

ITALIA CONTI

TERMS AND CONDITIONS OF ENROLMENT 2026/27

PART-TIME & SUMMER PROGRAMMES (SHORT 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 all part-time and summer programmes, also known as short-courses, delivered by Italia Conti. Including but not limited to:
 - Italia Conti's Audition Ready
 - Conti Camp(s)
 - Summer School(s)
 - Back 2 Training
 - Emerging Talent
- They do not apply to HE, FE, or AVT courses.
- Programme-specific rules (e.g., uniform or kit) may also apply and will be stated on the relevant course page or joining information.
- Across our website, brochures, booking pages and confirmations, and in these Terms, "Programme" means a pre-advertised set of two or more sessions packaged and sold together under Part-time (Short Courses) & Summer Programmes. On our site we may use "course", "short course", "camp", "workshop", "class series" or similar – all such references should be read as a Programme. Single-session tasters/drop-ins are not a Programme unless the relevant booking page expressly states that these Terms apply.

1. Nature of programmes and admissions

- 1.1. Programmes are non-award short courses delivered by Italia Conti. Admission is first-come, first-served, places are subject to availability, and late applications may be accepted at Italia Conti's discretion.
- 1.2. Applications must be truthful; providing untrue or misleading information may lead to cancellation without refund of fees or costs.
- 1.3. Your contract is formed when Italia Conti emails a booking/enrolment confirmation and/or a deposit, partial, or full payment has been received (or as otherwise stated for the specific course).

- 1.4. Bookings are non-transferable (not to another course or participant) unless the course page says otherwise.
- 1.5. Where courses specify age/level guidance, Italia Conti may request evidence (e.g., short demonstration or footage) to place the participant safely.

2. Fees and payment

- 2.1. Some Programmes require a deposit to secure a place (amount stated on the Programme page/booking). Unless required by law, deposits are non-refundable after the 14-day statutory cancellation period and are credited against the balance.
- 2.2. Current fees are as shown on the relevant course webpage; fees are payable in GBP, inclusive of VAT where applicable. Bank/currency charges are borne by the payer.
2.2 Unless otherwise stated on the course page, fees are payable at booking; where a balance is allowed it must be paid no later than two weeks before the course starts. (E.g., Summer School balances due 2 weeks prior; Conti Camp payable at booking.)
- 2.3. For termly short courses, fees are due before the first class. To stop for the following term, a full term's notice must be given in writing (email acceptable).
- 2.4. Your fee generally covers the scheduled contact time for the advertised course; any additional services (e.g., extra retakes or optional add-ons) may incur separate charges where stated.
- 2.5. Discounts (e.g., sibling, early-bird) apply only where advertised and must be claimed at booking. They are not applied retrospectively, are not transferable, and cannot be combined unless stated.

3. Cancellations and Refunds

- 3.1. We may cancel where:
 - 3.1.1. insufficient numbers make the course non-viable;
 - 3.1.2. teaching staff are unavailable and no suitable alternative is available;
 - 3.1.3. Events Outside Our Control (see Section 12) prevent delivery; or
 - 3.1.4. legal/government requirements (including public-health measures) require cancellation. You will be notified as soon as possible.
- 3.2. If we cancel (or partially cancel) a Programme, we will refund fees paid for the cancelled element. Where cancellation is due to Events Outside Our Control, Section 12 applies first: we may offer reasonable alternatives (e.g., rescheduling or online delivery). If, after those steps, sessions are cancelled or not delivered, we will refund the undelivered portion. We are not liable for associated costs (e.g., travel, accommodation).
- 3.3. You have 14 days from acceptance to cancel. If you cancel within this period, Italia Conti will refund all payments received (including any deposit) within 14 days of your notice, unless you asked us to begin delivering the course within the 14-day period – in which case a proportionate charge may apply for sessions already delivered.
- 3.4. At our discretion we may offer a credit or partial refund for evidenced medical reasons where stated on a Programme page.
- 3.5. Fees are non-refundable once the 14-day period ends, save where required by law or where a course-specific policy states otherwise (e.g., documented medical

exception/credit policies on some short-course pages). Bookings remain non-transferable.

