General Terms and Conditions

A: By making an application, the parent or guardian (referred to as the "parent" in these Terms and Conditions) accepts 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 (Reach Cambridge Ltd is wholly owned by ESM Group UK Limited, which in turn is wholly owned by Guidewell Education, LLC. Reach Cambridge Ltd is a company registered in England under company number 05155407, "Reach Cambridge"). Annex II (Covid-19 Guidelines) and the Complaints Handling Policy in Annex III are attached to this agreement for your reference but do not otherwise form part of these terms and conditions;
2. the parent has read and accepts the Terms and Conditions and has read and agrees, that the student will abide by the rules and regulations set out in Annex I below;
3. 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, learning difficulty, special educational need or disability which is relevant to the ability of Reach Cambridge Limited to cater for and look after the student while in its care; and
    2. the contact details of the parent;
4. 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;
5. no other person's consent is required for the student to attend the program;
6. Reach Cambridge has a privacy notice which explains how we will use and share the parent's and the student's personal data. The privacy notice is published on our website. The Parents must read the privacy notice in full and show the student a copy before entering into this agreement.

7. the parent shall 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. the parent agrees to the Student participating in contact and non-contact sports and other activities as part of the program. The Parents acknowledge that while Reach Cambridge will provide appropriate supervision the risk of injury cannot be eliminated.
10. these Terms and Conditions and the section headed "Other Important Information" contain the whole agreement between Reach Cambridge and the parent in relation to all aspects of the program. The Terms and Conditions and the section headed "Other Important Information" 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. Reach Cambridge provides parents of prospective students with information about the educational services it provides in good faith. This information may be contained in the website / brochures or other promotional literature or in statements made by staff or pupils during a visit or an open day. If the Parent wishes to take account of the information provided to them when deciding whether to enter into this agreement they should seek specific confirmation from the Head of Admissions that the information is accurate before completing their application to Reach Cambridge;
11. Reach Cambridge reserves the right to make reasonable changes to these Terms and Conditions. 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. the benefits and burdens of this agreement may be freely assigned or transferred by Reach Cambridge;
13. only Reach Cambridge and the parent are parties to this agreement. No third party shall be able to enforce any provisions of this agreement; and
14. this agreement together with each matter relating to the provision of educational services by Reach Cambridge shall be governed exclusively by English law and the parties submit to

the exclusive jurisdiction of the English courts.

B: Other Important Information

1. **Eligibility**

Reach Cambridge accepts all students subject to their eligibility for the program and the availability of a place. 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. **Application Acceptance**

A non-refundable deposit is payable when the completed application form is submitted to Reach Cambridge Ltd. The parent shall pay Reach Cambridge Ltd a £500 deposit for each 2-week program that is being booked. This deposit does not constitute part payment for the course. For the avoidance of doubt, the agreement is formed and legally binding when Reach Cambridge receives the completed application form and the deposit.

The student's place is subject to availability and conditional upon Reach Cambridge receiving all the necessary documentation and information as outlined in the student's online account by the deadline specified.

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. As a result, the words written in the personal statement must be those of the student and the use of AI is strictly prohibited. Once the deposit has been paid, 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.

3. **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 (where applicable), Taxes, transportation to/from your home city and Cambridge (airport transfer may be available from London – see clause 14); one meal a day (normally lunch or dinner, apart from the weekend, when just breakfast is provided); 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; lost room key charges; laundry (aside from towels and bed linen); medical or dental fees.

4. **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 who have not paid their balance. In order to secure any discounts, the deposit must be paid before the deadline advertised on our website at the time of application and the balance must be paid by the deadline of 31st March (or if the application is made after the 31st March, the balance must be paid within 14 days of application). For new applications after 31st March, both deposit and balance must be paid within 14 days of application, otherwise a late fee of £100 may be added to the balance payable.

The parent is responsible for covering any applicable bank charges when making payments to Reach Cambridge Ltd.

5. **Payment Methods**

5.1 Payments can be made via Flywire or another method if offered on our website. Flywire is our trusted payment platform, offering convenient, local payment methods including bank transfers, credit cards, e-wallets and more.

5.2 [Only applicable if credit card payment is offered directly through our website] 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 may, however, continue to be applicable to all credit card payments made outside of the EEA, to which these Regulations do not apply.

6. **Cancellations**

The parent shall have the right to cancel this agreement within 14 days without giving any reason if the agreement was concluded entirely by means of distance communication. This cancellation

period will expire after 14 days from the day of the conclusion of the agreement. For the avoidance of doubt, the agreement is concluded on receipt of the application and payment of the 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, King's Hedges Road, Cambridge, CB4 2HY or via **info@reachcambridge.com**.

