

ITALIA CONTI

TERMS AND CONDITIONS OF ENROLMENT 2026/27

HE & AVT COURSES

Any offer of a place made to you by Italia Conti Arts Centre Ltd. ("Italia Conti") is on the basis that in accepting such an offer you agree to the following terms and conditions, which form part of the contract between you and Italia Conti.

Scope

- These Terms apply to higher education programmes delivered by Italia Conti as an Associate College of the University of Chichester, as well as Italia Conti's Advanced Vocational Training.
- They work alongside the University's Student Contract and academic regulations.
- They do not apply to the Trinity Level 6 Diploma.

1. HE Awarding Body

- 1.1. Your higher education (HE) programme is validated by the University of Chichester and is delivered by Italia Conti as an Associate College of the University of Chichester. Your award is made by the University of Chichester.
- 1.2. As well as enrolling with Italia Conti you are also required to enrol with the University of Chichester and to agree to their Student Contract, which includes the Terms & Conditions as a student of the University of Chichester and which can be found at <https://www.chi.ac.uk/study/undergraduate/student-contract/>
- 1.3. If you do not enrol with The University of Chichester when required to do so, or if your contract with The University of Chichester is terminated for any reason, this will lead to Italia Conti terminating its contract with you.
- 1.4. You will be subject to the University's Student Contract and academic regulations in addition to these Terms. Where there is any conflict, the University's Student Contract and regulations govern tuition, assessment, and the award. These Terms govern Italia Conti's delivery and local charges.

2. Advanced Vocational Training (AVT)

- 2.1. AVT is available to BA and FdA in-person students only.
- 2.2. AVT is optional and contracted separately with Italia Conti. It is not part of your higher education course, is not validated by the University of Chichester, carries no University credit, and is not a condition of admission, progression, award, or access to timetabled teaching, facilities or services.
- 2.3. AVT is not considered in marking, progression, classification or award decisions. Assessed work for your degree is judged only against the relevant module learning outcomes and grade descriptors.
- 2.4. You may choose to take part in AVT as part of the time you devote to independent learning for your degree. It does not replace timetabled teaching, supervised learning, or any independent study tasks set by your modules.

- 2.5. Italia Conti runs AVT alongside the BA and FdA timetable and encourages participation. Information about AVT may be provided alongside information about your BA or FdA programme for convenience. This does not make AVT part of the degree.
- 2.6. AVT curriculum, tutors and timetable are indicative. Italia Conti may add, remove or substitute classes, tutors or projects, and adjust timetables to maintain quality, reflect industry practice, staffing or cohort needs, on reasonable notice where practicable. These changes do not make AVT part of your degree.
- 2.7. AVT is taught at 1st Year (Level 4), 2nd Year (Level 5) and 3rd Year (Level 6). Some AVT projects and performance opportunities, including Productions, the Industry Showcase and Film Project/Reels, may have prerequisites or selection. Prerequisites may include completion of earlier AVT terms or components, a minimum engagement threshold, or an audition. The specific prerequisites and any selection steps will be confirmed in the activity brief when the project is announced, on reasonable notice. Participation is at staff discretion and is not guaranteed. AVT does not guarantee specific roles, casting, class allocation or public performance opportunities. Dissatisfaction with casting, group placement, creative choices or non-selection is not a ground for an AVT refund or credit.
- 2.8. Re-joining AVT in a later term or year is subject to capacity and timetable fit. Re-joining does not, by itself, satisfy any prerequisites for later-year AVT activities, including the Industry Showcase and Film Project/Reels. AVT is cumulative and we do not recreate or backfill missed components. If you leave AVT, you may be ineligible for continuity-based opportunities later that year or in future years. AVT fees for the current academic year remain payable – see Section 3.
- 2.9. AVT is offered and contracted per academic year. When you accept an AVT place for a given academic year, you commit to the full AVT provision for that year.
- 2.10. Advanced Vocational Training is not a University of Chichester award. Any AVT certificate is issued by Italia Conti and carries no University credit.

