

# 2019 – 2020 Price List & Example Programmes

These prices are ex-VAT and are valid from 02 September 2019 - 19 June 2020.

## Full Board Accommodation

### Peak Season

02 September 2019 – 07 February 2020  
and 30 March 2020 – 19 June 2020 £48.00 per person per day

### Off Peak Season

07 February 2020 – 30 March 2020 £40.00 per person per day

*Inclusive of Breakfast, Hot or Packed Lunch and Dinner* 1:10 staff free of charge



## On-Site Sports Activities

2 x 45 Minute Sessions - TSC Staff Led £3.00 per person

4 x 45 Minute Sessions - TSC Staff Led £5.00 per person

Based on a group size of 35 students (with 1 tutor)

Activities include: Aeroball, Badminton, Basketball, Football, Kwik Cricket, Relay Games, Soft Archery, Swimming, Team Building/Initiative Challenges, Team Games, Tennis, Volleyball.



## Off-Site Adventure Activities

All activities are 3 hour sessions

Based on a group size of 35 students (with 1 tutor)

Archery £29.00 per person

Big Canoe £29.00 per person

Bush Craft £29.00 per person

Climbing (Dancing Ledge) £29.00 per person

Coasteering £29.00 per person

High Ropes £32.00 per person

Jumbo Paddle Boarding £29.00 per person

Kayaking (Swanage Beach or Rockley Point) £29.00 per person

Orienteering (Spring, Summer and Autumn) £5.00 per person

Paddle Boarding £29.00 per person

Raft Building £29.00 per person



## Off-Site Educational Programmes

All activities are 3 hour sessions

Based on a group size of 35 students (with 1 tutor)

Local History (Swanage and Worth Matravers) £5.00 per person

Environmental Art £5.00 per person

Habitat Studies (Ponds, Grasslands, Woodlands, Mini-Beasts) £5.00 per person

Coastal Studies (Lulworth Cove and Studland) £5.00 per person

Rock-Pooling (Kimmeridge) £5.00 per person

Local Walks (Jurassic Coastal Path) £5.00 per person



## On-Site Evening Activities

Based on a group size of 35 students (with 1 tutor)

1.5 hours £2.00 per person

3 hours £4.00 per person

Activities include: Cinema, Disco, Indoor Swimming Pool and use of Indoor Sports Dome.



## Book Today for the Complete English Experience

For full terms and conditions, availability and prices, please speak to our dedicated Admission Consultants between 9am and 5pm (UK time) Monday to Friday.

Phone: +44 1929 424421  
Email: [info@theswanagecentre.co.uk](mailto:info@theswanagecentre.co.uk)  
Website: [www.theswanagecentre.co.uk](http://www.theswanagecentre.co.uk)



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# Geography Field Studies

## Self Led Geography Field Studies/Educational Residential Short Stay for A level and GCSE

<b>Day 1</b> 16:00 Arrive at TSC 18:00 Dinner 19:00-20:30 Classroom work 20:30-22:00 Indoor Sports dome (self led) 22:30 Bed Time	<b>Day 2</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Self Led Field Studies Work 12:30-13:30 Packed Lunch 13:30-17:00 Self Led Field Studies Work 18:00 Dinner 19:00-20:30 Computer Lab Work 20:30-22:00 Disco (TSC staff led) 22:30 Bed Time	<b>Day 3</b> 7:45 Wake Up 8:00 Breakfast 8:30 Empty Rooms and Store Bags 9:00 Depart TSC	<b>Peak Season</b> £102.00 per student 1:10 staff free of charge £96.00 per additional staff <b>Off Peak</b> £88.00 per student 1:10 staff free of charge £82.00 per additional staff
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## Self Led Geogrpahy Field Studies/Educational Residential Full Week for A Level and GCSE

