

Terms and Conditions

Your contract with us: Once you have completed your online booking and received your confirmation email or dated payment receipt, you are deemed to have a contract with RCS.

Under The Consumer Rights Act 2015, you have a right to cancel your contract with us within 14 days (known as a cooling off period). Please see our Cancellation and Refunds Policy for more details on this and for details of cancellations and refunds out with the 14 day cooling off period.

Your contract with us means that you will:

- Hold that place for the full duration of the course, unless you cancel your booking (see our Cancellation and Refund Policy)
- Be responsible for payment for the full course (see section 3)
- Be liable for all absences which must be paid for whether the absence is authorised or unauthorised.
- Adhere to the Code of Conduct (see Code of Conduct)

Junior Conservatoire Privacy Policy

We take your privacy very seriously. Please view our privacy policy [on the RCS website](https://www.rcs.ac.uk/policy/privacy/) (<https://www.rcs.ac.uk/policy/privacy/>). You can contact us at dataprotection@rcs.ac.uk. We collect certain information or data about you when you use rcs.ac.uk and when you book a course or make an application using the rcs.ac.uk website.

We collect:

- Your email address and all personal application details when you make your application online.
- Questions, queries or feedback you leave, including your email address if you contact us.
- Your IP address, and details of which version of web browser you used.

This data can be viewed solely by authorised people at the Royal Conservatoire of Scotland to:

- Allow you to access RCS services (e.g. courses) and make the necessary financial transactions.
- Gather feedback to improve our services, for example our email alerts.
- Respond to any feedback or enquiries you send us, if you've asked us to.
- Send email alerts to users who request them.

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk. We have procedures and security features in place to keep your data secure once we receive it.

We will store your data on secure servers. We have strict controls over how and why your data can be accessed. By submitting your personal data when you enter into a contract with us, you agree to this. We may pass on your personal information if we have a legal obligation to do so, or if we have to enforce or apply our terms and conditions and other agreements relating to your contract with us. This includes exchanging information with other departments within RCS.

We won't share your information with any third party organisations for marketing, market research or commercial purposes, and we don't pass on your details to other websites.

RCS adheres to the Data Protection Act. In doing so, we will ensure your data is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Accurate
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights

- Kept safe and secure
- Not transferred outside the European Economic Area without adequate protection.

You can find out what information we hold about you, and ask us not to use any of the information we collect, at any time, by emailing EarlyYears@rcs.ac.uk.

Use of Images and Video

When you book, we ask you to give permission for RCS to use images/video of the student for educational and promotional purposes.

Promotional purposes includes using images in print and online media, including social networking sites and the RCS website.

Educational purposes includes using images for training, teaching and documenting activity in archives. Any images will be used by and for RCS use only. We will never sell your image to a third party.

As part of our commitment to ensure the safety of students, we do not permit photographs, film or other images of students to be taken or used without the consent of the parent/carer where the student is under the age of 18.

The RCS follows national guidance for the use of images of children and young people.

The RCS takes all steps to ensure these images are used solely for the purposes for which they are intended, which is the promotion and celebration of the activity of our students.

If you become aware that these images are being used inappropriately, you should inform us immediately. If at any time the parent/carer wishes the data to be removed from use, notice must be given in writing to RCS using EarlyYears@rcs.ac.uk after which the data will be removed within a reasonable timescale.

Payment of course fees

When you book a course, you will be asked to make full payment for the course or to make an initial payment and setup a payment plan.

The RCS does not offer credit agreements. Therefore all payment plans must be made ahead of course activities and payment must be made in full before the last day of the course.

At this stage, we do not collect or store any credit/debit card information or bank details.

All of our payments are managed through our secure booking system, Sage Pay, Europe's leading independent payment service provider (PSP).

All payment deadlines must be adhered to. If you have any problems with payment at any point from commencing your contract with us, you should contact us as soon as possible.

If you develop a debt profile with us, you will be asked to leave the course. You will not be refunded for any fees you have paid in relation to the course and will be liable for fees for the remainder of the course you have signed up to (please see our Cancellations and Refund Policy).

Promotional offers and discounts

10% off for sibling(s) of a current student.

15% off any summer school programme for a limited time period as specified in our promotional offers pages.

If you qualify for a discount, please contact the Early Years Team at EarlyYears@rcs.ac.uk and the discount will be deducted at source.

Only one discount may be claimed per student, per booking.

Discounts may be withdrawn at any time.

Discounts can be applied at point of payment for course by using a discount code.

Discount codes must be used at time of booking. No retrospective discounts will be given.

If you have already paid for a course which a discount then becomes available for, you will not be able to receive a retrospective discount unless you cancel your booking and re-book. If you choose to do this, our cancellation and refund policy applies – please read this carefully before taking any action.

Course Cancellation and Refund Terms and Conditions 2022/23

We reserve the right to reschedule classes/lessons. Reasons for this may be, but not restricted to, weather warnings and tutor/lecturer availability.

Publicised course tutors (web and print form) may be subject to change due to tutor availability.

We may be required to cancel an individual class at short notice. Wherever possible we will endeavour to offer the class at a later date.

Where there is a change in the usual advertised tutor, RCS will endeavour to give as much notice as possible in advance of individual classes/lessons.