- 3.6. If circumstances outside Italia Conti's control prevent on-site delivery (e.g., epidemics), sessions may be moved online; in these cases refunds are not given.

4. Programme changes

- 4.1. Italia Conti may make reasonable changes to timetable, location, staffing, or session content to maintain quality and safe delivery; you will be informed as soon as practicable.

5. Attendance & Conduct

- 5.1. Punctuality is required; late arrivals may be refused entry and no refund is due.
- 5.2. Participants (and parents/guardians) must follow the Code of Conduct; serious or repeated breaches (including bullying, abuse of staff/others, or damage to property) may result in removal without refund.
- 5.3. Participants must behave in a civil, respectful manner and follow staff instructions.
- 5.4. Zero-tolerance for abusive or anti-social conduct. Abusive, threatening, discriminatory or anti-social behaviour by participants or accompanying adults (including parents/guardians) toward staff, students, visitors or other customers – on site, during activities off site, or online (including social media) – is not tolerated. We may refuse entry, remove the person(s), end the booking for the Programme, and/or prohibit future attendance. No refund is due where removal is for conduct.
- 5.5. Mobile phones and recording. Mobile phones and personal recording devices must not be used in changing rooms or teaching spaces. Filming or photography by participants/parents is only allowed where Italia Conti has given express permission for that session or event and any conditions we set are followed.
- 5.6. Parents/guardians/carers are generally not permitted to observe classes. Observation of classes and attendance at sharings are only at Italia Conti's discretion.
- 5.7. Italia Conti may refuse admission or remove a participant for safety, non-payment, or Code of Conduct breaches; no refund is due
- 5.8. Online conduct (including social media). Posts or messages relating to Italia Conti activities must be respectful and must not bully, harass, or disclose personal information about others. Breach may lead to action under Sections 5.2, 5.4 and 5.7.

6. Health, Safety, and Safeguarding

- 6.1. Italia Conti is committed to providing a safe environment for children and vulnerable adults. The welfare of the child is paramount. All children and vulnerable adults – regardless of age, disability, gender, race, sexual orientation or identity, or religious belief – have the right to equal protection from harm.
- 6.2. Participants and accompanying adults must comply with safeguarding measures. Please report any safeguarding concern to staff on duty or the programme manager without delay.
- 6.3. Smoking is not permitted on site.
- 6.4. Follow any Fire Evacuation or Lock-In instructions given by staff.

- 6.5. Italia Conti has a duty of care and is committed to safeguarding children and vulnerable adults; concerns should be reported to staff on duty or the course manager.
- 6.6. Participants (and parents/guardians) must inform Italia Conti about any relevant health conditions and reasonable adjustments needed before attendance so we can make reasonable adjustments and support safe participation.
- 6.7. Performing Arts training may involve appropriate physical contact for correction, partnering, or safety. By attending, participants consent to such contact conducted professionally and proportionately.
- 6.8. If participants attend with a pre-existing injury/condition, they do so at their own risk. Participants should declare these in advance, in order for adjustments to be considered.

7. Policies and Policy/Procedure changes.

- 7.1. Participants (and parents/guardians) agree to comply with all Italia Conti policies that apply to relevant participation. The core Policies and Procedures are at <https://www.italiaconti.com/about-us/policies>.
- 7.2. 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.
- 7.3. 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
- 7.4. 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.
- 7.5. Updated Policies and Procedures will be published on Italia Conti's website and may also be notified by other means.

