



ST PAUL'S
GIRLS' SCHOOL

Information for Parents
Terms and Conditions of the Parent Contract

St Paul's Girls' School

Terms and Conditions of the Parent Contract

1 Introduction

- 1.1 **Terms and conditions** These terms and conditions reflect the custom and practice of independent schools for many generations and together with the letter of offer, Conditions of Award (if applicable), Acceptance Form and Fees List they form the basis of a legally binding contract between the Parents and the School for the provision of educational services. These terms and conditions are intended to promote the education and welfare of pupils and the stability, forward-planning, proper resourcing and development of St Paul's Girls' School.
- 1.2 **Variations: these terms and conditions, the Conditions of Award and the Fees List are subject to change from time to time.**
- 1.3 **Admissions publications and website** The School's admissions publications and website are not contractual documents. Please see clause 11.5 below for further information. The School website contains a number of policies and procedures which can be viewed by parents. Printed copies are available from the School on request.
- 1.4 **Fees and notice** The rules concerning fees and notice are of particular importance and are set out at Section 8 and Section 9 below.
- 1.5 **Managing change** St Paul's Girls' School, as any other school, is likely to undergo a number of changes during the time your child is a pupil here. Please see Section 11 below for further details of the changes that may be made and the consultation and notice procedures that will apply.

2 Terminology

- 2.1 **The School or We or Us** means St Paul's Girls' School as now or in the future constituted (and any successor). The School is constituted as a charitable company limited by guarantee.
- 2.2 **School Governors or Governing Body** means the Governors of the School who are appointed from time to time under the terms of its governing instrument and who are responsible for governance of the School.
- 2.3 **The High Mistress** means the High Mistress of the School as appointed by the School Governors. The High Mistress is responsible for the day-to-day running of the School.
- 2.4 **The Parents or You** means any person who has signed the Acceptance Form. The Parents are legally responsible, jointly and severally, for complying with their obligations under these terms and conditions. Fees payable by a third party (for example, an employer, grandparent or step-parent without Parental Responsibility or third party credit provider) will be subject to a separate agreement between the School, the Parents and the third party. Please also see clause 9.3 and clause 11.6 below.

- 2.5 **Parental Responsibility** Those who have Parental Responsibility (i.e. legal responsibility for the child) are entitled to receive relevant information concerning the child whether or not they are a party to this contract unless a court order has been made to the contrary, or there are other reasons which justify withholding information to safeguard the best interests and welfare of the child.
- 2.6 **The Pupil** means the child named on the Acceptance Form. The age of the Pupil will be calculated in accordance with British custom.

3 Admission and entry to the School

- 3.1 **Registration and admission** Applicants will be considered as candidates for admission and entry to the School when the Registration Form and Examination Entry Form have been completed and returned to us and the non-returnable Registration Fee paid. Admission will be subject to the availability of a place and the Pupil and the Parents satisfying the admission requirements at the relevant time. **Admission** occurs when the Parents accept the offer of a place. **Entry** occurs on the date when the Pupil attends the School for the first time under these terms and conditions.
- 3.2 **Equality** The School is an academically selective mainstream day school for girls aged from 11 to 18 years and welcomes staff and children from many different ethnic groups, backgrounds and creeds. Human rights and freedoms are respected. At present, our physical facilities for the disabled are limited but we will do all that is reasonable to ensure that the School's culture, policies and procedures are made accessible to girls who have disabilities and to comply with our legal and moral responsibilities under equality legislation in order to accommodate the needs of applicants and pupils who have disabilities for which, after reasonable adjustments, we can cater adequately.
- 3.3 **Offer of a place and deposit** A deposit (**Acceptance Deposit**) as shown on the Fees List for the relevant year will be payable when parents accept the offer of a place. The Acceptance Deposit will be retained in the general funds of the School until the Pupil leaves and will be repaid by means of a credit without interest to the final payment of Fees or other sums due to the School on leaving, unless stated otherwise in these terms and conditions or unless the Parents wish to donate the Acceptance Deposit to the School's Bursary Campaign. See also clause 9.7.
- 3.4 **Overseas pupils** For reasons of administration, the right is reserved to require payment of an additional deposit (**Overseas Deposit**), as shown on the Fees List for the relevant year, in the case of a pupil whose normal residence is outside the United Kingdom. The Overseas Deposit will be retained in the general funds of the School until the Pupil leaves and will be repaid by means of a credit without interest to the final payment of Fees or other sums due to the School on leaving, unless stated otherwise in these terms and conditions. See also clause 9.7.

3.5 **Immigration** The School is currently a registered UK Visas and Immigration sponsor. Parents must inform the High Mistress when returning a completed Examination Entry form or at any other time if their child requires sponsorship from the School in order to obtain a visa to study at the School. Parents are also required to inform the School if the immigration status of their child has changed and sponsorship from the School is no longer required. Where a child is sponsored by the School for immigration purposes the Parents shall permit the School to take and retain copies of the child's passport and visa. It shall be the Parents' responsibility at all times to ensure that their child has the appropriate immigration permission to reside in the United Kingdom and to study at this School.