If an RCS teacher is unable to make the lesson, we will undertake to rearrange it or make it up at a later date. If the student is unable to make the lesson, we are under no obligation to rearrange.

In any instance where RCS has to cancel a course for any of the reasons outlined above, you will receive a full refund of any course fees paid in respect of that course.

The Royal Conservatoire of Scotland is not responsible for any additional costs you may have incurred, including costs for travel or accommodation.

Cancellation by you

Once you have completed your online booking and received your confirmation email or dated payment receipt, you are deemed to have a contract with RCS.

Under The Consumer Rights Act 2015, you have a right to cancel your contract with us within 14 days (known as a cooling off period), during which you will be entitled to a full refund. To cancel your contract during the cooling off period, you should do so in writing by email to EarlyYears@rcs.ac.uk, or in person by speaking with a member of the Early Years administration team (and not with a tutor) at the Junior Conservatoire office, RCS, 100 Renfrew Street, Glasgow, G2 3DB.

To meet the cancellation deadline, you must advise us that you wish to cancel before the cooling off period has expired. A request for cancellation must be made by email or by attending in person at RCS (address above). You will lose your right to cancel if the course starts during the cooling off period.

You should be aware at the time of booking that, out with the statutory 14 day cooling off period, there is no automatic right to cancel, and there will be no refund of fees.

If you wish to withdraw from a 30 week course at any point after classes and lessons have commenced, you will be required to pay for the remainder of that term in full. You will be liable for payment, whether or not you attend the lessons/classes/rehearsals during that period. No additional charge will be passed on to parent/carers if written notification of withdrawal is given prior to the last week of the previous term.

If the course begins during the 14 day cooling off period you will be liable for course fees for any part of the course that takes place, until you inform us in writing that you wish to cancel your contract. At this point, you will then be refunded any fees that have been paid for, for the remainder of the course.

Our right to end the contract

We may end the contract at any time if you break it. This would mean you would be asked to no longer attend the course.

We may break the contract if:

- You do not make payment to us or setup a payment plan when it is due.
- You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the course to you and/or enrol you as a student (as applicable).
- You have a high number of absences and the tutor feels this is affecting the class in a negative way.

If we break the contract due to any of the reasons outlined above, you will not be entitled to a refund.

If we have to break your contract, this may affect your enrolment in other courses within the Short Courses and Junior Conservatoire programmes.

Refunds

Please be aware that, outside of the statutory 14 day cooling off period, you are only entitled to a refund if RCS cancel the course.

Refunds are not available should you have a change in circumstances that makes continued attendance at the course difficult, or if you simply change your mind.

Consideration of transferring funds to another course is at the discretion of the Short Courses and Junior Conservatoire teams.

For international students, requests for refunds as a consequence of failure to obtain a visa for study must be supported by evidence.

If you withdraw from a course for medical reasons, a partial refund may be issued. In such circumstances, a medical certificate may be requested.

A 25% administration fee of the total course cost will be deducted from any refund given.

We will never refund any travel or accommodation purchased by a booker to attend an RCS course. We strongly advise students to purchase the appropriate insurance cover for any travel or accommodation booked prior to the course commencing. Travel/accommodation costs will not be reimbursed, regardless of whether the booker cancels their contract, or RCS cancel the course. Refunds will be made to the account registered.

Covid 19

Students accessing face to face delivery must follow all health and safety guidelines for attending classes within the RCS building. Any students failing to adhere to health and safety protocols will be asked to leave the building.

Code of Conduct

All students will be asked to agree to a code of conduct which states:

- Students are expected to maintain high standards of behaviour and conduct at all times whilst participating in Early Years activities.
- The use, possession, purchase and/or sale of illegal substances or the bringing or consumption of alcohol (regardless of age) during Junior Conservatoire activities is strictly forbidden and will result in immediate suspension and potential termination of studies.
- Mobile phones should be turned off during all sessions, rehearsals and performances.
- Students should avoid bringing valuables to RCS. Instruments and personal belongings should be kept in sight at all times. The RCS will not be held responsible for the loss, damage or theft of such items. A small number of lockers are provided for student use when performing. Students should provide their own personal padlock.
- The RCS Junior Conservatoire has a zero tolerance approach to bullying.

- Failure to meet the above standards may result in disciplinary action which, in some cases, may lead to suspension or termination of studies

Attendance and Absences

- Requests for permission to be absent should be submitted by the student/parent/carer to the Early Years email (EarlyYears@rcs.ac.uk), giving as much notice as possible. The email should detail the student's name, the date/time of the requested absence, the reason for the absence, as well as the teachers and activities impacted by the absence.
- Unauthorised absences from lessons or classes are not permitted. Failure to attend all required rehearsals, classes and performances, without previous absence authorisation, may result in disciplinary action, which will be dealt with by the Head of the Junior Conservatoire.
- All dates for the session, including rehearsals and concerts for all groups, orchestras and choirs are issued in September in the Junior Conservatoire calendar. Please note all dates in your diary to avoid any last minute clashes.

Parents/Carers

- Parents of Early Years children must remain in the building at all times.
- Parents of Early Years pre-school children must attend the class or stay near the class (as required by the tutor) to assist with toileting or other personal issues.
- Parents must be available to collect children at the end of their lessons/ classes.