To be sent a copy of our model cancellation form, please email **info@reachcambridge.com**. 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.

7. **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.

For cancellations made outside of the 14-day statutory cancellation period, no refund of the booking deposit paid under 'application acceptance' will be made under any circumstances.

In addition, 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.
- 200-100 days before the course start date: 50% of the program balance. Reach Cambridge will also retain your deposit.
- Under 100 days before the course start date: 100% of the program balance. Reach Cambridge will also retain your deposit.

Reach Cambridge will make any reimbursement via the same means of payment as you used for the initial transaction.

All refunds shall be net of any foreign exchange losses and net of any credit card or other banking or transfer charges and of any similar expenses incurred by Reach Cambridge Ltd.

International Student Travel Insurance, which is included in the program fee, offers financial

protection for cancellation under certain circumstances. Please read the Policy documents carefully as Reach Cambridge cannot advise on the adequacy or application of any insurance.

8. **Deferred Summer Entry Applications**

At its sole discretion and subject to availability Reach Cambridge may permit deferred entry applications (applications for a program not due to commence until the following year e.g. an application in February 20XX for a program commencing in July 20XX +1).

- 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 in full before this date, the discounts and/or special prices will no longer apply. For further information about available discounts please see section 9 below.
- 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.

9. **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. We will endeavour to inform parents of prospective students of any significant changes as soon as is reasonably practicable. 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 **only when referring other friends** (i.e. you can not use both a Refer a Friend Code and a Special Discount Code when you first sign up – it is one or the other. Once you are signed up, you can refer other friends and receive the Refer a Friend Discount this way).

Unless specifically stated, Special Discounts can not be used in conjunction with the Early Bird Discount.

'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. If you have already paid your balance, or if you earn more than the cost of your balance, you will be reimbursed the difference.

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).

- **Amendments to Refer a Friend Discount**

For a limited time only, the Refer a Friend discount may increase in amount. This will be clearly indicated on the website and other marketing materials. The same application process applies.

Deposits paid before 23.59 GMT on the advertised "final day" of the promotion will qualify for this enhanced discount.

10. **Travel insurance**

10.1 Reach Cambridge students benefit from International Student Travel Insurance cover, which is included in the program price. It is the responsibility of the Parent to read the Policy Information on the **Insurance page** carefully and ensure that the Policy is suitable for their needs.

Please note that this cover applies to individuals, and not to those students who are attending as part of a school group or are enrolled on a bespoke course. Reach Cambridge strongly recommends that these groups make their own arrangements for comprehensive medical and travel insurance.

10.2 It is the Parent's responsibility to ensure the student has adequate Travel and Medical insurance to cover any medical treatment potentially required. This should also include cover associated with accommodation, travel, transport and/or repatriation to the student's home country.

10.2.1 Following the UK's exit from the EU, European citizens are not guaranteed free healthcare at the point of delivery.

10.2.2 Students with pre-existing medical conditions may not be covered by the insurance cover included in program fees. It is recommended that the parent checks with the Insurance company and takes adequate insurance should the medical condition not be covered under the policy.

10.3 Reach Cambridge is not responsible for any deficiencies in the insurance policy, nor can Reach Cambridge be held liable for any dispute arising between a parent and the insurer, insofar as Reach Cambridge fulfils its legal obligations.

10.4 Please note that proof of adequate travel and medical insurance may be required in order to obtain the requisite visa and travel documents for entry into the United Kingdom.

11. **Medical Requirements**

11.1 The parent must provide full information about all pertinent medical history and conditions of the student and will keep Reach Cambridge informed of any further updates or

conditions prior to the summer program start date so that Reach Cambridge can assess its ability to provide a safe environment for the student and enable them to make reasonable adjustments and plan accordingly to reflect the student's condition. 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.

11.1.1 Depending on the medical information supplied in the registration, Reach Cambridge may still require additional information that must be provided by the Parent, in the form of a follow-up call, written information or doctor's advice.

11.1.2 Depending on any pre-existing medical conditions, separate insurance cover may need to be taken out by the Parent prior to the program.

11.2 Reach Cambridge cannot accept liability or responsibility for a student if the Parent fails to disclose full information about the student's medical, physical, mental or behavioural conditions.

11.3 Any pertinent medical information that is not disclosed by the Parent at registration that subsequently comes to light during the program, may result in the student being repatriated if Reach Cambridge is unable to meet their needs.

