



EAST LONDON ACADEMY OF DRAMATIC ART (ELADA) TERMS AND CONDITIONS 2018 /19

This document sets out the terms and conditions between the East London Academy of Dramatic Art ("ELADA") and students on our courses.

It contains important information, and you should read these terms and conditions carefully before accept and join one of our courses to ensure that you understand the contents, as these terms and conditions will become binding on you and us when a contract is formed between us in accordance with condition 2.

In this document the term 'course' is used to refer to the full programme of training, study and assessment, which you will undertake at the ELADA. This also includes part-time and evening classes.

1 INTRODUCTION

- 1.1 ELADA may have rules and regulations that are different from other institutions. You are embarking on a professional training course and these rules and regulations are part of the framework that will support you in understanding the theatre world in which ELADA operates. Please read the Student Code of Conduct and the other documents referred to in condition 2.2 below, which contain these rules and forms part of the terms and conditions of your contract with ELADA.
- 1.2 ELADA is an autonomous institution, which is independent from any Higher Education council. You will be registered with ELADA. ELADA's programmes do not accredit any degrees or other higher education qualifications. By agreeing to these terms and conditions, you also agree to abide by ELADA's regulations, policies and procedures, but also by any regulations, as summarised in these terms and conditions.

2 OUR CONTRACT WITH YOU

- 2.1 These terms and conditions govern the relationship between you and ELADA and it is important that you read them carefully prior to accepting your offer to ensure that you understand their contents.
- 2.2 These terms and conditions will become binding on you and us when we confirm your place on a course at ELADA in writing, and any conditions set out in your offer have

Registered Office:
4 Imperial House
8 Kean Street,
London SW11 8EJ

ELADA Studio:
The Silver Building
60 Dock Road,
London E16 1YZ

T: + 44 (0) 7444 702 177 E: info@elada.co.uk W: www.elada.co.uk
East London Acedemy of Dramatic Art Ltd
Registered in England Company Number: 11301592

been met to our satisfaction, at which point a legal contract is formed between you and ELADA on the basis of the terms and conditions set out in your offer email, the terms and conditions set out in this document and the terms and conditions set out in:

- Regulations and policies as provided in the ELADA's Academic Regulations and Policies (see www.elada.co.uk)
- ELADA's Admissions Policy (see relevant admissions section of www.elada.co.uk)
- ELADA's Fees Policy (see www.elada.co.uk); and
- All other rules, regulations and policies which ELADA makes for its students from time to time, which are applicable to your studies at ELADA, which will be published on ELADA's student intranet and about which you will be notified in each case, as from time to time in force and/or updated in accordance with condition 18 ("Other changes to the contract").

2.3 Please make sure that you familiarise yourself carefully with the content of these documents and their relevant requirements. Queries regarding any of these documents should be referred to the Director of Student & Academic Services at ELADA (please see paragraph 20.1 for contact details).

2.4 In the event of a conflict between these terms and conditions and any other regulations, policies or procedures set out in condition 2.2 which apply to your studies, these terms and conditions shall take precedence.

2.5 The contract may be ended by ELADA and your enrolment terminated if the relevant conditions are not met or our terms not complied with, as set out in the documents specified in condition 2.2, above. For example, failure to comply with ELADA's Student Code of Conduct could result in ELADA taking action against you under its disciplinary procedures, which could result in termination by ELADA of your enrolment on your course and of the contract.

2.6 Where relevant, you are required to comply with any terms and conditions applicable to international students requiring immigration permission to enter or remain in the United Kingdom and with UK immigration law requirements.

3 ENROLMENT AND RE-ENROLMENT

3.1 Your place on a course at ELADA will be conditional on you complying with enrolment conditions including any conditions relating to your fees, and enrolling at the start of your course.

3.2 You must enrol at the designated session at the start of your course, as set out in your introductory information and induction pack. If you cannot or do not enrol at the designated session you must provide us with an acceptable reason for your non-enrolment in order to be permitted to enrol on another occasion, otherwise you will not be entitled to enrol for that year of study (or any future year of study) and your relationship with ELADA and this contract shall be terminated.

3.3 ELADA does not normally permit students to defer the offer of a place for enrolment in a later year of study. Failure to enrol at the start of your course in accordance with condition 3.2 will result your relationship with ELADA and this contract being terminated and you will need to re-apply from the start to be considered for a place to study at ELADA in a future year.