4 Pastoral Care

4.1 **The School's commitment** We will do all that is reasonable to safeguard and promote the Pupil's welfare and to provide pastoral care to at least the standard required by law in the particular circumstances. We will respect the Pupil's human rights and freedoms which must, however, be balanced with the lawful needs and rules of the School community and the rights and freedoms of others.

4.2 **Complaints** Any question, concern or complaint about the pastoral care or safety of a pupil or any educational issue or other matter connected to the School must be notified to the School as soon as practicable. A copy of the School's Complaints Policy is available on the School website or can be supplied on request. See also clause 7.18 below.

4.3 **Pupil's rights** The Pupil, if of sufficient maturity and understanding, has certain legal rights which the School must observe. These include the right to give or withhold consent in a variety of circumstances and certain rights to confidentiality and, usually, the right to have contact with her parents. If a conflict of interest arises between the Parents and the Pupil, the rights of, and duties owed to, the Pupil will in most cases take precedence over the rights of, and duties owed to, the Parents.

4.4 **High Mistress's authority** The Parents authorise the High Mistress to take and / or authorise in good faith all decisions which the High Mistress considers on proper grounds will safeguard and promote the Pupil's welfare. Please see Section 5 below.

4.5 **Ethos** The ethos of the School is to foster good relationships between pupils and between members of staff and pupils. Bullying, harassment, victimisation and discrimination will not be tolerated. The School and its staff will act fairly in relation to the Pupil and the Parents and we expect the same of the Pupil and the Parents in relation to the School or its staff.

4.6 **Physical contact** The Parents give their consent to such physical contact with the Pupil:

4.6.1 as may accord with good practice; or

4.6.2 as may be appropriate and proper for teaching and instruction; or

4.6.3 for providing comfort to the Pupil in distress; or

4.6.4 to maintain safety and good order; or

4.6.5 in connection with the Pupil's health and welfare.

The Parents also consent to the Pupil participating in contact and non-contact sports and other activities as part of the normal School programme or extra-curricular programme. The Parents acknowledge that while the School will provide appropriate supervision the risk of injury cannot be eliminated.

4.7 **Disclosures** The Parents must, as soon as possible, disclose to the School in confidence:

4.7.1 any known medical condition, health problem or allergy affecting the Pupil;

4.7.2 any history of a learning difficulty on the part of the Pupil or any member of her immediate family;

4.7.3 any disability, special educational need or any behavioural, emotional difficulty and / or social difficulty on the part of the Pupil;

4.7.4 any family circumstances or court order which might affect the Pupil's welfare or happiness;

4.7.5 any concerns about the Pupil's safety;

4.7.6 any change in the financial circumstances of the Parents in receipt of a bursary from the School.

4.8 **Confidentiality** The Parents authorise the High Mistress to override their own and (so far as they are entitled to do so) the Pupil's rights to confidentiality, and to impart confidential information on a "**need to know**" basis where necessary to safeguard or promote the Pupil's welfare or to avert a perceived risk of serious harm to the Pupil or to another person at the School. In some cases, members of staff may need to be informed of any particular vulnerability the Pupil may have. The School reserves the right to monitor the Pupil's use of:

4.8.1 e-mail;

4.8.2 the internet; and

4.8.3 mobile electronic devices.

See also the School's Behaviour policy and the ICT Code of Conduct for pupils.

4.9 **Special precautions** The High Mistress needs to be aware of any matters that are relevant to the Pupil's safety and security. The High Mistress must therefore be notified in writing immediately of any court orders or situations of risk in relation to the Pupil for whom any special safety precautions may be needed. Parents may be excluded from School premises if the High Mistress, acting in a proper manner, considers such exclusion to be in the best interests of the Pupil or any other member of the School community.

4.10 **Leaving School premises** The School will do all that is reasonable to ensure that the Pupil remains in the care of the School during School hours but we cannot accept responsibility for the Pupil if she leaves School premises in breach of School Rules. The School is not legally entitled to prevent a pupil aged 16 years or over from leaving the School premises during School hours.

4.11 **Residence during term time** The Pupil is required during term time and at weekends to live with a Parent, unless otherwise agreed in writing by the High Mistress. The School expects pupils to live within a reasonable distance of the school, for example within a 60 minute commute.

4.12 **Communication with parents** Communication or instructions from one of the Parents or any person with Parental Responsibility shall be deemed by the School to be received from both Parents. This does not apply to the giving of notice for the cancellation of the place or the withdrawal of the Pupil from the School. Those persons who are required to consent to or to give notice of cancellation or withdrawal of the Pupil are set out in clause 8.2.

4.13 **Absence of parents** When both Parents will be absent from the Pupil's home overnight or for a 24 hour period or longer, the School must be told in writing the name, address and telephone number for 24 hour contact with the adult who will have the care of the Pupil.

4.14 **Temporary guardians** If in unusual circumstances, the Parents are temporarily resident outside the United Kingdom, provision must be made for a guardian for the Pupil in the United Kingdom who has been given legal authority to act on behalf of the Parents in all respects and to whom the School can apply for authorities when necessary. The High Mistress must be notified in writing immediately if the pupil will be residing during term time with a temporary guardian. The School can accept no responsibility during half term or the holidays for the Pupil and the Parents and the guardian of such pupils must make holiday arrangements, including travel to and from the School, in advance. The responsibility for choosing an appropriate guardian rests solely with the Parents. The Parents are responsible in each case for satisfying themselves as to the suitability of a guardian and shall from time to time provide the School with up to date contact details for the appointed guardian.