11.4 Reach Cambridge is fully committed to making our courses accessible to all students, however, on occasion, Reach Cambridge may not be able to provide the service required or ensure the health and wellbeing of the student or other students. In this scenario, Reach Cambridge reserves the right to not accept a booking.

11.5 The parent grants full authority for Reach Cambridge to take whatever reasonable actions it may consider to be warranted under the circumstances regarding the health and safety of the student. The parent authorises Reach Cambridge to place the student, at the parent's expense and without further consent, in the care of a hospital or a licensed medical doctor for medical services and treatment.

11.6 In a medical emergency, should the Parents not respond to reasonable contact in time, the Parent authorises the Director or Welfare Director, acting in Loco Parentis, to consent to emergency medical treatment (such as Blood transfusions and operations), where certified by an appropriately qualified Medical Professional.

12. **Medical Insurance and costs**

Reach Cambridge students benefit from International Student Travel Insurance cover, which is included in the program price. It is the responsibility of the Parent to read the Policy Information on the **Insurance page** carefully and ensure that the Policy is suitable for their needs.

Please note that this cover applies to individuals, and not to those students who are attending as part of a school group or are enrolled on a bespoke course. Reach Cambridge strongly recommends that these groups make their own arrangements for comprehensive medical and travel insurance.

All costs related to medical and dental care, tests, allergy shots and prescriptions are the responsibility of the parent. Reach Cambridge shall not be obliged to pay any medical costs incurred by the student on behalf of the parent. As part of the application procedure, the parent must complete the medical section of the application.

13. **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. The Parents are responsible for arranging appropriate travel documentation, such as visas, where required for the Student. Reach Cambridge can accept no responsibility for failure to obtain a valid or correct visa, and depending on the circumstances, may not be able to offer a refund in the event of failure to obtain a visa.

In the event of the Parents failing to obtain the relevant visa for the Student, Reach Cambridge may, with the agreement of the Parents and subject to availability, offer for the balance paid to be rolled over to the following academic year for another Reach Cambridge program or any other Reach Cambridge program as might be agreed.

For a cancellation made due to the failure to obtain a visa, the following cancellation fees charges are applicable:

- More than 90 days before the start of the program: no cancellation charge. However, Reach Cambridge will retain your deposit.
- 70-90 days: 50% of the total program price.
- 40-69 days: 80% of the total program price.
- Less than 40 days: 100% of the total program price.

14. Transportation to/from program

14.1 Reach Cambridge does not arrange flights for students due to the large number of countries represented in the student body. Students who arrive into London Heathrow between the arrival times set out on our website may opt to pay an additional transfer fee to be met at the airport in London and transferred to the program campus in Cambridge. On departure day, students will only be guaranteed supervision by a Reach Cambridge staff member at London Heathrow until 2pm. Please note that after this time, the students will be unaccompanied. Parents of students arriving at other airports or arriving at London Heathrow outside of the specified arrival times shall make arrangements for the student to transfer from the airport to the program in Cambridge. Students arriving in Cambridge independently must do so between the allocated times given by Reach Cambridge.

14.2 Airport transfers are limited and you must book by 31st May via your online account.

14.3 To cancel an airport transfer, we must receive written notice no later than 31st March. Please note that airport transfers cancelled after this date are non-refundable.

14.4 If incorrect flight details are provided, resulting in a student being unable to join their requested airport transfer, and/or missing their flight, no refund will be issued for the airport transfer.

15. Accommodation & Rooming Requests

Students will be accommodated in the colleges of the University of Cambridge. 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 – rooms are usually standard student accommodation with shared bathrooms. Some ensuite rooms may be available and an Ensuite Room Upgrade can be added upon application should you wish to reserve an ensuite room. This is subject to availability; if you have paid for an ensuite room upgrade, but on the rare occasion it may not be possible to provide an ensuite room, we will refund the total upgrade cost. Any rooming requests must be made no later than 31st May. All students must vacate their rooms

and have left campus by 9.30am on the day of departure unless otherwise stated.

16. **Course Report and Proof of Attendance**

Reach Cambridge issues a certificate of attendance and course report to each student. The course report includes general information on the relevant subject course, the evening 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.

17. **Student discipline and behaviour**

The Parent accepts the authority of members of staff of Reach Cambridge to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of the student and of other students. Disciplinary action will be conducted under fair procedures in accordance with the requirements of natural justice. We reserve the right to dismiss any student found in breach of Reach Cambridge's rules and regulations. Should the student be found to be in breach of any of these rules, Reach Cambridge has the right to impose an appropriate sanction as more specifically described in the sections below or to place the student on a period of probation or, in serious cases, to permanently dismiss and repatriate the student at the parent's own expense 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 the event of a 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 parent to cover all costs associated with the student's immediate dismissal and repatriation 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 at the sole discretion of Reach Cambridge.