<b>Day 1</b> 16:00 Arrive at TSC 18:00 Dinner 19:00-20:30 Classroom work 20:30-22:00 Cinema Evening (self led) 22:30 Bed Time	<b>Day 2</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Self Led Field Studies Work 12:30-13:30 Packed Lunch 13:30-17:00 Self Led Field Studies Work 18:00 Dinner 19:00-20:30 Computer Lab Work 20:30-22:00 Indoor Sports dome (self led) 22:30 Bed Time	<b>Day 3</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Self Led Field Studies Work 12:30-13:30 Packed Lunch 13:30-17:00 Self Led Field Studies Work 18:00 Dinner 19:00-20:30 Classroom Work 20:30-22:00 Karoake(TSC staff led) 22:30 Bed Time	<b>Day 4</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Self Led Field Studies Work 12:30-13:30 Packed Lunch 13:30-17:00 Self Led Field Studies Work 18:00 Dinner 19:00-20:30 Classroom Work 20:30-22:00 Disco (TSC staff led) 22:30 Bed Time	<b>Day 5</b> 7:45 Wake Up 8:00 Breakfast 8:30 Empty Rooms & Store Bags 9:00-12:00 Classroom Work 12:30-13:30 Packed Lunch On Site 14:00 Depart TSC	<b>Peak Season</b> £204.00 per student 1:10 staff free of charge £192.00 per additional staff <b>Off Peak</b> £176.00 per student 1:10 staff free of charge £164.00 per additional staff
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### Ideal Locations On Our Doorstep

Old Harry's Rocks, Durlston Country park, Studland, Durdle Door & Lulworth Cove, Boscombe

Tutors are available on request

**Pricing starts at £152.00**

# Adventure and Team Building

## Adventure and Teambuilding Full Week

<b>Day 1</b> 11:00 Arrive at TSC 12:00 Own Packed Lunch 13:30-15:00 Team Building 15:30-17:00 Swimming 18:00 Dinner 19:00-20:30 Evening Entertainment 20:30-22:00 Free Time 22:30 Bed Time	<b>Day 2</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Raft Building 12:30-13:30 Packed Lunch 13:30-17:00 Coastal Walk to Durlston 18:00 Dinner 19:00-20:30 Evening Entertainment 20:30-22:00 Free Time 22:30 Bed Time	<b>Day 3</b> 7:45 Wake Up 8:00 Breakfast 9:00-10:30 Football & Aeroball 11:00-12:30 Tennis & Soft Archery 12:30-13:30 Packed Lunch 13:30-17:00 Paddle Boarding 18:00 Dinner 19:00-20:30 Evening Entertainment 20:30-22:00 Free Time 22:30 Bed Time	<b>Day 4</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Bushcraft (Day in the woods) 12:30-13:30 Packed Lunch 13:30-17:00 Bushcraft (Day in the woods) 18:00 Dinner 19:00-20:30 Evening Entertainment 20:30-22:00 Free Time 22:30 Bed Time	<b>Day 5</b> 7:45 Wake Up 8:00 Breakfast 8:30 Empty Rooms & Store Bags 9:00-12:00 Sports & Awards 12:30-13:30 Packed Lunch 14:00 Depart TSC	<b>Price</b> £317.00 per student 1:10 staff free of charge £192.00 per additional staff
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## Introduction to Residentials

<b>Day 1</b> 11:00 Arrive at TSC 12:00 Own Packed Lunch 13:30-15:00 Team Building 15:30-17:00 Swimming 18:00 Dinner 19:00-20:30 Evening Entertainment 21:00 Bed Time	<b>Day 2</b> 7:45 Wake Up 8:00 Breakfast 9:00-12:00 Mini Olympics 12:30-13:30 Packed Lunch 13:30-17:00 Coastal Walk to Durlston 18:00 Dinner 19:00-20:30 Evening Entertainment 21:00 Bed Time	<b>Day 3</b> 7:45 Wake Up 8:00 Breakfast 8:30 Empty Rooms & Store Bags 9:00-12:00 Areoball & Football 12:30-13:30 Packed Lunch 14:00 Depart TSC	<b>Price</b> £124.00 per student 1:10 staff free of charge £96.00 per additional staff
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## Off Peak Primary Short Stay Programme

