to college independently must do so between the allocated times given by Reach Cambridge.

Those students with departure flights outside of the times stated on the website, but who travel early via Reach Cambridge coach to the airport for departure, will only be guaranteed supervision by a Reach Cambridge staff member until 2pm. Please note that after this time, the students will be unaccompanied.

17. Accommodation & Rooming Requests

Students will be accommodated in either the colleges of the University of Cambridge or Reach Cambridge headquarters – ‘Reach Hall’. Reach Cambridge cannot guarantee any shared rooming requests but will do their best to accommodate them where possible. Only requests submitted via the applicant’s online account in the rooming request section will be considered; phone call and email requests to Reach Cambridge staff are not considered valid. All applicants will be accommodated in either a single room or shared room. Single rooms are only guaranteed by paying for the Single Room Guarantee; please note that this does not constitute a room upgrade – all rooms are standard student accommodation with shared bathrooms. The Single Room Guarantee is not available for the Spring Program. All students must vacate their rooms and have left campus by 10am on the day of departure.

18. Course Report and Proof of Attendance

Reach Cambridge issues a certificate of attendance and course report to each student. The course report includes information on the relevant subject course, the general lecture series, workshops, excursions and activities. Canadian credit courses are not accredited by Reach Cambridge, but are accredited by Schools in Ontario under the Ontario Ministry of Education guidelines.

19. Dismissal from Program

We reserve the right to dismiss any student found in breach of Reach Cambridge’s rules and regulations. Should a student violate any of these rules, Reach Cambridge has the right to dismiss or exclude the student from the program and, in serious cases, repatriate that student at the student’s own expense, in any c20e, without refund of any of the program fee. The seriousness of any breach includes consideration of repeated breaches, the cumulative effect of which is to make the student’s continued participation in the program untenable.

In any such cases of repatriation, the student will be removed from the program immediately. If a flight is not available imminently, the student will be placed in a suitable public venue/space outside of the campus, or alternative overnight accommodation will be arranged where necessary. The student will be supervised accordingly. It is the responsibility of the student and parent or guardian to cover all costs associated with the student’s immediate removal from the program.

Students who have been dismissed from the program will not normally be permitted to join a future



program, though this decision remains in the sole discretion of Reach Cambridge.

20. Changes to Program

Reach Cambridge will endeavour to run each program as described in its most recently published brochure and/or most recently published on its website. It may, however, become necessary to amend a program as circumstances dictate.

Reach Cambridge reserves the right to make such amendments, provided they do not alter the essential character of the program. All students will be advised of any such changes within a reasonable period of time prior to the program start date.

21. Subject Course Cancellation

Reach Cambridge reserves the right to cancel a subject course as circumstances dictate. In the event of cancellation, Reach Cambridge will, where appropriate, offer a right of first refusal to attend an alternative subject course.

In the event that a student does not wish to take up the alternative offer, a full refund of any payment made will be processed.

22. Marketing & Advertising

Reach Cambridge may publish photos, film, testimonials and other such records of the summer school on the website, brochure, our social media channels and other marketing materials. If a student wishes not to feature in this material, please inform us either in writing or via email. Any such notification must be made at least 15 days before the start of the program. Without notification to the contrary, you will be deemed to have consented to the use of your photo or video.

Upon application, we will hold your information, where collected by us, and may use it to inform you of our latest offers or news in the future. We may also use this information to contact you after the event to ask for any feedback you might have or for other marketing and advertising purposes. Your information will never be shared with third parties in this way.

You may unsubscribe from marketing emails, newsletters etc. at any time by contacting us at info@reachcambridge.com.

23. Responsibility/Liability

Reach Cambridge will exercise due care in arranging and conducting the program. However, Reach Cambridge cannot assume responsibility or liability for any damage, loss, claim or injury of any kind whatsoever resulting from any act of omission, commission or inadvertence of any accommodation provider or carrier or other company or person rendering any of the services required as part of the program. Nor can Reach Cambridge be responsible for any student who leaves the program (with or without Reach Cambridge's consent) or who breaks the rules and regulations and in doing so suffers loss or injury.

To the maximum extent permitted by law, Reach Cambridge excludes liability for any loss or damage of any kind howsoever arising, including, without limitation, any direct, indirect or consequential monetary or



other loss suffered by a parent or student as a result of the student taking part in a Reach Cambridge program but if Reach Cambridge is held by an English court to be directly responsible for any such loss or damage, we will pay to the parent or student who has suffered loss up to an amount equal to the price paid to Reach Cambridge for the relevant program.