3. Payment of fees and other charges

- 3.1. The tuition fees for your programme(s) will be as set out in your offer letter.
- 3.2. You remain liable for all tuition fees in full. You are also liable for any additional charges listed at 3.17.
- 3.3. HE tuition fees are payable to the University of Chichester in accordance with its Tuition Fee Policy:
undergraduate – <https://www.chi.ac.uk/study/undergraduate/fees-finance/>
postgraduate – <https://www.chi.ac.uk/study/postgraduate/fees-finance/>
- 3.4. Any increase in degree fees will be determined by University policy and UK government policy.
- 3.5. AVT fees are reviewed annually and set per academic year. Fees are fixed for each academic year and do not change within that year (except for VAT changes in 3.12). We will confirm the next year's AVT fee in a renewal notice by 31 March. You may opt out of AVT for the next year by the last working day of April by sending written notice to admissions@italiaconti.co.uk. If the renewal notice states an increase, you may also opt out within 30 days of that notice, even if this is after the April deadline, by emailing admissions@italiaconti.co.uk.
- 3.6. If you interrupt your studies, are suspended, or withdraw from your HE programme, or are withdrawn by Italia Conti or the University for academic, conduct, fitness to train, visa or other regulatory reasons, you will be liable for a percentage of fees as set out by the University of Chichester in its Student Tuition and Accommodation Fees Policy. The University will notify the relevant funding body (for example SLC or SAAS) of any change to your enrolment status.
- 3.7. If a funding body pays less than the published fee, refuses, withdraws or delays payment for any reason, you must pay the shortfall by the University's deadlines. Regional rules may

differ, including fee caps, liability points, designation requirements and payment schedules. If a sponsor or third party has agreed to pay your fees, you remain liable if they do not pay.

3.8. Funding bodies and regional rules –

3.8.1. Student Finance England, Wales and Northern Ireland: Undergraduate tuition fee loans are paid directly to the University, subject to registration, attendance confirmations and liability points set by the funding body. Maintenance support is paid to you. If your programme is not designated in the same way by your funding body, or if fee caps or policy limits apply, the amount paid to the University may be less than the published tuition fee. Any shortfall remains payable by you by the University's deadlines. Status changes such as interruption of studies or withdrawal can change what is paid and may create overpayments that you must resolve with your funding body.

3.8.2. SAAS – Scotland: SAAS tuition fee awards are paid to the University. Eligibility rules and liability points differ from the other regions. Where SAAS rules, fee caps or programme designation result in a lower payment than the published tuition fee, you are responsible for any shortfall. You must apply correctly and on time, and deal with any consequences of status changes notified to SAAS.

3.8.3. Postgraduate loans – England, Wales, Scotland, Northern Ireland: Postgraduate loans are paid to you, not to the University. They may not match the tuition fee. You remain responsible for paying your tuition fees to the University by the due dates, regardless of loan timing or amount.

3.8.4. Other regions and changes: Home undergraduate fees may be capped under regional rules (e.g. Student Funding Wales may differ to Student Finance England). Postgraduate fees are not capped in the same way. Channel Islands and Isle of Man arrangements may differ.

3.9. Funding rules and programme designation can change during your studies. Always rely on your funding body's award letter. You are responsible for keeping your funding application current and for notifying your funding body of any changes to your circumstances.

3.10. Bursaries and scholarships are limited, subject to published criteria, and may change or be withdrawn. Details are in your offer or Programme Handbook. If you receive an award you must meet its specific terms. These may include reasonable activity such as supporting Open Days, attending fundraising events, ambassadorial activity, and providing thank you acknowledgements or case studies. Any such activity will be scheduled to avoid taught hours, handled in line with our Privacy Notice, and will not affect academic decisions. If you do not meet the award terms, the bursary or scholarship may be varied, suspended or withdrawn. Your place and tuition fees are unaffected.

3.11. Advanced Vocational Training (AVT) fees are separate from HE tuition fees. AVT is optional and contracted separately with Italia Conti, with fees payable directly to Italia Conti.

