



## INFORMATION GUIDE

### Application Process Rules & Regulations Terms & Conditions

## Information Guide - Application Process

### STEP ONE

Read the Terms & Conditions and Rules & Regulations.

### STEP TWO

Complete the application form.

### STEP THREE

Arrange for the payment of the enrolment fee. Your place will not be reserved until the enrolment fee has been received. Full payment must be received before a student's place is confirmed.

Enrolment fee payment options:

**Pay Online:** our online payment option can be found on our website (<https://www.issos.com/apply/payment>).

**Wire Transfer:** our online payment request can be found on our website (<https://www.issos.com/apply/payment>). Once you have completed the payment request you will receive an email from our payment provider confirming the balance payable in your local currency and appropriate details in order for you to arrange the wire transfer with your bank. The currency and amount confirmed in the payment request must be that which is received

**Please note that the enrolment fee is paid on the understanding that it will be retained by the school if the applicant fails to enter. Please also note that acceptance and entrance constitute a contract to pay the remaining tuition fee for the enrolled period.**

### STEP FOUR

As soon as ISSOS has received and approved your application and received the enrolment fee, we will send:

- An email confirming the place;
- Links to our student and travel questionnaires (which can be downloaded from our website at any time);
- A formal letter of acceptance, parents' information booklet, students' information booklet & luggage tags (these will be sent closer to the summer and will provide you with all the information required).

Please do not hesitate to contact us if you have any questions regarding the application process.

## Information Guide - Introduction

At ISSOS the safety and welfare of our students is our highest priority. All of our students are offered exceptional opportunities and freedom to flourish. However, we are keen to note that with these freedoms come responsibilities. If ISSOS determines that students have broken any of these rules and regulations, or have compromised the safety of themselves, another ISSOS student or anyone else on the program, we reserve the right to send students home immediately without refund. All rules and regulations will be strictly enforced. By applying to ISSOS, students agree to abide by the rules and regulations set out in these terms and conditions and any additional rules and regulations detailed on arrival.

## APPLICATION TERMS & CONDITIONS

By making an application, the parent or guardian (referred to as 'guardian' in these terms and conditions) and the student accept that;

1. These together with the sections headed 'payment' and 'other important information' are the terms and conditions of the contract between them and ISSOS (a trading style of The Saint Andrews Experience Limited, a company registered in Scotland under company number SC379203);
2. The guardian and student are bound by that contract jointly and severally;
3. They have each read and accepted the terms and conditions and have each read and accept, and undertake that the student will abide by, the rules and regulations;
4. All information supplied in connection with the application is accurate, complete and true and they will inform ISSOS of any changes to such information, in particular of;
  - a) any new, or changes to an existing medical condition or travel plans which are relevant to the ability of ISSOS to cater for and look after the student; and
  - b) the contact details of the guardian;
5. An application is made for the named student and cannot be transferred to another named individual. In addition the payment made cannot be transferred to another student or another summer session - the summer session and year applied for cannot be transferred to another date or campus.
6. The guardian will be contactable on the telephone numbers given on the application form throughout the student's time travelling to, attending and returning from the relevant program;
7. No other person's consent is required for the student to attend the program;
8. The guardian and the student indemnify ISSOS and will keep ISSOS indemnified against any claims, costs, proceedings, demands, losses, damages, expenses or liability whatsoever arising as a result of the guardian or the students breach of the contract or violation of the rules and regulations;
9. ISSOS intends to run the relevant program in accordance with the descriptions in its most recent brochure and/or most recently published on its website, but reserves the right to make any amendments to the programs at its absolute discretion and in such a manner as it considers appropriate;
10. In the event of "force majeure" such as fire, flooding, infectious diseases, acts of god, government, terrorism, natural disaster, labour conditions and power failures and other events out with the company's reasonable control which may cause the closure of the school or prevent the company from running the relevant program, no refund of fees will be made, except at the schools discretion;
11. These terms and conditions contain the whole agreement between ISSOS and the guardian and student in relation to all aspects of the program. In particular, no statements, understandings, agreements or warranties made orally or in writing, on the website, in the brochure or elsewhere shall have any relevance to these terms and conditions. Any changes to these terms and conditions will only have effect if made in writing and signed by both parties. These terms and conditions supersede all previous agreements, arrangements and understandings but nothing herein shall be read or construed as excluding liability resulting from any fraudulent act or omission by any party;
12. These terms and conditions and all rights under them may be assigned or transferred by ISSOS but not by the guardian or the student;
13. These terms and conditions shall be governed by Scottish law and the parties submit to the non-exclusive jurisdiction of the Scottish courts.