4.15 **Photographs or images** By signing the Acceptance Form or agreeing to these terms and conditions the Parents consent to the School obtaining and using photographs and images of the Pupil for:

4.15.1 use in the School's promotional material such as admissions publications and the website or social media;

4.15.2 press and media purposes;

4.15.3 educational purposes as part of the curriculum or extra-curricular activities.

We would not disclose the home address of the Pupil without the Parents' consent. If the Parents do not want the Pupil's photograph or image to appear in any of the School's promotional material they must make sure the Pupil knows this and must write immediately to the Admissions Officer requesting an acknowledgement of their letter.

4.16 **Transport** The Parents consent to the Pupil travelling by any form of public transport and / or in a motor vehicle driven by a responsible adult who is duly licensed and insured to drive a vehicle of that type.

4.17 **Pupil's personal property** The Pupil is responsible for the security and safe use of all her personal property including money, mobile phones, locker keys, watches, computers, musical instruments and sports equipment, and for property lent to them by the School.

4.18 **Insurance** The Parents are responsible for insurance of the Pupil's personal property whilst at School or on the way to and from School or any School-sponsored activity away from School premises.

4.19 **School's Liability** Unless negligent or guilty of some other wrongdoing causing injury, loss or damage, the School does not accept responsibility for accidental injury or other loss caused to the Pupil or the Parents or for loss or damage to property.

5 Health and medical matters

5.1 **Medical declaration** The Parents will be asked to complete a Confidential Information Form on entry to the School concerning the Pupil's health and must inform the School in writing if the Pupil develops any known medical condition, health problem or allergy, or will be unable to take part in games or sporting activities, or has been in contact with anyone with an infectious or contagious disease.

5.2 **Medical care** The Parents must comply with the School Nurse's recommendations which may include a reasonable decision to release the Pupil home when she is unwell.

5.3 **Medical examination** The Pupil will have a routine medical examination with the School Doctor or other doctor appointed by him / her, usually during the first term at the School. Arrangements can be made on request for the Parents to be present at a medical examination but this is subject to the Pupil's consent if the Pupil is of sufficient maturity and understanding.

5.4 **Pupil's health** The High Mistress may at any time require a medical opinion or certificate as to the Pupil's general health where the High Mistress considers it necessary as a matter of professional judgement in the interests of the Pupil and / or the School community. The Pupil if of sufficient age and maturity is entitled to insist on confidentiality which can be overridden in the Pupil's own interests or where necessary for the protection of other members of the School community.

5.5 **Medical information** Throughout the Pupil's time as a member of the School, the School's medical team shall have the right to disclose confidential information about the Pupil if it is considered to be in the Pupil's own interests or necessary for the protection of other members of the School community. Such information will be given and received on a confidential, "need to know" basis.

5.6 **Emergency medical treatment** The Parents authorise the School to consent on their behalf to the Pupil receiving emergency medical treatment including blood transfusions within the United Kingdom, general anaesthetic and operations performed by the National Health Service or at a private hospital and where certified by an appropriately qualified person as necessary for the Pupil's welfare and if the Parents cannot be contacted in time.

6 Educational matters

6.1 **Provision of education** The School will do all that is reasonable to provide an educational environment and teaching of a range, standard and quality which is suitable for each pupil and to provide education to at least the standard required by law in the particular circumstances. The School cannot guarantee that the Pupil will achieve her desired examination results or that results will be sufficient to gain entry to other educational establishments.

6.2 **Organisation of the curriculum** We reserve the right to organise the curriculum and its delivery in a way which, in the professional judgement of the High Mistress, is most appropriate to the School community as a whole. Our policy on such matters as, but not limited to, subject choice, streaming, setting and class sizes may change from year to year and from time to time. The pupil's programme of study will be as the School determines and at the sole discretion of the School. If the Parents have specific requirements or concerns about any aspect of the Pupil's education or progress they should contact the Pupil's tutor, or other appropriate member of staff, as soon as possible, or contact the Director of Studies in the case of a serious concern.

6.3 **Progress reports** The School shall monitor the Pupil's progress and shall report regularly to the Parents by means of written reports and parents meetings.

6.4 **Sex education** The Pupil will receive health and life skills education appropriate to her age in accordance with the curriculum from time to time unless the Parents have given formal notice in writing that they do not wish the Pupil to take part in this aspect of the curriculum.

6.5 **Public examinations** The High Mistress may, after consultation with the Parents and the Pupil, decline to enter the Pupil's name for a public examination if, in the exercise of her professional judgement, the High Mistress considers that by doing so the Pupil's prospects in other examinations would be impaired and / or if the Pupil has not prepared for the examination with sufficient diligence, for example, because the Pupil has not worked or revised in accordance with advice or instruction from her teachers.

6.6 **Reports and references** Information supplied to the Parents and others concerning the progress and character of the Pupil, and about examination, further education and career prospects, and any references shall be given conscientiously and with all due care and skill but otherwise without liability on the part of the School.

6.7 **Learning difficulties** The School shall do all that is reasonable to detect and deal appropriately with a learning difficulty which is considered to be a "special educational need". The School staff are not, however, qualified to make a medical diagnosis of conditions such as those commonly referred to as dyslexia, or of other learning difficulties.