3.12. AVT commitments are annual. Unless you opt out, your AVT place will continue into the next academic year. To opt out, give written notice by the last working day of April before that year. We will send you a renewal notice by 31 March each year setting out the next year's AVT fees, any material changes, and the opt-out deadline. Continuation is subject to eligibility and good standing under Section 2, and to timetable and capacity. After the deadline, or once AVT teaching has started, AVT fees for that academic year remain payable in full. Sessions you miss are not refundable and make-up sessions are not guaranteed. This does not affect your 14-day statutory cancellation period when you first accept an AVT place.

3.13. Fee amounts, instalments and due dates will be stated in your joining information. Fees are quoted inclusive of VAT unless stated otherwise. If VAT law or guidance changes, any change applies to unpaid instalments only and we will notify you.

3.14. If Italia Conti cancels AVT, we will refund any AVT fees paid for undelivered sessions. Where AVT is refused, suspended or ended under these Terms or our policies (including

Sections 2, 10 and 11), or where sessions are missed, AVT fees are not refundable and no credit is due, except where required by law.

- 3.15. No refunds for creative decisions: Dissatisfaction with casting, role allocation, class or group placement, timetable, creative direction, or curriculum adjustments made under Sections 2.6–2.7 does not entitle you to a refund, reduction or credit of AVT fees, provided AVT is delivered with reasonable care and skill.
- 3.16. AVT decisions have no effect on your University tuition fees or funding. Statutory cancellation rights are set out in *Section 19 – Cancellation*.
- 3.17. Some programmes require small local charges (for example, materials or costume items specified by your programme, optional trips or experiences, replacement ID/library items, graduation costs). These are separate from University tuition fees. These charges are payable to Italia Conti.

4. Deposits and Refunds

- 4.1. Refunds of HE tuition fees are handled by the University under its policy. Refunds of AVT fees are set out in Section 3.
- 4.2. A deposit may be required to secure your place. The amount and due date will be stated in your offer.
- 4.3. The deposit is held by Italia Conti, is not interest-bearing, and may be set against any outstanding balance at the end of your programme.
- 4.4. The deposit is normally returned in the final term of your programme, subject to any outstanding debt or charges.
- 4.5. The deposit may be forfeited if you do not enrol, withdraw before the end of your course, are withdrawn for serious misconduct, or have unpaid charges at exit. Statutory cancellation rights in Cancellation and cooling-off apply.
- 4.6. Where no deposit is stated in your offer, no deposit is payable.

5. Accuracy of information

- 5.1. By accepting an offer of a place at Italia Conti you confirm that the information you provided for admission and enrolment with Italia Conti and the University of Chichester is accurate and complete to the best of your knowledge.
- 5.2. Providing false, incomplete or misleading information may render your offer, admission or enrolment invalid and entitles Italia Conti to withdraw the offer or terminate this contract. The University may also take action under its Student Contract.
- 5.3. Italia Conti requires all students to provide proof of identity.
- 5.4. You must provide official transcripts and any evidence needed for admission with prior credit (APL) by the deadlines in the offer. If documents are not provided, or do not match the offer, the offer may be withdrawn.

6. Communications to and from Italia Conti

- 6.1. On enrolment you will be provided with an Italia Conti email address which Italia Conti will use for communications with you. You are expected to check this email account regularly. Any communication sent to this account will be regarded as properly sent and received.
- 6.2. Before enrolment, communications may be sent to the personal email address on your application. You must keep your contact details up to date.
- 6.3. Important information may also be issued via the student portals, virtual learning environment or Microsoft 365 tools used for your programme(s). Notices issued through these platforms are treated as delivered.

7. Policies and Procedures

- 7.1. By accepting an offer of a place you agree to comply with all Italia Conti policies that apply to enrolled students. The core Policies and Procedures are at

<https://www.italiaconti.com/about-us/policies>. Unless a point clearly relates to the University, these policies apply to your HE programme and to AVT sessions.

7.2. Further information on the University of Chichester's policies and statements is at <https://www.chi.ac.uk/about-us/policies-and-statements/>. University policies and academic regulations apply to your HE programme only.