Reach Cambridge cannot assume responsibility or liability for any damage, loss, claim or injury resulting from events beyond its control including, without limitation, acts of God, strikes, incidents of terrorism, politically or religiously motivated violence, war, sickness, government restrictions or regulations, weather, quarantines or wilful or negligent acts of third parties or suppliers to Reach Cambridge.

Nothing in these Terms and Conditions shall exclude any liability of Reach Cambridge for death or personal injury arising from its own negligence nor affect any rights which the parent or student have as consumers or otherwise or which may not be excluded or limited under any applicable law.

Annex I : Rules and Regulations

Rules & Regulations in relation to your conduct during the program. These rules and regulations form a part of the Terms and Conditions of the agreement.

Introduction

The safety and welfare of our students is our highest priority. All Reach Cambridge students are offered exceptional opportunities and freedoms to flourish. However, with these freedoms come responsibilities. If Reach Cambridge determines that you have broken any of these rules and regulations, or have compromised the safety of yourself or anyone else on the program, you may be sent home immediately without refund. All rules and regulations will be strictly enforced.

Students are provided with an additional electronic copy of these rules and regulations prior to arrival, as well as a hard copy upon arrival and a reminder of the key rules during the Welcome Talk. Students are responsible for ensuring they are familiar with all rules and regulations.

1. Probation

Where appropriate following an incidence of rule breaking or suspected rule breaking, a student may be placed on probation, and parents will be informed as soon as possible. During this period, any further breaches of the rules and regulations is likely to result in immediate repatriation without refund.

2. Dismissal from the program in accordance with Clause B(17) of Terms & Conditions

“We reserve the right to dismiss any student found in breach of Reach Cambridge’s rules and regulations. Should a student violate any of these rules, Reach Cambridge has the right to dismiss or exclude the student from the program and, in serious cases, repatriate that student at the student’s own expense, in any case, without refund of any of the program fee. The seriousness of any breach includes consideration



of repeated breaches, the cumulative effect of which is to make the student's continued participation in the program untenable.

In any such cases of repatriation, the student will be removed from the program immediately. If a flight is not available imminently, the student will be placed in a suitable public venue/space outside of the campus, or alternative overnight accommodation will be arranged where necessary. The student will be supervised accordingly. It is the responsibility of the student and parent or guardian to cover all costs associated with the student's immediate removal from the program.

Students who have been dismissed from the program will not normally be permitted to join a future program, though this decision remains in the sole discretion of Reach Cambridge."

3. Breaking the law

All Reach Cambridge students are expected to obey the law. If any student breaks a law or is suspected of doing so, they shall be disciplined accordingly. This can include being repatriated immediately, without a refund.

4. Alcohol, Drugs & Smoking

Reach Cambridge has a zero tolerance policy with regards the use of alcohol or drugs. The following actions are likely to result in the student (regardless of age) being sent home without a refund: the drinking, consumption or possession of alcohol; the purchase of alcohol or distribution or attempted distribution or sale of alcohol; having bottles containing alcohol or which have contained alcohol in their possession, not limited to the individual's person, their bag or dorm. The same applies to the possession, distribution, sale or attempted distribution or sale of illegal drugs.

Reach Cambridge is entitled to draw conclusions as to whether a student has consumed alcohol based on a reasonable belief. Reach Cambridge does not carry out alcohol breath testing to ascertain whether a student has consumed alcohol, and is under no obligation to do so.

In the UK cigarettes cannot be sold to young people under the age of 18. Smoking is prohibited anywhere on campus except in specified areas and it is absolutely prohibited on program vehicles. For anywhere else off campus, be considerate and remember that smoking inside public places is against the law. Students who have not indicated on their application that they are a smoker will have their parents informed if they are found to be smoking, in possession of cigarettes, or attempting to obtain cigarettes.

5. Participation

All Reach Cambridge students are expected to attend all classes and placements, complete all projects and assignments on time and check-in at curfew every night. There will also be a number of compulsory program meetings. Not all activities are compulsory – students will be informed throughout the program if there is an obligation to attend. There are excursions throughout the course and at weekends – attendance is compulsory. If students are found to be using their allocated free time inappropriately, their independence in choosing how to spend free time shall be revoked.

6. Class Attendance

Students are expected to arrive punctually to class and to have a full class attendance record for the



duration of the program. This also applies to evening lectures and any other activities or events that Reach Cambridge deems compulsory. Persistent offenders will have their parents notified and in extreme cases, they will be sent home without refund.