6.8 **Screening for learning difficulties** A formal assessment can be arranged by the School at the Parents' expense or by the Parents themselves.

6.9 **Information about learning difficulties** The Parents shall notify the High Mistress when completing the School's Confidential Information Form and subsequently in writing if they are aware or suspect that the Pupil (or anyone in her immediate family) has a learning difficulty and the Parents must provide the School with copies of all written reports and other relevant information. The Parents will be asked to withdraw the Pupil, without being charged Fees in lieu of notice if, in the professional judgement of the High Mistress and after consultation with the Parents and with the Pupil (where appropriate), the School is unable to provide adequately for the Pupil's special educational needs. The School reserves the right to charge for the provision of additional teaching.

6.10 **Moving up the School** If progress is satisfactory and the pupil has demonstrated appropriate diligence and application to their personal conduct and academic performance, it is assumed that the Pupil will move through the School and will ultimately complete Year 13 (VIII). In particular, progression into the Senior school will be contingent on satisfactory performance in GCSE mock examinations. The Parents will be consulted before the end of the Spring Term if there appears to be any reason why the Pupil may be refused a place at the next stage of the School. The Parents must give a term's notice in writing (i.e. before the start of the Summer Term) in accordance with the Provisions about notice in Section 8 below if they do not intend the Pupil to proceed to the next stage of the School, or a term's Fees in lieu of notice will be payable.

6.11 **School's intellectual property** The School reserves all rights and interest in any copyright, design right, registered design, patent or trademark (**intellectual property**) arising as a result of the actions or work of the Pupil in conjunction with any member of staff and / or other pupils at the School for a purpose associated with the School. The School will acknowledge and allow to be acknowledged the Pupil's role in the creation / development of intellectual property.

6.12 **Pupil's original work** The Parents consent for themselves and (so far as they are entitled to do so) on behalf of the Pupil, to the School retaining the Pupil's original work until, in the professional judgement of the High Mistress, it is appropriate to release the work to the Pupil. Certain coursework may have to be retained for longer than other work in order to comply with awarding body regulations. We will take reasonable care to preserve the Pupil's work undamaged but cannot accept liability for loss or damage caused to this or any other property of the Pupil by factors outside the direct control of the High Mistress or staff.

6.13 **Educational visits** A variety of educational visits will be provided for the Pupil. By signing the Acceptance Form or agreeing to be bound by these terms and conditions the Parents consent to the Pupil taking part in any educational visit, including those which take place during weekends or school holidays. The cost of some educational visits will be charged as an extra and added to the bill. The Parents will be informed of the cost in advance. Educational visits which:

6.13.1 require overseas travel; or

6.13.2 involve an overnight stay; or

6.13.3 involve some element of high risk or adventure activity

will be the subject of a separate agreement with the Parents and the cost of the trip will be payable in advance. The Pupil is subject to School discipline in all respects whilst engaged in an educational visit. The High Mistress may request that a pupil does not attend an educational visit if the pupil is unwell. All additional costs of special measures (such as medical costs, taxis, air fares, or professional advice) necessary to protect the Pupil's safety and welfare, or to respond to breaches of discipline, will be added to the bill. The School reserves the right to prevent the Pupil from taking part in an educational visit while overdue fees remain unpaid.

7 School Behaviour Policy

7.1 **School regime** The Parents accept that the School will be run in accordance with the authorities delegated by the Governing Body to the High Mistress. The High Mistress is entitled to exercise a wide discretion in relation to the School's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner and with procedural fairness when the status of the Pupil is at issue.

7.2 **Conduct and Attendance** We attach importance to courtesy, integrity, good manners, good discipline and respect for the needs of others. The Parents warrant that the Pupil will take a full part in the activities of the School, will attend each School day, will be punctual, will work hard, will be well-behaved and will comply with the School Behaviour Policy.

7.3 **School Behaviour Policy** Rules about behaviour and discipline are contained in the School Behaviour Policy which is available on the School website. The Parents are requested to read these documents carefully with the Pupil before they accept the offer of a place.

7.4 **School discipline** The Parents accept the authority of the High Mistress and of other members of staff on the High Mistress's behalf to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of the Pupil and the School community as a whole. The School's Behaviour Policy which is current at the time and published on the School website applies to all pupils when they are on School premises or in the care of the School or otherwise representing or associated with the School.

7.5 **Investigative action** A complaint or rumour of misconduct will be investigated. The Pupil may be questioned and her belongings may be searched in appropriate circumstances. All reasonable care will be taken to protect the Pupil's human rights and freedoms and to ensure that the Parents are informed as soon as reasonably practicable after it becomes clear that the Pupil may face formal disciplinary action, and also to make arrangements for the Pupil to be accompanied and assisted by the Parents, guardian or a teacher of the Pupil's choice.

7.6 **Procedural fairness** Investigation of a complaint which could lead to expulsion, removal or withdrawal of the Pupil in any of the circumstances explained below shall be carried out in a fair and unbiased manner. All reasonable efforts will be made to notify the Parents or guardian so that they can attend a meeting with the High Mistress before a decision is taken in such a case. In the absence of the Parent or a guardian, the Pupil will be assisted by an adult (usually a teacher) of her choice.