<b>Day 1</b> 11:00 Arrive at TSC 12:00 Own Packed Lunch 13:30-15:00 Team Building 15:30-17:00 Swimming 18:00 Dinner 19:00-20:30 Cinema Evening (self led) 21:00 Bed Time	<b>Day 2</b> 7:45 Wake Up 8:00 Breakfast 9:00-10:30 Mini Olympics 11:00-12:30 Badminton & Benchball 12:30-13:30 Packed Lunch 13:30-15:00 Football & Volleyball 15:30-17:00 Soft Archery & Parachute Games 18:00 Dinner 19:00-20:30 Disco (TSC staff led) 21:00 Bed Time	<b>Day 3</b> 7:45 Wake Up 8:00 Breakfast 8:30 Empty Rooms & Store Bags 9:00-12:00 Areoball & Football 12:30-13:30 Packed Lunch 14:00 Depart TSC	<b>Off Peak Pricing</b> £108.00 per student 1:10 staff free of charge £82.00 per additional staff  Includes your own group leader to take care of your individual needs - Each group will have their learning outcomes agreed and arranged, prior to the visit.
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# TSC General Information

## ABOUT THE SWANAGE CENTRE

The Swanage Centre (TSC) is a trading name of Harrow House Services Ltd. TSC has over 35 years' experience of dealing with young people.

## HEALTH & SAFETY POLICY

TSC has an excellent record for safety and security of staff and students. TSC has well established procedures and policies in place. Our policy has been written to secure compliance with the requirements of both legislation and our general duty of care towards members of the public and our employees. In particular regard has been made to The Health and Safety at Work Act 1974 and the regulations issued under it. Account has also been taken of industry guidance and codes of practice where these are available.

## RISK ASSESSMENTS

We run comprehensive risk assessments on all areas of our site which are subject to regular review. This is to ensure the safety of both staff and students and monitor and minimize any potential hazards.

NB: Clients are welcome to inspect these.

## ON-SITE SECURITY MEASURES

We have put in place rigorous student protection procedures at TSC which fully comply with the provisions of the 1989 Children Act. As policy, every member of staff in all departments has undergone an Enhanced Disclosure from the Disclosure and Barring Service and references are followed up. We have secure and clearly defined borders which enable us to maintain the highest safety standards at all times. CCTV and security lighting is in place as required and staff patrols are conducted throughout the day and night. All of our staff wear either easily recognisable uniforms or identification badges. All visitors are required to sign in and wear an ID badge at all times.

## ON-SITE STAFF

There is a constant TSC staff presence on-site to support your own staff and assist with enquiries. Our staff are First Aid trained and receive a lengthy induction to ensure their compliance with Health and Safety procedures. We have a matron on call as well as a close liaison with the local cottage hospital in case of emergencies. Staff available for booked sport supervision and other optional extras are trained and experienced in working with young people.

## INSURANCE

Our public liability insurance is available to view on request.

## OPENING TIMES OF THE YEAR

From September to mid June a group can stay from one night upwards either weekdays or across a weekend. We can be flexible subject to availability. Please contact our enquiry team for further information.

## HOW TO BOOK

Please call our enquiry team on: 01929 475081 or email us at [info@theswanagecentre.co.uk](mailto:info@theswanagecentre.co.uk) or contact us via our website [www.theswanagecentre.co.uk](http://www.theswanagecentre.co.uk) to discuss your preferred dates and requirements. It is a good

idea to have a second choice of dates as availability may be limited.

## DAMAGE DEPOSIT

TSC is extremely proud of the high quality of its facilities and is committed to ensuring the facilities, equipment, buildings and grounds remain in excellent condition, well maintained and clean at all times. To enable us to maintain high standards we ask that a deposit of £250 per group is paid and held as per the Booking Conditions.

## ARRIVAL AND DEPARTURE

To ensure these are as smooth and simple as possible, bedrooms are available from 14:00 on arrival day and should be vacated by 08:30 on departure day unless by prior arrangement. Storage facilities for luggage are also available. Please contact our enquiry team for further information.

**PS: Please read the TSC Pre-Arrival Information document including suggested Travel Packing List.**

## TRANSPORT

We can help you arrange travel to and from TSC as well as to off-site locations during your stay as we have excellent relationships and discounted rates with coach operators and local transport companies. We are also able to advise on best routes if you are driving down and public transport options if required. Please advise if you will be bringing your own coach or minibus and we can allocate parking for you and issue you with a permit subject to availability.

