



# Terms & Conditions

## CCL Academic Programmes

*Last updated: 30 April 2024*

These Terms and Conditions, together with our Privacy Notice, Code of Conduct and any other written information we brought to your attention before we confirmed your enrolment (“booking”) form the basis of your contract with us. Please read them carefully as they set out our respective rights and obligations. In these Terms and Conditions references to “participant”, “you” and “your” include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

All bookings for our Academic Programmes are made with Central College London Limited (“CCL” and “service provider”), company number 15066384 with registered address at 46 Crampton Street, London, England, SE17 3AJ, United Kingdom, through Shenzhen Wenjong International Consulting Company Limited (“Wenjong” and “co-organiser”), company number 91440300MAD69PAR8Q with registered address at 1 Qianwan-1-lu, Qianhai Shenzhen-Hong Kong Cooperation Zone, Shenzhen, Guangdong 518066, PR China.

Neither Wenjong nor CCL are affiliated to UCL, Imperial College London, and the universities of Oxford or Cambridge or its constituent colleges.

By making a booking, the first named person agrees on behalf of all persons detailed and where the booking is for a child under the age of 18, the person with parental responsibility agrees on behalf of that child that; he/she has read these Terms and Conditions and has the authority to and does agree to be bound by them; he/she consents to our use of personal data in accordance with our Privacy Notice and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable special categories of data (such as information on health conditions or disabilities and dietary requirements); he/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

Please note that depending on what service you book with us, will determine who your contract is with.

### 1. Detail on Fees

1.1 Fees include: full accommodation, breakfast, course training fees, practical venue fees at UCL, course materials including schemes of work, handouts, and completion certificates, social activities, visits and day trips to Oxford and Cambridge, airport transfers, and 24-hour security and management;

1.2 Fees do not include: passport application fees, visa fees, round-trip airfare, and insurance (students should purchase short-term travel insurance independently).

### 2. Notes on Fees

2.1 If a participant is denied a visa, they must provide proof of visa rejection to the service provider, and the registration fee will be fully refunded (excluding handling fees);

2.2 The service provider is not responsible for losses and liabilities caused by late payment;

2.3 The service provider reserves the right to adjust the itinerary due to reasons such as visas and flights;

2.4 If family members accompany the participant, it is not guaranteed that couples or family members will be accommodated together; attempts will be made to arrange this, and if not possible, participants must pay the single room difference;

2.5 The detailed arrangements of the tour, including hotels, meals, guides, and transportation, are subject to the final arrangements of the service provider;

2.6 Shopping during the competition and tour periods is purely a personal act; the service provider is not responsible for any economic loss caused by product quality issues;

2.7 Participants must inform the service provider in advance of their health status; the service provider has the right to refuse service based on the circumstances. If participants do not truthfully disclose their health status as



required, they assume full responsibility and costs for medical treatment and the impact on other group members, including compensation for any loss caused to the service provider;

2.8 Costs arising from delays in flights or changes in the itinerary due to Events Beyond Our Control, including accommodation and other expenses, are to be borne by the participant;

2.9 Any activities and expenses incurred during free time not included in the programme are the participant's responsibility and do not involve the service provider, though assistance may be offered;

2.10 Participants must take good care of their personal belongings; any losses or damages are the responsibility of the participant;

2.11 Meal arrangements are as specified in the Notice on Departure.

### 3. Confirmation and Cancellation Policy

Once registration is successfully submitted and full payment is made, if the participant wishes to cancel the trip, the service provider will not provide any refund.

### 4. Detail on Services

Regarding accommodation:

4.1 Participants are obligated to adhere to the [General Regulations of UCL Accommodation 2024-25](#) and are responsible for any consequences caused by infringement of said Regulations.

Regarding transportation:

4.2 Vehicles: The service provider adjusts the vehicle type based on the number of people; specific types cannot be requested;

4.3 The vehicles provided by the service provider are matched to the number of people and seats based on the capacity of one standard large piece of luggage per person; if personal luggage exceeds one piece causing a vehicle adjustment, the additional costs are borne by the participant;

Regarding guides and overseas reception:

4.4 Guides may adjust the order of itinerary visits based on the actual circumstances at the destination, such as attractions being closed on holidays, but the content and standards of the visits will not be reduced;

4.5 Overtime services: According to labour laws, foreign guides and drivers calculate a workday as 10 hours (from 09:00 to 19:00); if overtime is caused by the participant's requests or reasons, overtime fees must be paid, and the service provider is not responsible;

4.6 Due to cultural differences, participants must cooperate with the leader and teachers, guides, and drivers while playing and learning at the campsite; if regulations are violated despite repeated reminders by staff, participants must bear fines and losses (for example, if trash or beverages are spilled in the vehicle, cleaning fees will be imposed; smoking in dormitories, etc.);

4.7 Participants must comply with the Code of Conduct during their time in the programme; consequences of any violations are borne by the participant;

4.8 Due to various reasons such as environmental protection, climate change, strikes, insufficient registration numbers, etc., the service provider has the right to cancel or change the itinerary. Additionally, some hotels may encounter issues with air conditioning or other equipment;

4.9 In case of Events Beyond Our Control and reasons not attributable to the service provider (such as natural disasters, war), if there are additional costs (such as extended visa fees, accommodation, meals, and transportation costs, national airfare adjustments, etc.), the service provider has the right to add the price difference;

4.10 During overseas tours, participants must follow the guide's instructions, meet punctually at designated places, and any costs arising from personal *force majeure* reasons affecting group activities are to be borne by the participant;

4.11 In case of Events Beyond Our Control, the service provider has the right to change and shorten the itinerary; if a participant changes or cancels accommodation or attractions midway, it will be considered a voluntary forfeiture, and no refunds will be given; all participants in this group are deemed to have agreed to the above explanations;

4.12 Any requests regarding the reception itinerary should be communicated to the service provider immediately, and supportive evidence beyond verbal requests should be provided;

4.13 Guides are not obliged to translate but will assist as much as possible;



4.14 If a participant becomes ill abroad and needs hospital treatment, the service provider will assist, but all resulting transportation and medical expenses are borne by the participant. If a participant has cardiovascular or other special medical history, it must be disclosed in advance; otherwise, they are considered healthy, and the service provider is not liable. The insurance purchased by the service provider covers accidental death, not medical expenses;

Regarding airports:

4.15 This quotation does not include round-trip airfare; participants must purchase their own round-trip tickets and any airport services;

4.16 Pick-up and drop-off services are only provided during the times specified by the service provider.

## 5. Miscellaneous

5.1 Once registration is successfully submitted and full payment is made, the participant is deemed to have fulfilled their duty to inform, according to the contents of the Notice on Departure, and the service provider is exonerated.

5.2 When the Confirmation of Enrolment is sent to a participant, or to a person with custodial responsibilities for a participant under 18 years old, a binding contract is established between the participant and the service provider, lasting until the end of the programme.

5.3 All information mentioned in these Terms and Conditions about this programme, including but not limited to itinerary arrangements, start and end dates, etc., is accurate as per the information in the Confirmation of Enrolment.

5.4 These Terms and Conditions and all legal relations between the participant and the service provider are governed by the laws of England and Wales, and it is agreed that the Courts of England and Wales have exclusive jurisdiction over any dispute, claim, or other matter that may arise between the said parties.

## 6. Disclaimer

All responsibilities in this programme itinerary, except those specifically exonerated in these Terms and Conditions, are borne by the service provider; the co-organiser is responsible for coordination, sales, and publicity outside the UK and is exempt from all liabilities, including economic compensation.