7.7 **Divulging information** Except as required by law, the School and its staff shall not be required to divulge to the Parents or others any confidential information or the identities of pupils or others who have given information which has led to the complaint or which the High Mistress has acquired during an investigation.

7.8 **Drugs and alcohol** The Pupil may be given the opportunity to provide a biological sample under medical supervision if involvement with drugs is suspected, or a sample of breath to test for alcohol consumed in breach of School rules or policy. A sample or test in these circumstances will not form part of the Pupil's permanent medical record.

7.9 **Sanctions** The School's current policies on sanctions are available within the School Behaviour Policy on the website or on request from the school office. Those policies may undergo reasonable change from time to time but will not authorise any form of unlawful activity. Sanctions may include a requirement to undertake practical but not degrading tasks on behalf of the School or external community, detention for a reasonable period, withdrawal of privileges, being placed 'on report' or suspension, or alternatively being required to leave permanently or expelled.

7.10 **Definitions of sanctions** In this Section of these Terms and Conditions:

Suspension

means that the Pupil is sent or released home for a limited period either as a disciplinary sanction or pending the outcome of an investigation or pending a Governors' Review.

Withdrawal

has the meaning set in clause 8.10.

Requirement to leave

means that the permanent removal of the Pupil from the School is required in circumstances described in clause 7.11.

Expulsion

means that the Pupil is required to leave the School permanently in circumstances described in clause 7.13.

7.11 **Removal in other circumstances** The Parents may be required to remove the Pupil permanently from the School if, after consultation with the Parents and if appropriate the Pupil, the High Mistress is of the opinion that:

7.11.1 by reason of the Pupil's unsatisfactory attendance, conduct, behaviour or progress, the Pupil is unwilling or unable to benefit sufficiently from the educational opportunities and / or the community life offered by the School; or

7.11.2 if the Parents have treated the School, members of its staff or any member of the School community unreasonably or if their behaviour affects or is likely to affect adversely their daughter's or other pupils' progress at the School, the well-being of School staff, or is likely to bring the School into disrepute; then in these circumstances, and at the sole discretion of the High Mistress, Withdrawal of the Pupil by the Parents may be permitted as an alternative to Removal being required. The High Mistress shall act with procedural fairness in all such cases and in reaching such a decision, will take all aspects of the Pupil's record at the School into account and shall have regard to the interests of the Pupil and the Parents as well as those of the School. The High Mistress's decision to require the Pupil to leave shall be subject to a Governors' Review if requested by the Parents. The Parents will be given a copy of the Review procedure current at the time. The Pupil shall be suspended from the School pending the outcome of the Review. See clause 7.16 and clause 7.17.

7.12 **Fees following removal** If the Pupil is removed or withdrawn in the circumstances described in clause 7.11 above, the provisions relating to Fees shall be as set out in clause 7.14 save that the Acceptance Deposit and Overseas Deposit will be refunded without interest less any sums owing to the School.

7.13 **Expulsion** The Pupil may be formally expelled from the School if it is proved on the balance of probabilities that the Pupil has committed a very grave breach of discipline or a serious criminal offence. Expulsion is reserved for the most serious breaches. The High Mistress shall act with procedural fairness in all such cases. The High Mistress's decision to expel shall be subject to a Governors' Review if requested by the Parents. The Parents will be given a copy of the Review procedure current at the time. The Pupil shall be suspended from the School pending the outcome of the Review. See clause 7.16 and clause 7.17.

7.14 **Fees after expulsion** If the Pupil is expelled, there will be no refund of the Acceptance Deposit or of Fees for the current or past terms, but the Overseas Deposit (if paid) will be refunded without interest less any sums owing to the School. There will be no charge to Fees in lieu of notice but, save for any contrary provisions in any other agreement made between the Parents and the School, all arrears of Fees and any other sums due to the School will be payable.

7.15 **Leaving status** The School reserves the right to record the leaving status of the Pupil on the Pupil's file immediately after expulsion or requirement to leave or withdrawal.

7.16 **Governors' review** The Parents may request a review by Governors (**Governors' Review**) of a decision to expel or require the removal of the Pupil from the School (but not a decision to suspend the Pupil unless the suspension is for 11 School days or more, or would prevent the Pupil taking a public examination). The request shall be made as soon as possible and in any event within seven days of the High Mistress's decision being notified to the Parents. The Parents will be entitled to know the names of the Governors who make up the review panel and may ask for the appointment of an independent panel member nominated by the School and approved by the Parents, such approval not to be unreasonably withheld.

7.17 **Review procedure** The High Mistress will advise the Parents of the procedure (current at that time) under which a Governors' Review shall be conducted by a panel of three Governors (including an independent member if requested). If the Parents request a Governors' Review, the Pupil will be suspended from School until the review procedure has been completed. While suspended, the Pupil shall remain away from School and will have no right to enter School premises during that time without written permission from the High Mistress. A Governors' Review will be conducted under fair procedures in accordance with the requirements of natural justice.

7.18 **Complaints procedures** A complaint about any matter of School policy or administration not involving an Expulsion or Removal of the Pupil must be made in accordance with the School's published Complaints policy, a copy of which is available on the School website or on request from the School office. Every reasonable complaint shall receive fair and proper consideration and a timely response.