18. **Changes to Program or Subject Course**

Reach Cambridge will endeavour to run each program or subject course 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 or subject course as circumstances dictate.

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

No refunds will be given for taster courses should students choose not to attend while they are on the program. We will require written permission from a parent or guardian if they no longer wish to attend the taster course.

19. **Program Cancellation**

In the event that Reach Cambridge has to cancel a program, for example due to low enrolment numbers or where other factors beyond the reasonable control of Reach Cambridge necessitate it, Reach Cambridge will inform those enrolled on the program immediately. If such cancellation does not fall within the circumstances provided in clause 22, students will be offered a right of first refusal to attend an alternative program and 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.

Please note that in all cases of cancellation, Reach Cambridge cannot be held responsible for any associated costs beyond fees already paid to Reach Cambridge: this includes the cost of flights, visas and any other travel costs.

You may be protected by International Student Travel Insurance in the event of cancellation. It is the responsibility of the Parent to read the Policy Information on the **Insurance page** carefully and ensure that the Policy is suitable for their needs.

20. **Marketing & Advertising**

Reach Cambridge (and its parent company Guidewell Education LLC) may publish photos, film, testimonials and other such records of the summer school on the websites, brochures, our social media channels and other marketing materials belonging to Reach Cambridge, to Guidewell Education LLC, or to other brands and subsidiaries within the company group. If the parent or the student wishes for the student 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.

You may unsubscribe from marketing communications at any time directly or by contacting us at **info@reachcambridge.com**.

21. **Cambridge University & Reach Cambridge Ltd**

Reach Cambridge Ltd wishes to make clear that it is a private company and in no way part of the University of Cambridge. Reach Cambridge Ltd hires particular accommodation and facilities of the University for use during the programs. Furthermore, the qualifications and transcripts gained during the program are not Cambridge University diplomas.

These are designed to help students decide which University or course might best suit them. Reach Cambridge Ltd cannot guarantee or advance admission to any University.

22. **Responsibility/Liability**

Reach Cambridge will exercise reasonable care and skill in arranging and conducting the program. However, unless negligent or guilty of some other wrong doing causing injury, loss or damage 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 third-party 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 up to an amount equal to the price paid to Reach Cambridge for the relevant program in respect of such loss or damage suffered by the parent or the student .

An event beyond the reasonable control of Reach Cambridge 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 or pandemic of disease, failure of utility service or transportation. If either Reach Cambridge or the Parent 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. If the Force Majeure Event continues for a total period greater than 60 days, the party in receipt of notification may terminate this contract by providing at least three working days' notice in writing to the other party.

The parent agrees that the student 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 him/her by Reach Cambridge.

The Parents are responsible for ensuring they have an appropriate level of insurance for the student's personal property whilst attending Reach Cambridge or on the way to and from the program or any activity arranged away from the program premises.

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 the student's conduct during the program.

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 the student has breached any of these rules and regulations, or have compromised the safety of yourself or anyone else on the program, it may impose a sanction including a period of probation or the student being permanently dismissed and repatriated 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, 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**

Clause 17 of the Reach Cambridge terms and conditions is reproduced below for the student's information.

"The Parent accepts the authority of members of staff of Reach Cambridge to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of the student and of other students. Disciplinary action will be conducted under fair procedures in accordance with the requirements of natural justice. We reserve the right to dismiss any student found in breach of Reach Cambridge's rules and regulations. Should the student be found to be in breach of any of these rules, Reach Cambridge has the right to impose an appropriate sanction as more specifically described in the sections below or to place the student on a period of probation or, in serious cases, to permanently dismiss and repatriate the student at the parent's own expense 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 the event of a 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 parent to cover all costs associated with the student's immediate dismissal and repatriation 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 at the sole discretion of Reach Cambridge."

3. **Complying with the laws of England**

All Reach Cambridge students are expected to obey the laws of England. If any student breaks a law or is suspected of doing so, they will be subject to a disciplinary procedure and where appropriate a sanction as set out in the Introduction section above may be imposed.

4. **Alcohol, Drugs, Smoking & Vaping**

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 drugs or substances including psychoactive substances.

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 or vapes cannot be sold to young people under the age of 18. Smoking or vaping 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 or vaping inside public places is against the law. Students who have not indicated on their application that they are a smoker or use a vape will have their parents informed if they are found to be smoking, in possession of cigarettes, vapes or attempting to obtain cigarettes or vapes.