7.3. Key provisions you should be aware of include:

- Attendance, academic diligence, conduct and programme requirements as set out in the Code of Conduct, your Programme Handbook, Italia Conti policies and the University's academic regulations. These conduct and attendance expectations also apply to AVT sessions.
- Academic misconduct, including plagiarism and use of text-matching tools, as set out in Italia Conti's Academic Misconduct policy and the University's academic regulations for assessed HE work. AVT is not University-assessed, but misconduct in AVT is managed under Italia Conti's conduct and disciplinary policies.
- Expectations of student behaviour as set out in the Code of Conduct and the Disciplinary Policy. Breach may result in sanctions up to and including expulsion from Italia Conti. This applies to HE activity and to AVT sessions.
- The Support Through Studies and Fitness to Train procedure, which sets out the steps Italia Conti may take where health or wellbeing raises questions about your ability to continue to study or participate.
- Complaints about your HE programme follow the University and Italia Conti processes set out in your Programme Handbook. Complaints about AVT use Italia Conti's complaints process. University academic appeals do not apply to AVT.
- Online and in-person teaching, assessments and performances may be recorded for teaching and quality assurance. In some instances, recordings may be made available to the cohort for a limited period. You must not record, copy or share sessions without written permission.

8. Changes to the Policies and Procedures

8.1. Italia Conti may add to, delete or make reasonable changes to the Policies and Procedures where this will assist in the proper delivery of education.

8.2. Changes are usually made to:

- review and update documents so they remain fit for purpose
- reflect legal or regulatory changes, funding or finance changes, or government requirements or guidance
- incorporate sector guidance or good practice
- act on student feedback
- improve clarity or consistency

8.3. Changes will normally take effect at the start of the next academic year. They may be introduced during the year where this is required by law, is in students' interests, or in other exceptional circumstances. Italia Conti will take reasonable steps to minimise disruption, for example by giving notice before changes take effect or phasing them in where appropriate.

8.4. Updated Policies and Procedures will be published on Italia Conti's website and may also be notified by other means.

9. Public health and safety measures

9.1. During periods of public health concern, including epidemics or pandemics, Italia Conti may introduce measures it reasonably considers necessary to protect the health, safety and welfare of students, staff and visitors.

9.2. Measures may include:

- temporary changes to delivery or timetable

- restrictions on access to sites
 - hygiene, testing or face covering requirements
 - reasonable instructions for conduct on site
- 9.3. Measures will be notified to students. You must comply with any such requirements. Failure to do so will be treated as a breach of Italia Conti's expectations of student behaviour as set out in the Code of Conduct and related policies.
- 9.4. These measures apply to HE activity and to AVT sessions. Italia Conti will keep measures under review and remove them when no longer necessary.

10. Attendance requirements

- 10.1. You must meet the attendance requirements for your programme as set out in the Attendance Policy and your Programme Handbook. Failure to meet these requirements may mean you are not permitted to progress or receive an award under the University's academic regulations. See the Attendance Policy at <https://www.italiaconti.com/about-us/policies>
- 10.2. Attendance expectations also apply to AVT sessions. Persistent non-attendance may lead to removal from AVT under Sections 2 and 12. Tuition fee and AVT fee liability are set out in Section 3.
- 10.3. Performance-training programmes are full time. Sessions may run between 07:45 and 20:15, Monday to Saturday, usually 5 days in 6.
- 10.4. Evenings and weekends may be used for sharings and performances. We will give reasonable notice.
- 10.5. For online programmes/sessions, scheduled times and deadlines use UK time (Europe/London).
- 10.6. For online programmes/sessions, attendance means joining live sessions on time and completing set online tasks by the stated deadlines.
- 10.7. Online programmes/sessions may run on a condensed teaching pattern. Attendance requirements apply to all scheduled activity, including intensives.