## MEALS

We provide full-board accommodation for our groups in our modern and spacious restaurant. All meals are healthy, attractively presented and satisfying. The menus vary daily and according to the season. We provide both hot and cold options, including at least one vegetarian choice as well as a fresh salad bar at lunch and evening mealtimes. Packed meals are provided when groups are off-site for a mealtime. The meals tend to be served at the following times:

*Breakfast 08:00–08:45*

*Lunch 12:30–13:00*

*Dinner 18:00–18:45*

These times are subject to change with prior notification. All groups are entitled to three meals per day booked. Any extra meals can be agreed at an additional cost during the booking stage. Special requests for later/earlier meals will be considered provided plenty of notice is given.

**PS. Please state any special dietary requirements on the booking form. We are able to cater for most special dietary requirements, provided we are given a minimum of 14 days notice.**

## ACCOMMODATION

Our bedrooms are spacious, clean and comfortable dormitories which sleep two to six. They are attractively furnished and provide plenty of storage and hanging space as well as lockers for personal items. Sheets, duvets and pillows are provided and beds are made up prior to arrival. Shower and bathroom facilities are located close to each bedroom. **Towels and toiletries are NOT provided, however, can be purchased in our shop.**

All doors are operated on a pin code system rather than using keys for security. Any loss or damage of these items will be deducted from the damage deposit. Boys and girls can be accommodated in separate sleeping areas with separate bathroom and shower facilities. Teachers and group leaders will be provided with rooms close to their students for convenience.

## SPORTS FACILITIES

As part of your booking price you have access to the following sports facilities which must be carried out under your full supervision and these facilities are available to you, subject to availability, should you wish to use them with your students: basketball court, minigolf course, multi-purpose astro pitch, pool tables, table football, table tennis, tennis courts, and volleyball court. We have equipment available subject to availability. You are liable for the safe return and safe use of this equipment. TSC staff will not supervise these activities and areas unless booked by prior arrangement. You may also wish to book one or more of the following areas and benefit from our trained staff supervision: Covered heated swimming pool, fitness room, indoor sports dome. See the price list for costs and please ensure you request these options at booking stage.

## ACADEMIC AND SOCIAL FACILITIES

As part of your booking price, subject to availability, you have access to the following facilities should you wish to use them with your students: classrooms, ICT suites, 2 large meeting or social rooms. You may also wish to book the following areas and benefit from trained staff supervision: Cinema room (52 seats), Disco plus DJ, organised evening social programme. See the price list for costs and please ensure you request these options at the booking stage.

NB: Please note there is restricted internet access for the security and safety of young people. This is the case in the ICT suite as well as on the Wi-Fi access in the communal areas. Please be aware there is also restricted access to external media devices or USB storage. Please ask for more information on this should you require it.

## DAY VISITS

Before you bring a group to TSC, why not have a day visit to see our centre and we will happily arrange a personal tour of our facilities and discuss any special requirements. Please call us to arrange a convenient date to visit.

## CPD WEEKENDS

We also offer CPD weekends in conjunction with the local County Council with lectures on Outdoor Education as well as familiarisation trips of the local area to assist with ideas and options for you to exploit on your programme. Please ask for details.

## CUSTOMER SATISFACTION

It is important to us that we are able to provide the best service possible and we welcome any comments that will enable us to improve. We will be asking for feedback from your staff and students on all aspects of their stay from pre-booking through to departure.

# TSC Booking Conditions

## 1. DEFINITIONS

When the following words with capital letters are used in these Booking Conditions, this is what they will mean:

**Booking:** the booking made by the Customer for the Customer's Party to attend TSC.

**Booking Conditions:** the terms and conditions set out in this document as well as any additional special conditions which have been agreed by TSC and the Customer in writing.

**Booking Form:** the form submitted to TSC in accordance with the Booking Conditions.

**Customer:** (You) the person, company, group, school or other entity whose Booking is accepted by TSC in accordance with the Booking Conditions.