## APPLICATION PROCEDURE

Students are accepted subject to space and on receipt of full application form and enrolment fee. If we do not accept an application we will return the enrolment fee.

## NOT INCLUDED IN PROGRAM FEE

Medical Insurance and expenses, travel insurance, transport to and from home city, airport transfers outwith stated times and from any airport other than those specified by ISSOS, pocket money and souvenirs or stationery.

## INCLUDED IN PROGRAM FEE

Room, full board, tuition, excursions, entertainment and airport transfers if student arrives within stated timeframes and at specified airport.

## PAYMENT SCHEDULE

An Enrolment fee is payable with application and the remaining tuition fees are due within 21 days of acceptance.

Any students applying after May 20th must pay full fee (enrolment plus remainder) up front.

- Full payment of the enrolment and tuition fee must be received within the required payment schedule to confirm the student's place. If this is not received within 21 days, ISSOS have the right to delete the application and cancel the student's place.
- The applicant is liable for any bank and/or transfer charges applied to payments and must ensure they are paid in addition to the payment which is to be sent to ISSOS.

## CANCELLATIONS

The contract may be cancelled within 14 days of receiving notice of acceptance and a full refund payable of any fees received. Thereafter the full outstanding fee becomes due and payable.

Should a student require to cancel for medical reasons, this request must be supported by an appropriate doctor's certificate in English. In the event that the cancellation is for medical reasons and is made up to 21 days before the commencement of the summer school they will be reimbursed the tuition fee. In the event that the cancellation, for medical reasons, is made less than 21 days before the commencement of the summer school they will be reimbursed 25% of the tuition fee. For the avoidance of doubt, the enrolment fee is not refundable at any time other than during the 14 day cancellation period after receipt of acceptance.

In the event that a cancellation occurs due to 'force majeure' such as fire, flooding, infectious diseases, acts of god, government, terrorism, natural disaster, war, labour conditions and power failures and other events out with the guardian or ISSOS's reasonable control that prevent the student from attending, no refund of fees will be made, except at the school's discretion.

Any student who does not turn up or who leaves the summer school during the session is not entitled to receive any refund.

### STUDENTS WHO NEED A VISA TO ATTEND & VISA REFUSAL

For students that require visa support documents, all paperwork will be issued upon receipt of the full payment. Applicants are asked to apply for a visa as soon as they receive their visa support documents in order to allow for adequate turnaround time for visa processing. If a student's visa is denied and ISSOS are notified by June 1st, tuition fees will be refunded upon proof of the visa denial. After June 1st, applicants are not eligible for any refund. By agreeing to these terms and conditions, applicants must keep ISSOS aware of the progress of their visa status and notify head office immediately of any issues. Once visa support documents have been sent, applicants take full responsibility for securing their visa to the UK.

### TRAVEL INSURANCE

All students must hold relevant travel insurance, we insist on insurance that is fully comprehensive and includes trip cancellation cover. ISSOS is not responsible for any deficiencies in your insurance policy. In addition ISSOS does not cover any damages or breakages of personal items, unless this is clearly the fault of ISSOS or an ISSOS member of staff. Students must take responsibility for their personal possessions.

### MEDICAL INSURANCE

Guardians and students are responsible for informing us on application of all medical, dental, dietary, educational or other special needs regarding the student. All costs related to those needs including medical and dental care, tests, allergy, shots and prescriptions are the responsibility of the guardian. Appropriate medical insurance that will cover any medical treatment received while in the UK must be purchased before arrival at ISSOS. All bills from health facilities used by ISSOS on behalf of a student will be sent to the guardian for payment.