- 3.4 Provided you are eligible to re-enrol (which means you have met the assessment and progression requirements, do not owe ELADA tuition fees and have not been suspended from the course for any reason including under ELADA's Disciplinary Policy and Fitness to Train Policy), you must re-enrol for each subsequent year of study using the approved procedure. If you cannot or do not re-enrol using the approved procedure you must provide ELADA with a reason for your non-enrolment which is acceptable to ELADA in order to be permitted to enrol on another occasion, otherwise you will not be entitled to enrol for that year of study (or any future year of study) and your relationship with ELADA and this contract shall be terminated.

4 YOUR OBLIGATIONS

4.1 In enrolling with ELADA as a student, you become part of our community. From the point your offer is confirmed you are required to abide by the regulations, rules, policies and procedures set out at condition 2 above, copies of which can be obtained from the Director of Student & Academic Services. You are required at all times to behave courteously and respectfully towards other students and members of teaching and non-teaching staff, including visiting professionals, in accordance with our Student Code of Conduct.

4.2 Your obligations to ELADA are to:

- Pay your course fees and other required fees when due as set out in ELADA's Fees Policy and in the offer letter. If you cease to be a student of ELADA because for example you withdraw from your course or we terminate your enrolment, including for non-payment of fees, you may still be liable for any outstanding fees. (See condition 8 below).
- Be responsible for your own learning, making use of the appropriate equipment and facilities and complying with the rules and regulations established by the ELADA for the use of resources and facilities as set out ELADA's Student Code of Conduct and the Student Handbook.
- Participate actively in your training, including meeting ELADA's rules around attendance, which do not generally allow for absence other than in exceptional circumstances, and do nothing that will hinder or interfere with the training of other students.
- Meet any assessment deadlines, including attendance requirements for continuous and practical assessment.
- Familiarise yourself with and comply with the relevant ELADA Student Code of Conduct and all other rules and regulations, policies and procedures listed as condition 2.2 above which govern the operation of your course and your relationship with ELADA.

5 OUR OBLIGATIONS TO YOU

5.1 ELADA's obligations to you are to:

- Provide you with the tuition, pastoral and learning support associated with your course with reasonable care and skill;
- Subject to conditions 16 and 17, deliver your course as described in the

Website and prospectus and summary course document for the duration of the course;
and

6 TERMINATION OF CONTRACT AND ENROLMENT

- 6.1 You may withdraw from ELADA and terminate this contract and your enrolment as a student at any time by giving written notice to ELADA by sending either an email or letter to the address set out in condition 21.2 below. Any such withdrawal will take effect when the named contact receives the communication from you.
- 6.2 ELADA may terminate this contract and your registration if, in accordance with these terms and conditions and ELADA's appropriate regulation, policy or procedure:
- you do not pay your tuition fees when due;
 - you fail to disclose relevant information to ELADA (including in respect of criminal convictions) or have produced false, incorrect or misleading information, whether in the course of your application or whilst on your course;
 - you materially breach any of the terms and conditions of the contract: for example, failure to abide by health and safety requirements, serious cases of non-approved absence, or serious breach of Student Code of Conduct.
- 6.3 If the contract and your enrolment have been terminated, your entitlement to a refund of course fees and/or other fees will be in accordance with ELADA's Fees Policy.
- 6.4 On termination of the contract and your enrolment, you must return any property owned by ELADA to the Director of Student & Academic Services or her nominee.

7 INTERMISSION OF STUDIES

- 7.1 You may be permitted to intermit your studies, with permission from ELADA in accordance with ELADA's policy on intermission of studies contained in the Course Regulations and Policies.
- 7.2 ELADA may, on occasion and in line with its Fitness to Train policy require you to suspend your studies if it determines that you are not able for any reason to participate in the course.
- 7.3 During the intermission of your studies, ELADA may make adjustments to your course, in line with the terms outlined in conditions 16 and 17. You will be consulted as soon as ELADA is aware that changes may affect your course.
- 7.4 If your enrolment is interrupted or terminated for whatever reason, this may affect any bursary or scholarship awarded to you.