11. Student health, disability, and reasonable adjustments

- 11.1. Italia Conti's training is physically and mentally demanding. You must complete the student health self-declaration and, where requested, provide supporting medical evidence or attend an assessment.
- 11.2. Tell us promptly about any disability, long-term condition or material change to your health that could affect your studies or participation. Early notice helps us agree support and, where needed, reasonable adjustments.
- 11.3. We will consider support under our Support Through Studies and Fitness to Train procedures and the University's regulations. We will assess risk, consult where appropriate, and put in place reasonable adjustments where it is practicable to do so.
- 11.4. Where, after assessment, it is not reasonably practicable to implement the adjustments needed for you to study safely and effectively, we may put in place temporary measures, recommend intermission, offer an alternative route, or end your enrolment. We will explain our decision and your options. These principles also apply to AVT sessions.
- 11.5. Non-disclosure, late disclosure, or escalation of a condition may limit what adjustments are practicable. We will still consider reasonable adjustments once notified, but training may not be realistic if safe participation cannot be achieved.
- 11.6. Personal data about your health will be processed in line with our Privacy Notice.
- 11.7. For online programmes/sessions you are responsible for suitable equipment and a stable internet connection, and for a safe, clear workspace for practical activity. We are not liable for your home connectivity or equipment.
- 11.8. If, after assessment and reasonable adjustments, safe participation or minimum standards cannot be met, the process below applies.

12. Fitness to train, professional conduct and minimum standards

- 12.1. You must be able to participate safely and meet the minimum professional standards for your programme, including teamwork, rehearsal room conduct, respectful behaviour and reliable engagement.
- 12.2. If concerns arise about your ability to meet these standards, or about your impact on others, Italia Conti will act proportionately. We will consider reasonable adjustments and support first, then may:
- put a support or action plan in place and monitor progress
 - apply temporary measures to manage risk or disruption
 - recommend intermission where appropriate
 - refer the matter through Support Through Studies, Fitness to Train, Disciplinary or other relevant procedures
 - for HE programmes, refer academic concerns into the University's regulations and decision routes
 - restrict access to spaces or activities where risk is identified
 - end your participation in AVT or, for serious or sustained concerns, end your enrolment on the HE programme
- 12.3. Decisions are made after a fair process, using evidence and risk assessment, and having considered practicable reasonable adjustments. We will explain outcomes and the relevant review or appeal route in Italia Conti policies or the University's regulations.
- 12.4. Fee liability follows Section 3 for both HE and AVT.

13. Our responsibility and limits

- 13.1. Italia Conti is responsible for foreseeable loss or damage you suffer that is caused by our failure to perform these Terms with reasonable care and skill, or by our breach of legal duty, unless the loss is caused by your own actions or those of a third party.
- 13.2. Nothing in these Terms excludes or limits liability for:
- death or personal injury caused by negligence
 - fraud or fraudulent misrepresentation
- 13.3. Subject to the above, Italia Conti (and its officers, employees and agents) is not liable, to the fullest extent permitted by law, for:
- damage to, theft or loss of your property (including personal possessions, IT equipment, bicycles or vehicles), unless caused by our negligence
 - non-return of work submitted for assessment – keep a copy of anything you submit
 - loss arising solely from a failure to follow a procedural step, if the same outcome would have occurred had the step been followed
 - indirect or consequential loss, loss of opportunity, or loss of income or profit, however arising
- 13.4. Except as set out above, any liability in contract, tort, breach of statutory duty, misrepresentation or otherwise is limited to the greater of:
- the total tuition fees and additional charges paid by you (or on your behalf) for the relevant academic year; or
 - any amount we receive from our insurers for that loss.
- 13.5. These limits apply to HE and to AVT. They do not affect your statutory rights.

14. Events outside our control

- 14.1. We will do what we reasonably can to provide your programme(s) and related services and facilities as described. Sometimes events beyond our reasonable control that could not have been prevented even with reasonable care ("Events Outside Our Control") may prevent, hinder or delay delivery. This section applies to both HE and to AVT.
- 14.2. Examples include:

- industrial action by third parties
 - power failure or utility outage
 - acts of terrorism or security incidents
 - epidemics, pandemics or other public-health measures
 - fire, severe weather, natural disasters
 - political or civil unrest
 - damage to, interruption of, or lack of access to buildings, facilities or equipment
 - acts or delays of government or local authorities
 - legal or regulatory change
- 14.3. If such events occur, we will notify you and take reasonable steps to minimise disruption, for example by:
- offering transfer to another programme where reasonably possible
 - deferring a start date
 - delivering from another location or online, or at another time
 - delivering a modified version of the programme
 - assisting you to transfer to complete at another provider
 - delivering other services and facilities in a different way or online
- 14.4. If you are not satisfied with those steps, you may end your contract with Italia Conti. In that case, you will not be required to pay any remaining fees for the academic year in question. You may also use Italia Conti's [Complaints Policy and Procedures](#).
- 14.5. If Events Outside Our Control mean we cannot reasonably take steps to minimise disruption, neither you nor we will be liable for further performance of the contract (including further tuition or services) or for further fees, refunds or other losses, except as required by law.