### EMERGENCY MEDICAL CARE

In the event of an emergency, the parent/guardian authorises ISSOS to contact and secure, if necessary medical attention for their son/daughter. If emergency or surgical treatment is required and the parent/guardian is not contactable (all efforts will be made to contact the parent/guardian in the first instance) the parent/guardian gives permission for an ISSOS representative along with senior management to secure what ever medical treatment may be required as advised by a medical professional.

### TRAVEL DOCUMENTS/VISAS

A valid passport is essential for travel to the UK with an expiry date of at least 6 months beyond the end date of your visit. All students are responsible for arranging appropriate travel documentation, such as visas, where required, see above, 'Students who need a visa to attend/visa refusal'.

### TRANSPORT & TRAVEL

All students arriving and departing from Edinburgh International Airport on the stated dates will be transferred to and from our campus free of charge as long as students arrive within the departure time of summer school coaches. ISSOS must receive all flight/travel information by 1st June. Please do not book open tickets: purchase a return ticket on the stated arrival and departure dates. If there are changes to a student's travel plans that are outwith our control and a student is delayed or misses their flight, therefore missing the time slot for our coaches, ISSOS will arrange for a private car to collect the student, the cost of which is the responsibility of the parent/guardian.

### PRIVATE TRANSFERS

ISSOS will confirm our designated airports and the times that our transfer service will be available on opening and closing days. If the student arrives outside these stated timeframes or to another airport, we will arrange a Private transfer for that student, however, it will be at an additional cost. The cost of the transfer will be confirmed at the time of confirming travel arrangements, and ISSOS will require the transfer cost to be paid in full before the transfer booking will be confirmed. If there are changes to a student's travel plans that are outwith our control and a student's flight is cancelled or delayed and they miss their private transfer, a new transfer will be arranged but there may be an additional cost which is payable by the parent/guardian.

### DISMISSAL FROM PROGRAM

We reserve the right to dismiss any student found in breach of the Rules and Regulations of ISSOS. Should a student violate any of these rules, ISSOS has the right to dismiss or exclude the student from the program and, in extreme cases, repatriate that student at the student's own expense, in any case, without refund of the program fee.

### CHANGES TO THE PROGRAM

We reserve the right to change or cancel courses, and to modify the program, including which University Halls of Residence students will stay in, as circumstances dictate. We will advise students of any changes which significantly alter the program they have selected.

**RESPONSIBILITY/LIABILITY**

ISSOS will exercise due care in arranging and conducting the program. However, we cannot assume responsibility or liability for any damage, loss, claim or injury of any kind whatsoever resulting from any act of omission, commission or inadvertence of any accommodation provider or carrier or other company or person rendering any of the services required as part of the program. Nor can ISSOS be responsible for any student who leaves the program (with or without ISSOS's consent) or who breaks the rules and regulations and in doing so suffers loss or injury. Causing harm to yourself or others – asphyxiation games, bullying, physical or mental harm of any kind, will not be tolerated.

To the maximum extent permitted by law, ISSOS excludes liability for any loss or damage of any kind however arising, including, without limitation, any direct, indirect or consequential monetary or other loss suffered by a guardian or student as a result of the student taking part in one of ISSOS's programs but if ISSOS is held by a Scottish court to be directly responsible for any such loss or damage, we will pay to the guardian or student who has suffered loss up to the amount equal to the price paid to ISSOS for the relevant program.

ISSOS will not assume responsibility or liability for any damage, loss, claim or injury resulting from events beyond its control including, without limitation, acts of God, strikes, incidents of terrorism, politically or religiously motivated violence, war, sickness, government restrictions or regulations, weather, quarantines or wilful or negligent acts of third parties or suppliers to ISSOS.

Nothing in these terms and conditions shall exclude any liability of ISSOS for death or personal injury arising from its own negligence nor affect any rights which the guardian or student have as consumers.