8 FEES AND COSTS

- 8.1 This section sets out key conditions relating to fees. You should consult ELADA's Fees Policy for full information on fees and debts.
- 8.2 It is important that you read the Fees Policy carefully as this sets out ELADA's and your respective rights and obligations including but not limited to circumstances in which sums paid to ELADA will be refunded. It also sets out the potential consequences if you fail to make payment, which includes the ELADA's ability to terminate your registration and this contract, and/or to withhold awards. In addition, non-payment of fees and/or

charges could result in ELADA taking legal action against you to recover outstanding amounts.

- 8.3 We may require you to pay a deposit to confirm the offer of a place on a course. Course fee deposits are not normally refundable.
- 8.4 Course fees for each year become payable on enrolment and at re-enrolment each year. Course fees include: tuition, course materials, learning resources and assessment costs, and are set out in ELADA's Fees Policy.
- 8.5 Course fees do not include some personal materials, such as practice and work clothes, kit, and some tools as well as books or scripts. These are listed in the course documents and you will be supplied with a list before taking up your place. Students receive a limited number of free tickets to ELADA public performances.
- 8.6 For students who are new entrants to a course in 2018 or new entrants to a course in subsequent years, the course fees confirmed in your offer letter may be increased in further years of study by an inflationary amount determined in accordance with measures set by Government (currently the Office for Budget Responsibility forecast for RPI -X, being the retail price index, excluding mortgage interest payments). Any such increased fees will not exceed the fee cap current in respect of the relevant period and shall be in accordance with the CPI, being the Consumer Price Index.
- 8.7 It is your responsibility to ensure that all deposits, tuition and other fees and charges payable to ELADA are paid when due. Your offer letter will state the amount of tuition fees that you will be required to pay. Where it is agreed that fees may be paid in instalments, these must be received on time. Late or non-payment may result in your removal from any instalment plan. Unless you have the prior written agreement of ELADA to a different schedule of instalments, course fees must be paid in accordance with the schedule of instalments relating to your specific course, as outlined in the Fees Policy.
- 8.8 If you are paying your course fees with a government-sponsored loan, you must provide proof to ELADA before enrolment that you have the necessary finance in place. If you are not able to provide proof, ELADA may require that you pay the first instalment of your fees yourself.
- 8.9 Please note that if someone other than you makes any payment, or agrees to make any payment, on your behalf, you remain liable for full payment until ELADA has received cleared funds.
- 8.10 If you do not pay course fees in accordance with these terms, ELADA reserves the right to withdraw your place on the course, and/or suspend or withdraw you from the course until any fee debt is paid or cancelled by ELADA in accordance with its Fees Policy. If you cease to be a student of ELADA because for example you withdraw or ELADA terminates your registration, you may still be liable for any course fees and/or other charges, which are outstanding, in accordance with the Fees Policy.

9 RISK OF INJURY

- 9.1 ELADA aims to provide a well-maintained environment that all users and staff members find safe and enjoyable and in which you can seek to achieve your learning goals effectively. In providing this environment, ELADA understands and complies with its legal obligations to act reasonably to safeguard the health and safety of its students.

- 9.2 Pursuant to these terms and conditions, all students are required to familiarise themselves fully with and to adhere to the Student Code of Conduct and the Health and Safety Policy. You are required to take care for your own safety and for the safety of those around you, and to ensure that equipment that you own is suitable for the proposed use and regularly checked and maintained.
- 9.3 You should be aware, however, that ELADA courses and assessments are physically demanding. In addition, the skills we teach include, by their very nature, involve elements of risk including injury. Whilst we take reasonably practicable measures to reduce or eliminate these risks, it is not possible to eliminate them all. Health care can be obtained free of charge from the NHS but waiting times for treatment are unpredictable and may result in disruption to and interruption of your studies. Long periods of absence may result in you being unable to complete the course. ELADA offers some support through practitioners such as physiotherapy or voice specialists, but sustained or lengthy treatment cannot be guaranteed.

10 PERSONAL EQUIPMENT AND OTHER PROPERTY

- 10.1 ELADA can accept no responsibility for loss or damage to your equipment or other property, which is incurred at ELADA or otherwise in the course of your studies.

11 INTELLECTUAL PROPERTY

- 11.1 Intellectual Property Rights shall mean all patents, rights to inventions, copyright and related rights, moral rights, trade marks, rights in designs, rights in computer software, database rights and other intellectual property rights.
- 11.2 If you are studying for any taught programme, unless agreed otherwise, you shall own any intellectual property you generate and provide to ELADA during your course.