**Customer's Party:** any person including pupils, teachers, leaders and employees that attend TSC under a Booking made by the Customer.

**Data Protection Requirements:** the General Data Protection Regulations ((EU) 2016/679) ("GDPR") and any national Implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and any successor legislation to the GDPR or the Data Protection Act 1998.

**Fees:** the total fees payable to TSC for the Booking.

**Group Leader(s):** the person(s) identified by the Customer who attend TSC with the responsibility of leading the Customer's Party.

**Independent Service Provider:** a provider of services to the Customer other than TSC, including but not limited to providers of accommodation, transport services, sporting and leisure activities.

**Personal Data:** has the meaning given in the Data Protection Requirements: that is, any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an "Identifier", such as Your name, email address or telephone number.

**TSC:** 'The Swanage Centre' which is at Harrow Drive, Swanage, Dorset, BH19 1PE and is a trading name of Harrow House Services Limited a limited company registered in England and Wales with company number 02975902 and whose registered office is Alum House, 5 Alum Chine Road, Westbourne, Bournemouth, BH4 8DT.

## 2. BOOKING PROCEDURE

**2.1.** These Booking Conditions are the terms and conditions on which the Customer and the Customer's Party shall attend TSC and on which TSC will provide services to the Customer. The Customer shall not be entitled to make any changes to the Booking Conditions or any other documentation received from TSC unless agreed in writing by TSC.

**2.2.** Any quotation issued by TSC to the Customer for the Fees will be valid for 30 days but may be withdrawn by TSC at any time prior to the issuing of a Booking Confirmation.

**2.3.** Completed Booking Forms should be sent by post to the following addresses:  
The Swanage Centre, Harrow Drive, Swanage, Dorset BH19 1PE, England.

**2.4.** On receipt of a completed Booking Form, TSC will send the Customer a Booking Confirmation and an invoice for the Fees. The Booking will only become valid after the Customer has received the Booking Confirmation at which point a contract will come into existence between TSC and the Customer and/or any agent or other party who submitted the Booking Form on behalf of the Customer.

**2.5.** On receipt of the Booking Confirmation, the Customer must pay TSC a non-refundable deposit equal to 25% of the Fees. The remaining 75% of the Fees must be paid by the Customer at least 8 weeks prior to arrival. If the Booking Confirmation is received less than 8 weeks prior to arrival, the Fees shall immediately be payable in full. After the

Fees have been received in full in TSC's bank account, TSC will send a final confirmation of receipt of the Fees to the Customer.

**2.6.** A damage deposit of £250 must be paid to TSC at least 8 weeks prior to arrival, or immediately if the Booking Confirmation is sent to the Customer less than 8 weeks prior to arrival. This damage deposit will be held by TSC and will be returned to the Customer on confirmation by TSC that there has been no damage to TSC's property caused by the Customer's Party.

**2.7.** Payments to TSC can be made by Bank Transfer, Cheque, Debit or Credit Card. With payment the Customer should state the name of the Customer and the arrival and departure dates as a reference.

**2.8.** TSC's bank details are as follows:  
National Westminster Bank, 48 Blue Boar Row, Salisbury, Wiltshire SP1 1DF, England  
Harrow House Services Ltd.

Account No: 78553989

Sort Code: 54-41-19

Swift Code: NWB KGB 2 L

IBAN: GB 72 NWBK 544119 78553989

**2.9.** If payment is made by Swift Bank Transfer the Customer must add £20.00 to the payment to cover all bank charges. Payments by Credit Card (Visa, MasterCard, Switch/Maestro, Visa Debit, Visa Electron and Solo are all forms of accepted credit and debit cards). Cheques are payable to Harrow House Services Ltd.

**2.10.** TSC may revise the Booking Conditions or the Fees from time to time. However if a Booking Confirmation has been sent to the Customer then the Customer will only be required to pay the Fees that were applicable at the time the Booking Confirmation was sent. However, TSC has the right to increase the Fees to give effect to any increased cost to TSC such as increased fuel charges and any changes in VAT. TSC will use reasonable endeavors to inform the Customer in writing of any increase to the Fees but shall not be held liable if it is unable to do so.