**ELIGIBILITY**

ISSOS's programs are open to students of all nationalities, who are aged 13-18 years, and will be returning to high school after the summer. All those who require a visa in order to take part in a summer program are responsible for obtaining the relevant visa and travel documentation. If on arrival we find a student or parent has neglected to divulge appropriate information on the student's mental, physical or emotional state and this in any way prohibits the student from being able to take part in certain aspects of the program or requires significant additional attention from staff, ISSOS reserves the right to ask the parents to remove the student from the program for their own safety and enjoyment. This will be done without refund.

**BREAKING THE LAW**

All students of ISSOS are expected to obey the law. If any student breaks the law or is suspected of doing so, they shall be disciplined accordingly. This can include being repatriated immediately, without refund.

**ALCOHOL & DRUGS**

ISSOS has a zero tolerance policy with regards to the use of alcohol or drugs. The use, possession or purchase of any quantity of alcohol or drugs is strictly forbidden for all students regardless of their age, and could result in immediate expulsion from the program without refund. Students who are suspected of the use, possession or purchase of alcohol or drugs will be placed on probation and their guardians will be notified. This includes the misuse of prescription or over the counter medication.

**CIGARETTES & TOBACCO**

ISSOS operates a strict no smoking policy. Any student found to be smoking in or on university property or found to be purchasing, distributing or consuming cigarettes or tobacco will be reported to the Program Director and issued with a formal warning, this may ultimately lead to the student's dismissal from the program. Under UK law it is a criminal offence to sell cigarettes or tobacco to any person under 18 years old. This extends to the purchase, distribution and consumption of all e-cigarettes, vaporizers and any associated products or materials, regardless of whether or not the former contain nicotine.

**PROGRAMS & PARTICIPATION**

All students of ISSOS are expected to attend classes, electives and activities, complete all projects and assignments on time and check-in at curfew every night. There will also be a number of compulsory program meetings. Outside the requirements, students are free to decide how they spend their time. If students are found to be using their free time inappropriately, their independence in choosing how they spend their free time shall be revoked.

All academic and elective programs have been specifically designed to assist students advance their English Language skills. English language is a core value of ISSOS and underpins all summer school programs.

On completion of the 3 week program students will be sent an academic report and a certificate of completion. The certificate of completion will only be issued if a student has completed all relevant work and has participated fully in the program.

**PLAGIARISM**

Plagiarism will not be tolerated at ISSOS. Plagiarism is: submitting work using another author's language, thoughts, ideas or expressions and representing them as ones own work. This includes failing to credit ideas found online, in print or from any other source without referencing them appropriately. Any student found to be plagiarizing work will be given a formal warning and the event detailed in their academic report.

## ROOMING POLICY

As an international summer school our rooming policy fosters an international community.

Floors are split by gender and divided by age group. Students can request a single room for medical reasons and every attempt will be made to assist. We cannot guarantee a single room for any other reason. Students in shared rooms will be with a student of the same age and gender, students will be placed with a student of a different nationality and who they do not know. We do not accept requests for friends or family members to share a room. We will make every attempt to make sure those sharing a room do not speak the same language (for more details on our rooming policy please see our website and go to the Parents' Page).

## LOCATION

### Accommodation

Access to dormitories is restricted, at certain times, to those students who live in the dormitory. There are many common areas in which students are welcome to visit one another. Appropriate behaviour and conduct is expected of students at all times.

### Curfew

Curfews are clearly defined and students are expected to check-in at these specific times. After curfew, students must remain in the specified area until 7am the following morning. Students must stay within the boundaries as laid out by ISSOS and stay within residencies after evening check-in. In addition, students must stay within set boundaries when on trips.

### Visitors

Visitors who visit a student during their free time, are asked to sign in at the program office. Students must ensure that their visitors abide by all program rules and must remain within the common areas. On arrival and departure days family members may access the private dormitory areas.

Any students found to be leaving the campus or halls of residence after the curfew without permission will be reprimanded and in some instances dismissed from the program.

## PERSONAL RESPONSIBILITY

### In general

A significant component of ISSOS programs is that students are afforded certain responsibilities and freedoms. Guardians and students must recognise that ISSOS staff cannot supervise students at all times. When students choose to spend time independently, they must take responsibility for their own decisions and actions. During the program students will refrain from: chewing gum, graffiti, damaging property of any kind, swearing or bad language, ball games of any kind inside university premises or teaching classrooms.