8. Participants under 18 (parents/guardians) and turning 18

- 8.1. Where the participant is under 18, the contracting party is the parent/carer who makes the booking and gives consent and contact details.
- 8.2. If a participant turns 18 during a programme cycle, the original booking contract remains in force and, from the 18th birthday, the participant is deemed to accede to and be bound by these Terms in addition to the contracting parent/carer. The parent/carer remains the fee payer and is jointly and severally liable with the participant for any charges due under the booking. Existing consents (e.g., medical/emergency, image use, communications) continue until changed by the now-adult participant, who may update or withdraw consent at any time.

- 8.3. Parents/carers agree to drop-off/collection arrangements set by the programme and to ensure the participant can be released from supervision safely at the end of sessions.

9. Data protection, evaluation & marketing

- 9.1. Personal data is handled under Italia Conti's Data Protection/Privacy Policy; limited contact may be made about other Italia Conti courses/events. You may opt out of marketing at any time. Anonymised post-course evaluation may be requested.

10. Photography, filming & image use

- 10.1. Italia Conti may capture images and short video for programme records and promotional use. We will use minimal identifying information and process images in line with our Privacy Notice.
- 10.2. Participants (or the parent/guardian for under-18s) may opt out of promotional image/video use at any time by emailing info@italiaconti.co.uk with the participant's full name, programme, dates attended and booking reference. We will acknowledge receipt and take reasonable steps to avoid capturing the participant in future promotional material and to remove, where practicable, images and recordings under our control. This may not affect materials already printed or distributed, or copies reshared by third parties outside our control. On the day, please also tell a member of staff so we can put practical measures in place (e.g., alternative positioning/identifier). Processing is in line with our Privacy Notice.
- 10.3. Separate, opt-in consent may be requested for Italia Conti to use and/or sell images (e.g., performance photos) for promotional or commercial purposes; consent can be withdrawn for future use at any time.
- 10.4. Participants and accompanying adults must not create, post or share images/audio/video from Italia Conti activities without our permission. This includes activities on premises we control and at our events off site. Any permitted images are for private use only and must follow any conditions we set. Publication without permission may infringe others' privacy or our copyright.
- 10.5. Posts on social media relating to Italia Conti activities must be respectful and must not bully, harass or disclose personal information about others. Breach may lead to action under Sections 5.2, 5.4 and 5.7.

11. Our responsibility and limits

- 11.1. 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.
- 11.2. Participants (and parents/guardians) should keep valuables with them; Italia Conti is not responsible for lost/stolen/damaged items.
- 11.3. Nothing in these Terms excludes or limits liability for:
- death or personal injury caused by negligence
 - fraud or fraudulent misrepresentation
- 11.4. 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

11.5. 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.

12. Events outside our control

12.1. 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.

12.2. 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

12.3. 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

12.4. If you are not satisfied that the steps in 12.3 provide a substantially equivalent learning opportunity for the affected Programme, you may end your contract with Italia Conti. In that case, you will not be required to pay any remaining fees for any undelivered elements. You may also use Italia Conti’s [Complaints Policy and Procedures](#).

12.5. If Events Outside Our Control mean we cannot reasonably take steps to minimise disruption, our and your obligations are suspended, and we will refund fees paid for

undelivered elements of the affected Programme. Neither party is liable for other losses (including travel or accommodation) or for further performance, except as required by law.

13. Changes to programmes and modules

- 13.1. 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.
- 13.2. 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
- 13.3. 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.
- 13.4. Note: programme viability issues such as insufficient uptake are handled under this Changes section, not as Events Outside Our Control.

14. Complaints

- 14.1. Admissions queries/complaints issues – write to the Director/Head of School first, via Admissions@italiaconti.co.uk.
- 14.2. During/Post engagement – use Italia Conti's Complaints Policy and Procedures: <https://www.italiaconti.com/about-us/policies>

15. Cancellation rights

- 15.1. 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.
- 15.2. 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.
- 15.3. To meet the deadline, send your cancellation before the 14-day period ends.
- 15.4. 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.

- 15.5. If you cancel after the 14-day period, Italia Conti will not refund payments we have received from you, unless required by law.
- 15.6. 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.