5. **Participation in classes and placements**

All Reach Cambridge students are expected to participate fully in 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, may be placed on probation or permanently dismissed and repatriated.

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, University and Reach Cambridge 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 probation or the student being permanently dismissed and repatriated.

9. **Appropriate Behaviour**

Respect for the international nature of the program is vital. Anti-social behaviour includes bullying, racism, 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. Repeated anti-social behaviour can result in the student being permanently dismissed and repatriated.

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 permanently dismissed and repatriated. All students are encouraged 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 an inappropriate or unlawful sexual relationship with another Reach Cambridge student or anyone else outside the program will have their parents informed immediately and could be subject to a disciplinary procedure and sanction, which may include the student being permanently dismissed and repatriated. Inappropriate displays of affection are

unacceptable and will be faced with reprimand.

10. **Personal Space & Possessions**

Students are responsible for the security and safe use of all their personal property including money, mobile electronic devices, locker keys, watches, computers, musical instruments and sports equipment, and for property lent to them by the Reach Cambridge. 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. Students are responsible for ensuring they have all their belongings upon departure from the program. Should any belongings be left behind, Reach Cambridge may agree to return the items by post should they be found. Please note that students/parents are liable to cover the cost of postage.

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.
- **Room keys** - Students should take care not to lose their keys or lock themselves out of their room. The colleges charge a premium for the replacement of any lost keys. Charges will be communicated ahead of the summer and such charges will be passed on to parents for immediate payment at the end of the summer, and will include an administration fee. If students lock themselves out of their room persistently, parents will be informed and sanctions imposed.
- **Sports Activities** – All sports activities must take place in compliance with college rules for participation in the specific activity as set out from time to time, 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. Students are required to follow any reasonable instruction from the member of staff supervising the sports activity.

- **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 prior 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 or scooter, or e-scooter or e-bike under any circumstances whilst on the program.
- **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. Reach Cambridge reserves the right to confiscate any such item.
- **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

Email: info@reachcambridge.com
International Telephone: +44 1223 926663
Registered Address: King's Hedges Road, Cambridge, CB4 2HY, UK
Reach Cambridge Ltd. is registered in England and Wales
Company No: 05155407

excessive noise and disruption. Littering will not be tolerated. All common areas and bedrooms must be kept clean and tidy. In addition to the general campus rules outlined below, any additional rules specific to certain premises must be adhered to at all times.

- **Accommodation** – All floors, staircases or dormitories 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 (fair wear and tear excluded). 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.
- **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 This is for health & safety and identification purposes and will be strictly enforced.
- **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 of the network.
- **Curfew –** Curfews are clearly defined and students are required to check-in at these specified times, regardless of age. After curfew, students are forbidden from leaving campus until class time the next morning.
- **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 temporarily (exeat) with the prior permission 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 21 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. Parental permission must be received in writing no later than 4 days before the exeat and must specify the name, address and contact number of the friend or relative. We strongly recommend you complete this form before the program starts to avoid disappointment and to ensure we process the exeat on time. Travel must not conflict with academic classes or required placements and students cannot be late for curfew. Where permission is not received prior to the start of the program, or if we have any safeguarding concerns in relation to the exeat request, Reach Cambridge reserves the right to withhold permission to leave the program. Any designated person will be required to provide relevant ID such as a passport. For further information, please refer to our Exeat Guidelines which will be shared with you ahead of the summer.

Updated 05/02/2026

FOR YOUR REFERENCE:

ANNEX II: Covid-19 Guidelines

1. **General**

The safety and welfare of our students and staff is our highest priority. If applicable, any Covid-19 program guidelines and rules will be shared with students and parents prior to their arrival in Cambridge and must be followed at all times.

Compliance with Covid-19 rules is essential and we reserve the right to take any necessary disciplinary action to safeguard the wellbeing of our students and staff, which may include dismissal from the program if students are found to be in breach of Covid-19 rules.

Reach Cambridge programs will follow all Covid-19 guidance and policy from the UK government, Public Health England, and applicable Cambridge colleges. Covid-19 protocols are subject to change based on UK government legislation and advice, as well as updates from colleges and

other key stakeholders and any changes will be communicated promptly to students and staff.

2. **Testing**

Parents are responsible for arranging any Covid-19 tests and other documentation that may be required by the UK government before travelling to the UK or upon arrival. Please note that, in the event that a student tests positive during the program, a period of self-isolation may be required.

Annex III: 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 the British Accreditation Council (BAC).
    2. You are invited to write to the BAC or email **info@the-bac.org**. Address: British Accreditation Council, Wax Chandlers Hall, 6 Gresham Street, London, EC2V 7AD.