7. Illness

Students must inform a member of staff immediately in the event of illness. Where necessary, students who are absent from class for more than one day due to illness will be required to attend an appointment with a General Practitioner at the local doctors' surgery.

8. Respect for the community

All Reach Cambridge students are expected to respect the rights of all members of the community. This includes other Reach Cambridge students and staff, the staff of the College and University and the wider Cambridge community as a whole, as well as the College and University buildings and facilities. All Reach Cambridge staff are entitled to equal respect, irrespective of their role, and any disrespectful or inappropriate behaviour towards them will result in reprimand, and may lead to repatriation without refund.

9. Appropriate Behaviour

Respect for the international nature of the program is vital. Anti-social behaviour includes bullying, racism, lying, theft, physical or verbal harassment and physical or verbal assault. Any kind of anti-social behaviour can result in a denial of privileges, early curfews, or contact with parents for support. Whether behaviour is deemed to be anti-social remains solely the discretion of Reach Cambridge. Repeated anti-social behaviour can result in repatriation without refund.

In particular, Reach Cambridge has a zero tolerance policy with regards to bullying and fighting, and students who are involved in this behaviour will be sent home immediately and without a refund. All students are under an obligation to report any anti-social behaviour to a member of staff, whether that behaviour is in relation to another student or a member of staff.

Any student who engages in sexual relations with other Reach Cambridge students or anyone else outside the program will have their parents informed immediately and could be sent home without refund. Inappropriate displays of affection are unacceptable and will be faced with reprimand.

10. Personal Space & Possessions

Students are responsible for their own possessions and must ensure they take care of them throughout the program. Students must ensure when leaving their rooms that the doors to their room are locked, and all windows are closed. Reach Cambridge cannot take responsibility for the loss or theft of personal belongings.

Where appropriate, if a student is suspected of being in breach of any of the rules and regulations as set out in this document, Reach Cambridge reserves the right to conduct bag searches and room searches in the presence of an independent third party. This applies equally to searches conducted outside the student's room.

11. Personal Responsibility



- **In general** – A significant component of Reach Cambridge programs is that students are afforded certain responsibilities and freedoms. Parents and students must recognise that Reach Cambridge staff cannot supervise students at all times. When students choose to spend time independently, they must take responsibility for their decisions.
- **Dress**– Students are expected to dress in accordance with the academic nature of their environment and in a manner appropriate for academic and social functions on campus.
- **Sports Activities** – All sports activities must take place in compliance with college rules, including fixed hours of activity. It is also a requirement for those wishing to participate in sports activities, including football, that students dress appropriately and have the appropriate footwear, without which students may not participate.
- **Mobile phones and other electronic devices** – Every student must ensure they have a functioning mobile phone which works in the UK. Students are required to provide their mobile number (foreign and/or UK number) and be contactable throughout the program. Use of mobile phones during class and lectures organised by Reach Cambridge is prohibited. The inappropriate use of mobile phones or other electronic or media devices (including sending/distributing inappropriate images) is strictly prohibited. Where appropriate, mobile phones and/or other electronic devices may be confiscated for a period of time not exceeding the duration of the course. All students have access to computers and an emergency phone in the Reach Cambridge Office should they require these.
- **City centre and walking to class**– Students are given plenty of free time to explore Cambridge city centre. There will be geographical area limits set out at the start of the program and students are expected to keep within those boundaries. Students will be informed when supervision is provided for getting to lessons and/or activities.
- **Travel**– Students may not drive a car while on the program, nor may they ride in a motor vehicle unless arranged by Reach Cambridge or with the authority of Reach Cambridge staff. Students must wear a seatbelt – it is a legal requirement. Students are not permitted to hire or ride a bike whilst in Cambridge.
- **Tattooing/Piercing**– Reach Cambridge students may not, for health and safety reasons, obtain a tattoo or piercing while on the program.
- **Dangerous items**– It is forbidden for students to possess or purchase any item that is deemed to be a danger to themselves or others. These include knives, fireworks or any other flammable items such as candles
- **Medication** – In the absence of alternative arrangements agreed prior to arrival, students are responsible for their own medication and must take care to properly store any such medication.