## 3. CHANGES TO THE BOOKING

**3.1.** If the Customer wishes to change any detail of the Booking after the Booking Confirmation has been sent, including but not limited to, dates, activities, numbers of the Customer's Party, type of accommodation, the Customer must send TSC a written request setting out the change that the Customer requires. Whilst TSC makes every effort to agree to a change to the Booking, this is not always possible and TSC therefore reserves the right to refuse a requested change to the Booking.

**3.2.** If TSC agrees to a change to the Booking it will confirm this in writing to the Customer and charge the Customer an administration fee of £70 which is payable immediately. The change to the Booking will not take effect until the £70 administration fee has been paid.

## 4. ABSENTEE POLICY

The Customer will not be entitled to a refund or reduction of the Fees, nor will the Customer's Party be entitled to attend any activities or classes in place of those missed, for any period of absence for any reason whatsoever, whether within or outside of the Customer's control, including but not limited to, non-arrival, late arrival, illness, exclusions, homesickness or early departure.

## 5. CANCELLATION POLICY

**5.1** The Customer may cancel the Booking at any time by providing TSC with notice in writing by either of the methods below. Notice will be deemed to be given when it is received by TSC: (a) special delivery or another form of registered delivery to:

The Swanage Centre, Harrow Drive, Swanage, Dorset BH19 1PE, England.

**5.2.** On cancellation of the Booking, the following percentages of the Fees shall be retained by TSC as a cancellation charge:

- On or after the date of arrival – 100% of the Fees.
- 1 to 15 days prior to the date of arrival – 90% of the Fees.
- 16 to 30 days prior to the date of arrival – 70% of the Fees.
- 31 to 56 days prior to the date of arrival – 60% of the Fees.
- 57 days or more prior to the date of arrival – the non-refundable deposit.

## 6. CUSTOMER'S OBLIGATIONS

**6.1.** The Customer must ensure that Group Leaders take measures to ensure:

- the Customer's Party adheres to the rules, policies and regulations issued by TSC and abides by the law;
- that there is minimum disturbance during the stay to other customers that are at TSC and to TSC's neighbors; and
- damage to property of TSC or other customers of TSC is prevented.

**6.2.** The Customer warrants to TSC that:

- consent has been given for all minors within the Customer's Party to attend TSC;
- all Group Leaders have undergone and passed an Enhanced DBS Check;
- will ensure they have a safeguarding risk assessment themselves to complement TSC safeguarding summary and notify TSC of the designated safeguarding lead in their group
- it has taken out group travel insurance for the Customer's Party and will provide the insurance documents to TSC for inspection on arrival.

**6.3.** The Customer:

- accepts full responsibility for acts of the Customer's Party. TSC staff do not take responsibility for the supervision of members of the Customer's Party unless for specific activities selected on the Booking Form;
- understands that the Customer's Party are responsible for the security of their own personal items at all times;
- shall inform TSC prior to attending of any infectious or contagious diseases or illnesses which has affected the Customer's Party;
- shall communicate in writing at the time the Booking Form is sent to TSC, all special requests, such as dietary and medical issues affecting the Customer's Party;
- shall make provision and arrangements for any member of the Customer's Party that is asked to leave TSC under clause 7;
- shall submit a copy of its proposed programme and itinerary to TSC at least one week prior to arrival;
- shall inform TSC, prior to attending, if any of the Customer's Party suffer from any medical or dietary condition or disability and make enquiries whether TSC's facilities are suitable for that individual's needs;
- shall not use or permit or suffer the property or any equipment at the property to be used in any manner or for any purpose which facilitates encourages or promotes extremism or terrorism or which allows access to or the dissemination of information in any form relating to extremism or terrorism or which causes or might cause the Landlord to be in breach of any duty under the Counter - Terrorism and security ACT 2015 or guidance issued pursuant to that Act.
- shall comply with any rules, policies and regulations, which TSC may issue from time to time; and
- not reproduce TSC's name or logo at any time or under any circumstances for any commercial purpose.
- shall comply with TSC's Safeguarding Summary that will be given to all attending adults