8 Provisions about notice

8.1 **Term** means the period between and including the first and last days of the relevant school term.

8.2 **Notice** means (unless the contrary is stated in these terms and conditions) a term's written notice given by:

8.2.1 both Parents; or

8.2.2 one of the Parents with the prior written consent of the other parent; and

8.2.3 any other person with Parental Responsibility before the first day of term addressed to and received by the High Mistress personally. It is expected that the Parents will consult with the High Mistress before giving Notice to withdraw the Pupil.

8.3 **A Term's Written Notice** means Notice given before the first day of a Term and expiring at the end of that term. A Term's Written Notice must be given if:

8.3.1 the Parents wish to cancel a place after acceptance; or

8.3.2 the Parents wish to withdraw the Pupil who has entered the School; or

8.3.3 following the GCSE year or AS Level year, the Pupil will not return for the following year even if she has achieved the required grades.

8.4 **Provisional notice** is valid only for the Term in which it is given and only when written and accepted in writing by the High Mistress personally.

8.5 **Fees in lieu of notice** in circumstances where the Parents have not given a Term's Written Notice, Fees in lieu of notice means Fees in full at the rate applicable for the next Term following Withdrawal and not limited to the parental contribution in the case of a scholarship, bursary or other award or concession. One Term's Fees in lieu of notice represents a genuine pre-estimate of the School's loss in these circumstances, and sometimes the actual loss to the School will be much greater. This rule is necessary to promote stability and the School's ability to plan its staffing and other resources.

8.6 **Cancellation** means the cancellation of a place at the School which has been accepted by the Parents and which occurs before the Pupil enters the School or where the Pupil does not enter the School. Please see clause 3.1 for details of when entry to the School occurs.

8.7 **Cancellation rights** If the offer of a place and its acceptance are both made entirely at distance by means of post, fax or electronic communication without either parent meeting face to face with a member of the School staff during the contractual process the Parents may cancel this agreement at any time within 14 days of the date of the Acceptance form. In such circumstances the Acceptance Deposit and the Overseas Deposit, if paid, will be refunded together with any Fees paid pro-rated if the School has provided any educational services under this agreement.