12. The Campus

- **General** – Students must remain respectful of their environment, including avoiding excessive noise and disruption. Littering will not be tolerated. All common areas and bedrooms must be kept clean and tidy.
- **Accommodation**– All floors or staircases on campus are single sex. Access to these floors and staircases is restricted, at certain times, to those students who live in the dormitory. There are many common areas in which students are welcome to visit one another. Appropriate behaviour and conduct is expected of students at all times. Fixtures and fittings (including beds and mattresses) must not be moved, damaged or in any way interfered with. Any costs relating to this will be passed on to the student.



- **Signing in/out** - During their free time, students are required to sign out of college when leaving campus, and sign in again either upon their return to that college, or arrival in a different college. Students must, as a minimum, remain in pairs when off campus. Signing in/out books will usually be placed in the Reach Cambridge on-campus Office.
- **Emergency Cards and Lanyards** - All students will be issued with an emergency contact card and lanyard upon arrival to the program. This lanyard, complete with emergency card, must be worn at all times throughout the program, without exception.
- **Fire Regulations** - Students will follow all fire and safety regulations as instructed. Students will not tamper with fire safety equipment, including fire extinguishers, fire alarms and smoke detectors. Candles are strictly forbidden on campus.
- **IT Facilities** - Where appropriate, students using College IT facilities will be bound by the College codes of practice for internet and email use. The student shall indemnify Reach Cambridge against loss and damage arising from the student's misuse the network.
- **Curfew** -Curfews are clearly defined and students are expected to check-in at these specified times, regardless of age. After curfew, students are forbidden from leaving campus.
- **Visitors**- All visitors, including parents and guardians, must seek permission of senior staff if they wish to access the campus outside of arrival and departure days and are asked to sign-in and sign-out at the program office. Students must ensure that their visitors abide by all program rules and must remain within the common areas.
- **Safety** - Students are not permitted to sit on windowsills or rooftops, or to jump or climb in and out of windows. Students are also forbidden from dropping, pouring, or throwing objects or materials out of windows or off rooftops.

13. **Permission to leave the program- EXEATS**

Students may leave the program with the agreement of Reach Cambridge senior staff and the permission of their parent/guardian in order to visit a family friend or relative who is an adult over 25 years old. Students are released from the care of Reach Cambridge during the Exeat period, and Reach Cambridge can accept no responsibility for students during that time. Permission must be received in writing at least 48 hours before the trip and must specify the name, address and contact number of the friend or relative. Travel must not conflict with academic classes or required placements. Where permission is not received 48 hours in advance, Reach Cambridge reserves the right to withhold permission to leave the program. Any designated person may be required to provide relevant ID such as a passport.

Outside of exceptional circumstances relating to illness, students may not remain on campus during excursions.

FOR YOUR REFERENCE:

Annex II: Complaints Procedure

Reach Cambridge is committed to providing a quality service to all those who apply to our programs. One of the ways in which we continuously try to improve our service is through listening and responding to the views of all those who apply and partake in our programs. We reply to all complaints, and will always aim to put right any mistakes.



Reach Cambridge aims to resolve complaints promptly and professionally. Where concerns cannot be resolved informally (by contacting the relevant Program Director directly or another senior member of the team via email or telephone), our formal complaints procedure should be followed:

1. Where it is not possible to resolve a complaint informally (by contacting the relevant Program Director directly or another senior member of the team via email or telephone), you should write to us via email at: complaints@reachcambridge.com.
 1. In your message, you should include the following:
 1. The details of your complaint.
 2. The remedy you are seeking.
 2. Receipt of your complaint will be acknowledged within 5 working days. You should get a response to your complaint within 15 working days.
 1. Please note that whilst we aim to deal with complaints as promptly as possible, it may take us longer to respond to complaints received during ongoing programs, as we continue to ensure the smooth running of the program. The above-mentioned time frames, however, will be respected regardless of when a complaint is received.
 3. We aim to resolve complaints as quickly as possible, but in the event that more information or investigation is needed, we will keep you informed of the progress of your complaint and let you know when you can expect a response.
 4. We will investigate and respond to anonymous complaints.
 5. All complaints will be dealt with by a member of Reach Cambridge staff with sufficient seniority to resolve the issues.
 6. External Redress:
 1. If you have gone through the entire internal process but are unhappy with the outcome and or the organisation's response and handling of the matter the final step you can take is to contact British Accreditation Council (BAC)
 2. You are invited to write or email the Accreditation and Quality Enhancement Manager for BAC, Rosie Fairfax. Email: rosie.fairfax@the-bac.org and Address: British Accreditation Council, 14 Devonshire Square, London.