## TSC Booking Conditions - continued

### 7. EXPULSION FROM TSC

**7.1.** TSC reserves the right, in its absolute discretion, to require that all or any member of the Customer's Party leaves TSC in the following cases: (a) the Fees have not been received by TSC in full before arrival; or (b) committal of a serious act of misconduct including but not limited to, anti-social, threatening or violent behavior towards TSC's staff, a member of the public or another member of the Customer's Party; willful damage to property (including graffiti and the inappropriate disposal of chewing gum); substance or alcohol abuse; failure to comply with TSC's rules, policies or regulations. TSC had a close working relationship with the local Police and will not hesitate to involve them should this be deemed necessary.

**7.2.** In the event of an expulsion under clause 7.1, TSC may, at its absolute discretion, refund such proportion of the Fees as it considers appropriate but TSC shall be under no obligation whatsoever to do so.

### 8. IF THE CUSTOMER HAS A COMPLAINT

**8.1.** In the unlikely event that the Customer has a complaint whilst attending TSC, they should inform a member of TSC's staff. TSC shall use reasonable endeavors to rectify any problem or issue that arises.

**8.2.** In the event that a complaint is not resolved to the Customer's satisfaction, a written complaint should be addressed to TSC. The complaint will then be investigated in full provided that:

- the Customer has already notified a member of TSC's staff of the complaint under clause 8.1(a) whilst attending TSC (unless in TSC's reasonable opinion, there is a valid reason why this was not done);
- the written complaint is received by TSC whilst the Customer is still attending TSC or within one month of leaving; and
- the Fees have been paid in full.

If the Customer has a complaint in respect of the services provided by an Independent Service Provider then these should be sent directly to the Independent Service Provider.

### 9. OUR LIABILITY TO THE CUSTOMER (YOUR PARTICULAR ATTENTION IS DRAWN TO THIS CLAUSE)

**9.1.** If TSC fails to comply with these Booking Conditions, it will be responsible for loss or damage the Customer suffers which is a foreseeable result of the breach of the Booking Conditions or TSC's negligence up to the value of the Fees, but TSC is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it were an obvious consequence of TSC's breach, or if it was contemplated by the Customer and TSC at the time the contract was entered into.

**9.2.** TSC does not exclude or limit in any way its liability for:

- death or personal injury caused by negligence or the negligence of TSC's employees; or
- fraud or fraudulent misrepresentation.

**9.3.** TSC shall not be liable for any loss or damage that the Customer or a member of the Customer's Party may suffer as a result of:

- damage or loss of personal property;
- failing to make prior enquiries whether the facilities are suitable in view of any medical condition or disabilities;
- any extracurricular activities that are undertaken which are not organised or operated by TSC.

**9.4.** TSC sometimes act as an agent between the Customer and Independent Service Providers. All contracts with such Independent Service Providers are direct between the Customer and the Independent Service Provider and all fees submitted to TSC for such services are received by TSC only as agent for, and are passed direct to,

the Independent Service Providers. Accordingly, TSC shall not be responsible or liable to the Customer or any member of the Customer's Party in any way whatsoever for any costs, claims, losses, damages or expenses suffered which are caused by any act, omission or the negligence of such Independent Service Providers.

### 10. EVENTS OUTSIDE OUR CONTROL

**10.1.** TSC will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations that is caused by an Event Outside Our Control.

**10.2.** An Event Outside Our Control means any act or event beyond TSC's reasonable control, including without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, terrorist attack or threat of terrorist attack, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

**10.3.** All itineraries programmed by TSC prior to or during the Customer's stay can be subject to change due to poor weather conditions or operational factors including Events Outside Our Control. TSC reserves the right to alter any part of the services or itinerary included in the Booking Confirmation and where possible will inform the Customer of these changes. In this circumstance no additional charges will be added to the Fees.

### 11. HOW WE MAY USE YOUR PERSONAL INFORMATION

**11.1.** By paying the Fees You agree to Us collecting and using Your Personal Data. This will be done in accordance with the principles set out in Data Protection Requirements.