- 8.8 **Cancelling acceptance** The Cancellation of a place after acceptance can cause long-term loss to the School if it occurs after other families have taken their decisions about schooling for their children. A genuine pre-estimate of loss is fees for between one and five years. Nonetheless, the School agrees to limit the liability of the Parents to:
- 8.8.1 one Term's Fees at the rate payable for the Term of Entry, less the Acceptance Deposit payable as a debt if less than a Term's Written Notice of Cancellation has been given. The School reserves the right to offset the Overseas Deposit, if paid, against the terms Fees; or
- 8.8.2 the Acceptance Deposit if more than a Term's Written Notice has been given.
- Cases of serious illness or genuine hardship may receive special consideration on written request.
- 8.9 **Cancelling a place offered in the Term before Entry** Save where clause 8.7 applies, if the offer of a place is made in the Term immediately prior to the Term of Entry the Parents may cancel their acceptance in writing at any time up to four weeks from the date of the Acceptance Form. The Acceptance Deposit will be then be retained by the School. If the Parents give notice of cancellation after this date or give no notice of cancellation they will incur a liability to pay one Term's Fees at the rate payable for the Term of Entry, less the Acceptance Deposit, payable as a debt. The School reserves the right to offset the Overseas Deposit, if paid, against the Term's Fees.
- 8.10 **Withdrawal** means the withdrawal of the Pupil from the School by the Parents or the Pupil with or without Notice required under these terms and conditions at any time after the Pupil has entered the School. Please see clause 3.1 for details of when Entry to the School occurs. Please see also clause 8.11, clause 8.12 and clause 9.6.
- 8.11 **Withdrawal by the Parents** If the Pupil is withdrawn on less than a Term's Written Notice, or excluded for more than 28 days for non-payment of Fees as set out in clause 9.6, Fees in lieu of notice less the Acceptance Deposit will be immediately due and payable as a debt unless the place is filled immediately and without loss to the School. The School reserves the right to offset the Overseas Deposit, if paid, against the Term's Fees.
- 8.12 **Withdrawal by the Pupil** The Pupil's decision to withdraw from the School shall, for these purposes, be treated as a Withdrawal by the Parents.
- 8.13 **Prior consultation** It is expected that the Parents will consult personally with the High Mistress or with the High Mistress's authorised deputy before Notice of Withdrawal is given by the Parents.
- 8.14 **Discontinuing extra subjects** A Term's Written Notice is required to discontinue extra subjects or a Term's Fees for the extra subject will be immediately payable in lieu as a debt. However, in the case of music lessons (but no other extra subject) notice of discontinuance or alteration received for the following term within seven days of the start of the preceding term will be deemed to satisfy this condition.
- 8.15 **Termination by the School** The School may terminate this agreement on one full Term's notice in writing sent by ordinary post. The School will not terminate this agreement without good cause and full consultation with the Parents and also the Pupil (if of sufficient maturity and understanding). The Acceptance Deposit and the Overseas Deposit, if paid, will be refunded without interest less any outstanding balance of Fees.
- 9 Fees**
- 9.1 **Fees** may include alone or in combination any of the Registration Fee, the Acceptance Deposit, the Overseas Deposit, tuition fees, fees for extra subjects, other extras such as clothing and equipment, photographs or other items ordered by the Parents or the Pupil or charges arising in respect of educational visits, or damage where the Pupil alone or with others has caused wilful loss or damage to School property or the property of any other person (fair wear and tear excluded) or bank charges arising from default in Fees payment or late payment charges if incurred.
- 9.2 **Payment of fees** The Parents jointly and severally agree to pay the Fees applicable to each Term directly to the School. Except where a separate agreement has been made between the Parents and the School for the deferment of payment of Fees, Fees for each Term are due and payable as cleared funds before the commencement of the School term to which they relate. If an item on the bill is under query, the balance of the bill must be paid.
- 9.3 **Payment of fees by a third party** An agreement with a third party (such as an employer, grandparent or step-parent without parental responsibility or third party credit provider) to pay the Fees or any other sum due to the School does not release the Parents from liability if the third party defaults and does not affect the operation of any other of these terms and conditions unless an express release has been given in writing, signed by the Business Director. The School reserves the right to refuse a payment from a third party.
- 9.4 **Indemnity** The Parents shall indemnify the School against all losses, expenses (including legal expenses) and interest suffered or incurred by the School if the School is required to repay all or part of any sum paid to it by a third party credit provider on behalf of the Parents.
- 9.5 **Refund or waiver** Save where there is a legal liability under a court order or under the provisions of this agreement to make a refund, fees will not be refunded or waived if:
- 9.5.1 the Pupil is absent through illness; or
- 9.5.2 a Term is shortened or a vacation extended; or
- 9.5.3 the Pupil is released home before or after public examinations or otherwise before the normal end of a Term; or
- 9.5.4 the School is temporarily closed due to adverse weather conditions; or
- 9.5.5 for any reason other than exceptionally and at the sole discretion of the High Mistress in a case of genuine hardship.
- See also Section 10 for information about events beyond the control of the parties.
- 9.6 **Exclusion for non-payment** The School reserves the right to exclude the Pupil on three days' written notice if Fees are overdue for payment. If the Pupil is excluded for a period of 28 days, she will be deemed withdrawn without Notice and a Term's Fees in lieu of notice will be payable in accordance with Section 8. Exclusion in these circumstances is not a disciplinary matter and the right to a Governors' Review will not normally arise. The School may withhold any information, character references or property while Fees remain overdue but will not do so in a way that would cause direct, identifiable and unfair prejudice to the legitimate rights and interests of the Pupil
- 9.7 **Late payment** Save where alternative provisions for the payment of interest are contained in a separate consumer credit agreement made between the Parents and the School, simple interest may be charged on a day-to-day basis on Fees which are unpaid. The rate of interest charged will be at up to 3% per annum above the base rate of the School's bank accruing on a daily basis which represents a genuine pre-estimate of the cost to the School of a default. The Parents shall also be liable to pay all costs, fees disbursements and charges including legal fees and costs reasonably incurred by the School in the recovery of any unpaid Fees regardless of the value of the School's claim.
- 9.8 **Part payment** Any sum tendered that is less than the sum due and owing may be accepted by the School on account only. Late payment charges will be applied to any unpaid balance of Fees.
- 9.9 **Appropriation** Save where the Parents expressly state to the contrary, the School shall allocate payments made to the earliest balance on the Fees account. The Parents agree that a payment made in respect of one child may be appropriated by the School to the unpaid account of any other child of the Parents.
- 9.10 **Instalment arrangements** An agreement by the School to accept payment of current and / or past and /or future Fees by instalments is concessionary and will be subject to separate agreement[s] between the Parents and the School. Where there are inconsistencies between these terms and conditions and those of any instalment agreement or invoice issued by the School to the Parents (as applicable), the terms and conditions of the instalment agreement or the invoice shall prevail.
- 9.11 **Composition schemes** Any arrangements under which a lump sum advance payment of Fees is made by or on behalf of the Parents will be the subject of a separate agreement.
- 9.12 **Scholarships and bursaries** Every scholarship, bursary or other award or concession is a discretionary privilege, subject to high standards of attendance, diligence and behaviour on the Pupil's part and to the Parents treating the School and its staff reasonably. The terms on which such awards are offered and accepted will be notified to Parents at the time of offer.
- 9.13 **Fees increases** Fees are reviewed annually and are subject to increase from time to time. If the Parents receive less than a Term's notice of a Fees increase they may give to the School written notice of withdrawal of the Pupil within 21 days and will not be liable to pay Fees in Lieu of Notice. The Acceptance Deposit and Overseas Deposit will be refunded without interest less any sums owing to the School.
- 9.14 **Information about fees** The Parents consent to the School making enquiries of the Pupil's previous schools for confirmation that all sums due and owing to such schools have been paid. The Parents also consent to the School informing any other school or educational establishment to which the Pupil is to be transferred if any Fees of this School are unpaid.
- 9.15 **Anti-money laundering** The School may need to obtain satisfactory evidence such as sight of a passport of the identity of a person who is paying Fees.
- 10 Events beyond the control of the parties**
- 10.1 **Force majeure** An event beyond the reasonable control of the parties to this agreement 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.
- 10.2 **Notification** If either the School or the Parents is prevented from or delayed in carrying out its obligations under this agreement by a Force Majeure Event, it shall immediately notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues.