15. Changes to programmes and modules

- 15.1. We will use reasonable endeavours to deliver your programme as described for the academic year in which you begin. We may make reasonable changes where this will deliver a better quality educational experience or is otherwise necessary.
- 15.2. Changes may relate to:
- content and syllabus
 - timetable, location or number of classes
 - timing, content or method of delivery of study, services or facilities
 - examination or assessment processes
 - Examples of when changes may be needed include:
 - long-term leave or departure of key staff
 - where a module or programme is not financially or operationally viable
 - changes to funding we receive or to external requirements
 - improving the student experience or efficiency
 - programme restructure
- 15.3. We will aim to keep changes to the minimum necessary, notify and consult affected students in advance where practicable, and phase changes where appropriate. If we change your programme and you are not satisfied with the change, you may withdraw, move to another programme, or transfer to another provider with reasonable support. We will refund any unused fees for undelivered elements.
- 15.4. Note: programme viability issues such as insufficient uptake are handled under this Changes section, not as Events Outside Our Control.
- 15.5. These provisions apply to HE and, where relevant, to AVT delivery.

16. Requirements for EU and overseas students

- 16.1. At the time of publication, Italia Conti is not registered with the Office for Students and cannot accept students who require Student visa sponsorship. We are pursuing registration; until we confirm otherwise in writing, international recruitment and visa sponsorship are unavailable. This section is included for future reference only and does not constitute an offer to sponsor visas.
- 16.2. You must have, and maintain, the right to study in the UK for the full duration of your HE programme and any AVT you take. You must provide evidence of your status on request.
- 16.2.1. EU, EEA and Swiss nationals**
- 16.2.1.1. You must hold immigration permission that allows study, for example settled or pre-settled status under the EU Settlement Scheme, or another route that permits study.
- 16.2.1.2. If you do not hold such permission, you will be treated as an overseas student and may need a visa.
- 16.2.1.3. Irish citizens' Common Travel Area rights are unaffected.
- 16.2.2. Overseas students and visas**
- 16.2.2.1. You may need a Student visa to take up your place.
- 16.2.2.2. It is your responsibility to obtain and maintain valid immigration permission, comply with its conditions, and tell us promptly about any change.
- 16.2.2.3. If your visa is refused, curtailed or revoked, or if you cannot show valid right to study when asked, Italia Conti may withdraw your place and end this contract.
- 16.2.3. Sponsorship**
- 16.2.3.1. Italia Conti does not sponsor Student visas. Where sponsorship is required for an HE programme, any sponsorship sits with the University of Chichester and is subject to the University's requirements.
- 16.2.3.2. Until we confirm otherwise in writing, applicants who require sponsorship cannot be enrolled at Italia Conti.
- 16.2.4. Status changes and fee liability**
- 16.2.4.1. If your immigration status prevents you from enrolling or continuing, fee liability follows Section 3 for both HE and AVT.
- 16.2.4.2. Funding eligibility and fee status may differ by immigration status and domicile. Check your funding body's rules and award letter.
- 16.2.5. Right to study checks**
- 16.2.5.1. We will carry out right to study checks at enrolment and may repeat them during your studies.
- 16.2.5.2. Failure to provide satisfactory evidence may prevent enrolment or continuation.
- 16.3. AVT cannot be taken if your immigration permission does not allow it.
- 16.4. AVT is not eligible for Student visa sponsorship and cannot be used to obtain or extend immigration permission.