### Respect for the Community

All students of ISSOS are expected to respect the rights of all members of the community. This includes other students and staff of ISSOS and staff of the University and their halls of residence as well as the wider community of St Andrews. Anti-social behaviour includes bullying, racism, lying, theft, self-harming, physical, verbal and online harassment. Any kind of anti-social behaviour can result in a denial of privileges, early curfews and in most cases guardians will be contacted for support. Repeated anti-social behaviour can result in expulsion from the program without refund. ISSOS will not tolerate bullying of any kind. Students enrolled in the ISSOS program should treat their fellow students as they would like to be treated and show respect to those around them. Any incidents of bullying will be taken seriously and the action taken by ISSOS will be recorded and parents will be notified. ISSOS reserves the right to remove a student from the program who has been found guilty of bullying and the student will not be invited back to future ISSOS summer programs.

### Dress

Students are expected to dress in accordance with the academic nature of their environment and in a manner appropriate for academic and social functions.

### Town Centre

Students are given plenty of free time to explore St Andrews town centre. There will be geographical area limits set out at the start of the program and students are expected to keep within those boundaries.

### Travel, Strangers & Transport

Students may not drive a car while on the program, nor ride in a motor vehicle or public transport, without the authority or supervision of ISSOS staff. By signing these terms and conditions you agree that the student can take part in any scheduled summer school trip and that the student can travel in transport organised by the summer school. Students agree not to go off with a stranger or member of the public at any time during the program. Students are not allowed to rent or use a bicycle unless organised by ISSOS and accompanied by a member of ISSOS staff.

### Permission to leave the program

Students may leave the program if granted permission by their guardian in order to visit a family friend or relative who is an adult over 25 years old. Permission must be received in writing at least 24 hours before the trip and must specify the name, address and contact number of the friend or relative. Travel must not conflict with academic classes or any other required activities.

### Dangerous items

It is forbidden for students to possess or purchase any item/weapon that is deemed to be a danger to themselves or others. These include knives, fireworks or any other flammable items such as candles.

### Tattooing/Piercing

Students of ISSOS may not, for health and safety reasons, obtain a tattoo or piercing while on the program.

### Personal Belongings

All personal belongings and valuables are the responsibility of the individual and we ask all students to lock their bedroom doors when they leave their room. ISSOS will not replace any items stolen, damaged or lost during the program.

### Loss of Keys

If a student loses their room key there will be a charge of £140 to replace the key. All keys used in University property are special security keys and will take time to replace. All students are asked to hand in their key at the end of the program, any student who has lost their key will be asked to pay before they leave or can opt to have an invoice sent to their parents.

**PERSONAL RESPONSIBILITY** continued**IT**

Students will have access to the university IT facilities and will be signed up to the universities web system. All students agree to be bound by the code of practice covering the use of email and internet as laid out by ISSOS.

**Access to Rooms**

If we have reason to believe that a student is in breach of the rules and regulations, ISSOS reserves the right to enter the students room and search their belongings. Any search will be done by two members of staff and will be documented.

**MEDICAL REQUIREMENTS**

Students of ISSOS are required to provide an accurate medical history and current health insurance prior to the program commencing. When necessary, professional medical consultation/treatment will be arranged by ISSOS. All medical expenses are the responsibility of the student being treated and their guardian. It is understood that all medical expenses incurred by the student and paid by ISSOS shall be reimbursed promptly by the guardian or student. This includes medication, hospital or doctors visits and transportation to/from medical facilities. All medication brought to the program must be declared and handed to the students counselor for safe keeping. No student will be allowed to keep medication in their room except in special circumstances. Students must detail the exact intake of medication in detail to ISSOS before arrival at the summer school.

**PARTICIPATION**

By agreeing to the terms and conditions it is understood that the student may participate in all summer school classes, activities and excursions. Parents/guardians and students agree that photographs, quotations and recorded media taken during ISSOS can be used for publicity, PR, social media, publications or promotion.