**11.2.** We may use the Personal Data You provide to Us to enable Us to provide the courses at the College, and to process Your payment of the Fees. If You are enrolled You may be requested to give Your consent to the use of Personal Data to inform You of other courses and activities that We provide.

**11.3.** We agree that where we hold Your Personal Data we will:

- only act on Your written instructions to release it to third parties (unless You are legally required to act without our prior instructions);
- not transfer any Personal Data for processing in a country outside of the European Union;
- at all times ensure that all people engaged in processing Your Personal Data are under a strict duty of confidentiality;
- take appropriate measures to ensure the security of Your Personal Data;
- only engage a sub-processor who is subject to a written agreement which meets all the requirements of our contract with You;
- responding to any request under the Data Protection Requirements and provide access to Your Personal Data;
- meet our obligations under the Data Protection Requirements, in particular, our obligations relating to security of processing, the notification of Personal Data breaches and data protection impact assessments; and
- At Your request delete or return all Personal Data which is not otherwise required for legal or regulatory purposes or held with Your consent at the end of our contract with You.

**11.4.** With Your consent, we may take photographs, video footage and written testimonials which may be incorporated into Our promotional materials.

**11.5.** To enable the College to enrol You onto and provide courses to You, Your Personal Data may be provided to third parties. We confirm that Your Personal Data will not be used by third parties for marketing and We shall enter into written agreements with such third parties by which they

agree that they will comply with all Data Protection Requirements for so long as they process Your Personal Data. We will require a right to audit compliance of such third parties with the Data Protection Requirements in respect of Your Personal Data.

**11.6.** We confirm that any Personal Data collected by Us shall be held by Us only for as long as such requirement is necessary to enable us to fulfil our obligations to You and to comply with the law and regulations applicable. Once this requirement is fulfilled, except such of Your Personal Data which We continue to hold with Your consent then Your Personal Data shall be archived and shall not be processed by Us.

**11.7.** You have various rights concerning Your Personal Data including but not limited to the right of rectification where Your Personal data is inaccurate and a right to object to the processing of Your Personal Data. Information can be found at the Information Commissioners Office at [www.ico.org.uk](http://www.ico.org.uk). You may withdraw Your consent to the use of Your Personal Data for the purposes of informing You of other courses and activities that We provide or to remove Your Personal Data from any marketing database at any time by writing to the Data Protection Officer at Harrow House International College, Harrow Drive, Swanage, Dorset BH19, England or sending an email to: <https://harrowhouse.com/legal.html>.

### 12. OTHER IMPORTANT TERMS

**12.1.** TSC will take any and all action it considers necessary for the well-being and health of the Customer's Party. The Customer authorises TSC to take any action to assure medical treatment of the Customer's Party, in the event of accident or injury, at the discretion of TSC. All costs of medical treatment will be the responsibility of the Customer.

**12.2.** TSC reserves the right to recover any and all direct, indirect and consequential losses (including loss of profits) incurred or suffered by it as a result of any act or omission by the Customer or the Customer's Party whilst attending TSC.

**12.3.** On enrolment You will be requested if You authorise Us to use Your images and comments for Our promotional purposes. You have the right to refuse to do so.

**12.4.** We will take any and all action that We consider necessary for Your well-being and health whilst You are attending the College. Under these Terms You hereby authorise Us to take any action We consider, in Our reasonable opinion, necessary so that You receive medical treatment in the event of an accident or injury. This may include the sharing of Your Personal Data with medical attendants if You require medical attention. Any costs of medical treatment will be Your responsibility.

**12.5.** Each of the paragraphs of these Booking Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**12.6.** If TSC fails to insist that the Customer performs any of its obligations under these Booking Conditions, or if TSC does not enforce its rights against the Customer, or if TSC delays in doing so, that will not mean that TSC has waived its rights against the Customer and will not mean that the Customer does not have to comply with those obligations. If TSC does waive a default by the Customer, TSC will only do so in writing, and that will not mean that TSC will automatically waive any later default by the Customer.

**12.7.** These Booking Conditions are governed by English law and will be subject to the exclusive jurisdiction of the English courts.