17. Complaints

- 17.1. Admissions issues – write to the Director/Head of School first, via Admissions@italiaconti.co.uk.
- 17.2. While enrolled – use Italia Conti's Complaints Policy and Procedures: <https://www.italiaconti.com/about-us/policies>
- 17.3. Academic decisions for HE programmes – use the Italia Conti / University of Chichester's academic appeals and complaints routes. We will signpost you to the correct University process.
- 17.4. AVT – use Italia Conti's Complaints Policy. University routes do not apply to AVT.

18. Right to withdraw or rescind an offer

- 18.1. Before enrolment, Italia Conti may withdraw or rescind an offer, or defer entry, if:

- you do not meet the academic or other conditions of your offer by the stated deadlines
 - required documents, references, right to study, identity or qualification evidence are not provided, are incomplete, or are not satisfactory
 - any required deposit is not paid by the deadline stated in your offer
 - you are unable to enrol with the University of Chichester when required
 - a material change from health, fitness to train or safeguarding assessments means safe participation is not reasonably practicable
 - there is a serious conduct or safeguarding concern, regardless of when the conduct occurred, which we reasonably consider: poses a risk to the safety or wellbeing of students, staff or visitors; risks unlawful activity or material disruption; or is likely to bring Italia Conti or the University of Chichester into serious disrepute (for example credible evidence of violent or threatening behaviour, harassment or hate speech, serious misuse of social media, or criminal investigation or sanction)
 - information is discovered which, had it been known at the time of decision, would have led us not to make the offer or to make a different offer, including material misrepresentation or omission in the application, serious academic misconduct, relevant criminal information we may lawfully consider, or regulatory or disciplinary sanctions by an education or professional body
 - the programme or intake is withdrawn or not viable to run, or an administrative error has been made in the offer
- 18.2. We will tell you the concern, give you a chance to respond, consider any evidence, and take a proportionate decision. Where appropriate we may defer entry or set conditions instead of withdrawing the offer. Urgent action may be taken without prior notice if there is an immediate risk.
- 18.3. If Italia Conti withdraws or rescinds an offer for our reasons, for example programme withdrawal or administrative error, we will refund any deposit you have paid to Italia Conti in full within 14 days. This is in addition to your statutory cancellation rights.
- 18.4. If an offer is withdrawn or rescinded because of your non-compliance or misrepresentation, for example not meeting conditions, not providing required evidence, right to study refusal, or non-payment of a required deposit, any deposit will be dealt with as stated in your offer or in Section 3.
- 18.5. Italia Conti is not liable for costs you may incur in reliance on an offer, such as travel, accommodation, relocation or visa costs.
- 18.6. This section applies before enrolment. After enrolment, any suspension or withdrawal is governed by Sections 3, 10 and 11 and the University's regulations.

19. **Cancellation rights**

- 19.1. You have a statutory right to cancel this contract without giving any reason. The cancellation period expires 14 days from the day you accept the offer of a place at Italia Conti.
- 19.2. To cancel, tell the Admissions team at Admissions@italiaconti.co.uk with a clear statement (for example, email or letter). You may use the model cancellation form attached to this document.
- 19.3. To meet the deadline, send your cancellation before the 14-day period ends. If you accept an AVT place at a different time, a separate 14-day cancellation period applies to the AVT agreement.
- 19.4. If you cancel within the statutory period, Italia Conti will reimburse all payments we have received from you under this contract. We will make the refund without undue delay and no later than 14 days after you inform us of your decision, using the same payment method unless you agree otherwise.
- 19.5. For HE tuition fees paid to the University of Chichester, refunds are handled by the University under its policy.

- 19.6. If you cancel after the 14-day period, Italia Conti will not refund payments we have received from you, unless required by law.
- 19.6.1. HE fee liability then follows the University of Chichester's Student Tuition and Accommodation Fees Policy.
- 19.6.2. AVT fee liability and any refund are set out in Section 3.
- 19.7. If your programme is due to begin within 14 days of you accepting the offer, by accepting the offer you agree that services may begin within the cancellation period. If you then cancel within the period, you may be charged a proportionate amount for services provided up to the point of cancellation.
- 19.7.1. For HE tuition fees, any proportionate charges are applied by the University in line with its policy.
- 19.7.2. For AVT, any proportionate charges are applied under Section 3.