12 CRIMINAL CONVICTIONS

- 12.1 As part of your application process ELADA requires information concerning relevant unspent criminal convictions to be disclosed, so that it may assess, whether it is appropriate to permit an individual to join the ELADA community. ELADA will consider whether any unspent criminal convictions or related information are compatible with you taking up your place or continuing on your course. You are required to make a similar disclosure each year you re-enrol.

13 DATA PROTECTION

- 13.1 ELADA collects, holds and otherwise processes "personal data" (which may include "sensitive personal data", each as defined by the Data Protection Act 1998) about applicants and students of the ELADA which is provided to them by you (or which is otherwise received from third parties) for their own, separate purpose(s), in accordance with each Controller's Data Protection Statement. Your data will not be shared with any subsidiary or second or third party.
- 13.2 This personal information is generally processed by each Controller for the following general purposes: to administer admissions, courses of study and pastoral care; to monitor student performance; to send communications to students; to compile statistics for internal monitoring and enhancement purposes or for publication; and to make required returns to external bodies, including agencies of UK Government (eg as a condition of leave to remain in the UK).

13.3 Please note that by providing your personal information to each Controller, you are providing your consent to the processing of that personal information by that Controller in accordance with the relevant Data Protection Statement and any other information and/or consent form(s) provided to you from time to time.

14 SAFEGUARDING AND COMMUNICATION WITH PARENTS

14.1 ELADA is developing policies on safeguarding children and vulnerable adults, and on communication with parents for students who are under 18 years of age or in a vulnerable position. Further information about the policies will be provided once these have been approved through ELADA's governance arrangements.

15 CHOICE WITHIN YOUR COURSE

15.1 Subject to condition 19 (events outside our control) and our rights to make changes to courses and/or to these terms and conditions under conditions 16 and 17, ELADA will deliver courses as set out in the prospectus and course summary referred to in condition 2.2.3. Whilst the majority of ELADA's curriculum on all programmes is mandatory.

16 COURSE CHANGES, DISCONTINUANCE, SUSPENSION AND NON-PROVISION

16.1 If it reasonably considers it to be necessary, ELADA may make reasonable changes to the content, syllabus, mode of delivery and/or timetable of courses set out in the prospectus and course summary document which:

- are not material to the overall learning outcomes of the course (for example, moving the timing of a particular module or project within the year, or a change in the staff delivering the module or project);
- will benefit your or other students' training (for example, enabling you or other students to benefit from additional classes with visiting professionals);
- are caused by matters outside our control (as set out in condition 1); and/or
- are in order to comply with changes in the law and/or the instructions of ELADA or, a validating university, and/or professional body.

16.2 ELADA may discontinue, suspend and/or not provide courses if there are insufficient numbers of student enrolments to make a course viable and/or for any reason outside ELADA's control (as set out in Condition 1).

16.3 Where changes are to be made to courses in accordance with condition 19, which are not significant, we will, following suitable consultation with affected students, take all reasonable steps to notify you at the earliest opportunity and to minimise any disruption to your studies (if you are affected by the change).

16.4 In the unlikely event that ELADA changes a course significantly:

- we will, following suitable consultation with affected students, take all reasonable steps to notify you at the earliest opportunity and minimise any disruption to your studies (if you are affected by the change);
- you will be entitled to withdraw from the course by informing ELADA of this intention;

- If you withdraw from the course, ELADA may (if reasonable to do so), refund course fees and/or deposits paid (albeit please note that, if reasonable, refunds may be calculated on a pro rata basis); and
- where reasonably practicable, ELADA will offer you a place on a course which the ELADA deems a suitable alternative.

16.5 In the unlikely event that ELADA discontinues, suspends and/or does not provide a course:

- ELADA will, following suitable consultation with affected students, take all reasonable steps to notify you at the earliest opportunity and to minimise any disruption to your studies (if you are affected by the change);
- ELADA will refund course fees and/or deposits paid (albeit please note that, if reasonable, refunds may be calculated on a pro rata basis); and
- Where reasonably practicable, ELADA will offer you a place on a course, which ELADA deems a suitable alternative.