- 10.3 **Continued force majeure** If a Force Majeure Event continues for a period greater than 90 days, the party who has provided notification under clause 10.2 above shall notify the other of the steps to be taken to ensure performance of its contractual obligations.
- 10.4 **Termination** If the Force Majeure Event continues for a total period greater than 120 days, the party in receipt of notification under clause 10.2 may terminate this agreement by providing at least three working days' notice in writing to the other party.

11 General contractual matters

- 11.1 **Data protection** By signing the Acceptance Form or by agreeing to be bound by these terms and conditions the Parents on behalf of themselves and so far as they are able on behalf of the Pupil consent to the processing by the School of personal information including:
- 11.1.1 financial information relating to the Parents; and
- 11.1.2 sensitive personal information relating to the Parents and / or the Pupil as is deemed necessary for the legitimate purposes of the School. See also the School's data protection notes as set out in Schedule 1.
- 11.2 **Change** The School, as any other, is likely to undergo a number of changes during the period of this agreement. For example, there may be changes in the staff, and in the premises, facilities and their use, in the curriculum and the size and composition of classes, and in the School Rules and procedures, the disciplinary framework, and the length of School Terms. In addition, there may be the need to undertake a corporate reorganisation exercise and / or a merger or change of ownership may be necessary. For these reasons, the benefit and burden of this agreement may be freely assigned to another party at the discretion of the School.
- 11.3 **Consumer protection** Care has been taken to use plain language and to give clear explanations in these terms and conditions. If any words alone or in combination infringe the Unfair Terms in Consumer Contracts Regulations 1999 or any other provision of law, they shall be treated as severable and shall be replaced with words which give as near the original meaning as may be fair.

- 11.4 **Consultation** It is not practicable to consult with the Parents and the Pupil over every change that may take place. Whenever practicable, the School will use reasonable endeavours to ensure that the Parents will be consulted and where possible given a Term's notice in writing of:
- 11.4.1 a change of policy that would have a significant effect on the Pupil's education or pastoral care; or
- 11.4.2 a change in any physical aspect of the School which would have a significant effect on the Pupil's education or pastoral care; or
- 11.4.3 a change of ownership of the School.
- 11.5 **Representations** The School's admissions publications and website describe the broad principles on which the School is operated and gives an indication of its history and ethos. Although believed correct at the time of publication, admissions publications and the website are not part of any agreement between the Parents and the School. If the Parents wish to place specific reliance on a matter contained in admissions publications, the website, or a statement made by a member of staff or a pupil they should seek written confirmation of that matter before entering into this agreement.
- 11.6 **Third party rights** Only the School and the Parents are parties to this agreement. Neither the Pupil nor any third party is a party to this contract and shall not have any rights to enforce any term of this agreement.
- 11.7 **Interpretation** These terms and conditions supersede those previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of the terms and conditions.
- 11.8 **Jurisdiction** This agreement was made at the School and is governed exclusively by the law of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

Schedule 1

Data protection information notes

- 1 The School holds information about you and your daughter including exam results, parent and guardian contact details and financial information and details of medical conditions. This information is kept electronically on the School's information management system or manually in indexed filing systems.
- 2 These notes refer to the **processing** of information. Processing is a catch-all term and means obtaining or recording information or carrying out any operation on the information such as storing or using the information or passing it on to third parties.
- 3 The School processes information about you and your daughter in order to safeguard and promote the welfare of your daughter, promote the objects and interests of the School, facilitate the efficient operation of the School and ensure that all relevant legal obligations of the School are complied with. Examples may include: the School keeping details of medical conditions from which your daughter may suffer so that staff will be able to respond appropriately in the event of a medical emergency, and / or the School processing financial information obtained from you or from third parties such as credit reference agencies.

- 4 The School may process different types of information about your daughter for the purposes set out above. That information may include:
 - 4.1 medical records and information, including details of any illnesses, allergies or other medical conditions suffered by your daughter;
 - 4.2 personal details such as home address, date of birth and next of kin;
 - 4.3 information concerning your daughter's performance at School, including discipline record, School reports and examination reports;
 - 4.4 financial information including information about the payment of fees at this School or any other school.
- 5 Where in the professional opinion of the High Mistress it is deemed necessary we may share information with certain third parties.
- 6 We may, in order to verify your identity and so that we can assess your application for the award of a bursary or for credit in contemplation for the deferment of fees, search the files of any licensed credit reference agency who will keep a record of that search and details about your application. This record will be seen by other organisations which make searches about you. Failure to supply information may result in a refusal of credit.

Schedule 2

Summary of clauses containing financial consequences

Event	Clause
Offer of a place and deposit	3.3
Overseas deposit	3.4
Fees after removal	7.12
Fees after expulsion	7.14
Fees in lieu of notice	8.5
Cancellation rights	8.7
Cancelling acceptance	8.8
Cancelling a place offered in the term before entry	8.9
Indemnity	9.4
Refund or waiver	9.5
Exclusion for non-payment	9.6
Late payment	9.7

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