17 OTHER CHANGES TO THE CONTRACT

17.1 ELADA may from time to time revise the terms and conditions of the contract including the rules, regulations, policies and procedures referred to in these terms and conditions:

- in circumstances where ELADA reasonably considers this to be necessary for the enhancement of its provision in the best interests of students and/or for the appropriate management of its resources and/or its student community; and/or
- in circumstances which are caused by matters outside our control (as set out in condition 19); and/or
- in circumstances which reflect changes in relevant laws; and/ or
- in the event of changes to the requirements of ELADA and any regulators and/or professional bodies; and/or
- in the event of changes in ELADA validation arrangements external bodies.

17.2 Where changes are made to the terms and conditions of the contract under condition 17 we will undertake (where necessary) suitable consultation with students and (where necessary) take all reasonable steps to communicate and explain these changes you with as much notice as possible.

18 EVENTS OUTSIDE OUR CONTROL

18.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the contract if that is caused by an event outside our control.

18.2 An event outside our control means any act or event beyond our reasonable control, including without limitation:

- strikes, lock-outs or other industrial action or disputes (whether involving our workforce or any other party);

- acts of God, pandemic, quarantine or widespread illness (whether affecting our staff and/or student body or otherwise), governmental requisitioning, emergency planning or provision;
- war (whether declared or not) or threat or preparation for war;
- riot, civil commotion, invasion;
- an actual, suspected or threatened act of terrorism;
- fire, flood, storm, tempest, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- national emergencies;
- breakdown of plant or machinery;
- default of suppliers and/or sub-contractors; or
- failure of public or private telecommunications networks.

18.3 If an event outside our control takes place that affects the performance of our obligations under the contract:

- we will contact you as soon as reasonably possible to notify you; and
- our obligations under the contract will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our control. Where the event outside our control affects our performance of services to you, we will resume the services as soon as reasonably possible after the event outside our control is over.

19 COMPLAINTS PROCEDURE

19.1 ELADA welcomes feedback on your experience of being a student and looks to make improvements where it can. If you wish to complain about any aspect of our service after you have enrolled as a student, you may do so using the Complaints Procedure (see Academic Regulations and Policies). ELADA's Complaints Procedure outlines the roles and responsibilities of ELADA. If you are not satisfied with the final decision regarding that complaint, you may be able to make a complaint to the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>).

20 NOTICES

20.1 If you have any questions about the contract or any of these terms and conditions, please contact:

Mr Behsat Ahmet, Director
 ELADA, Studio 101,
 The Silver Building
 60 Dock Road,
 London,
 E16 1YZ.

20.2 In the event that you need to contact ELADA before commencing your programme, please send your communication by email or in writing to Mr Behsat Ahmet, Registry Manager, behsat@elada.co.uk

elada

20.3 If ELADA needs to contact you by email or in writing, such communication will be sent to the last contact email address and postal address provided by you to the Admissions team within Student & Academic Services at ELADA. It is your responsibility to ensure that the contact email address and postal address that ELADA holds for you on file are current.

21 YOUR RIGHT TO CANCEL

- 21.1 When we confirm your place on a course at ELADA, a legal contract is formed with ELADA (as explained in condition 2). For the avoidance of doubt, your place on a course at ELADA is only confirmed when you receive, in response to your acceptance of the ELADA offer, an email from ELADA confirming that you have been accepted onto a course.
- 21.2 You have the right to cancel this contract under the Consumer Contract (Information, Cancellation and Additional Payments) Regulations 2013 within 14 days without giving any reason.
- 21.3 The cancellation period will expire after 14 days from the day of the conclusion of this contract.
- 21.4 To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (for example, a letter sent by post or email). You should exercise your right to cancel by contacting Mr Behsat Ahmet, Registry Manager (email: behsat@elada.co.uk). You may use the attached model cancellation form, but it is not obligatory.
- 21.5 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.
- 21.6 If you cancel this contract within the 14 day cancellation period, we will reimburse to you all payments received from you.
- 21.7 If you requested to begin the performance of services during the cancellation period, you shall pay us an amount, which is in proportion to what has been performed until you have communicated to us your cancellation of this contract, in comparison with the full coverage of the contract.

22 OTHER IMPORTANT TERMS

- 22.1 The contract is governed by English law and subject to the jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland; if you are a resident of Scotland, you may also bring proceedings in Scotland; and, if you are a resident of any country in the EU, you may also bring proceedings in that country which is your national country.