



Short Courses, Outreach & Summer Programmes Policy

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Any offer of a place made to you by Emil Dale Academy (“EDA”) 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 Emil Dale Academy.

1. Scope

1. These Terms apply to all short courses, outreach and summer programmes delivered by Emil Dale Academy. They do not apply to FE, HE or validated degree provision.
2. Programme-specific rules may also apply and will be stated on the relevant course page or joining information, or within the acceptance email sent by the Admissions team at EDA (admissions@emildale.co.uk).
3. On our site we may use “course”, “short course”, “camp”, “workshop”, “class series” or similar – all such references should be read as a Programme.
4. Single-session tasters/drop-ins are not a Programme unless the relevant booking page expressly states that these Terms apply.

2. Nature of Programmes and Admissions

5. Programmes are non-award short courses or outreach sessions delivered by Emil Dale Academy.
6. Admission is first-come, first-served and subject to availability. Late applications may be accepted at the discretion of Emil Dale Academy.
7. Applications must be honest and open. In order for EDA to offer a service to the student that provides a positive and meaningful experience, EDA must have all the information upfront about a student's needs including accessibility and required adjustments for any additional needs. If EDA cannot meet the needs of a student, this will be discussed with the student and if necessary a refund will be provided.
8. Providing untrue or misleading information may lead to cancellation without refund of fees or costs.
9. The applicant/ participants contract is formed when a booking confirmation is issued.
10. For courses that have a cost associated, payment is received (whether in full or in part) will also enhance confirmation of a contract formed between EDA and the student.
11. Bookings are non-transferable (not to another course or participant) unless the course page says otherwise.
12. Where courses specify age/level guidance, EDA may request evidence (e.g., short demonstration or footage) to place the participant safely.
13. EDA is not eligible for visa or sponsorship to be in the UK, and as such if a participant requires this for entry to the country, EDA cannot provide this and it must be sought through other means.

3. Fees and Payment

14. Fees are payable as stated on the relevant course page and must be paid in GBP, inclusive of VAT where applicable.
15. 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.
16. Bank/currency charges are borne by the payer.
17. Unless otherwise stated on the course page, fees are payable at booking; where a balance is allowed it must be paid according to the milestone/ deadline set out in your confirmation email and/or on the website.
18. 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).
19. 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.
20. 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.

4. Cancellations and Refunds

21. You have a statutory right to cancel within 14 days of acceptance. After this period, fees are non-refundable unless required by law or stated otherwise. If you cancel within this period, EDA will refund all payments received (including any deposit) within 14 days of your notice, unless the course has started within the 14-day period – in which case a proportionate charge may apply for sessions already delivered.
22. At our discretion we may offer a credit or partial refund for evidenced medical reasons where stated on a Programme page.
23. 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 nontransferable.
24. If circumstances outside EDA's control prevent on-site delivery (e.g., epidemics), sessions may be moved online; in these cases refunds are not given.
25. We may cancel where:
 - a. insufficient numbers make the course non-viable;
 - b. teaching staff are unavailable and no suitable alternative is available;
 - c. Events Outside Our Control (see Section 14) prevent delivery; or
 - d. legal/government requirements (including public-health measures) require cancellation.
26. You will be notified as soon as possible.
27. If we cancel (or partially cancel) a Programme, we will refund fees paid for the cancelled element.
28. Where cancellation is due to Events Outside Our Control, Section 14 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.
29. We are not liable for associated costs (e.g., travel, accommodation).

5. Programme Changes

30. Emil Dale Academy may make reasonable changes to timetables, staffing or content where necessary to maintain quality and safe delivery; you will be informed as soon as practicable.
31. 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.
32. Changes may relate to:
 - a. content and syllabus
 - b. timetable, location or number of classes
 - c. timing, content or method of delivery of study, services or facilities
 - d. examination or assessment processes
33. Examples of when changes may be needed include:
 - a. long-term leave or departure of key staff
 - b. where a module or programme is not financially or operationally viable
 - c. changes to funding we receive or to external requirements
 - d. improving the student experience or efficiency
 - e. programme restructure
34. 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.

6. Attendance and Conduct

- 35. Punctuality is required; late arrivals may be refused entry and no refund is due.
- 36. 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.
- 37. Participants must behave in a civil, respectful manner and follow staff instructions.
- 38. 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.
- 39. No refund is due where removal is for conduct.
- 40. 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 EDA has given express permission for that session or event and any conditions we set are followed.
- 41. Parents/guardians/carers are not permitted to observe classes. Observation of classes and attendance at sharings are only at EDA's discretion.
- 42. EDA may refuse admission or remove a participant for safety, non-payment, or Code of Conduct breaches; no refund is due
- 43. Online conduct (including social media). Posts or messages relating to EDA activities must be respectful and must not bully, harass, or disclose personal information about others.
- 44. Breach may lead to action such as dismissal, non-refund of fees and barring from future events.

10. External Events (not conducted at EDA-managed premises)

- 45. Where EDA conducts programmes at external venues, these terms and conditions still apply.
- 46. However, participants must also abide by and consider any health and safety, safeguarding, policies and procedures required or relating to the venue of the programme.

7. Health, Safety and Safeguarding

47. EDA is committed to providing a safe environment for children and vulnerable adults. The welfare of the child is paramount.
48. 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.
49. Participants and accompanying adults must comply with safeguarding measures. Please report any safeguarding concern to staff on duty or the programme manager without delay.
50. Smoking is not permitted on site.
51. Follow any Fire Evacuation or Lock-In instructions given by staff.
52. EDA 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.
53. Participants (and parents/guardians) must inform EDA about any relevant health conditions and reasonable adjustments needed before attendance so we can make reasonable adjustments and support safe participation.
54. Performing Arts training may involve appropriate physical contact for correction, partnering, or safety. By attending, participants consent to such contact conducted professionally and proportionately.
55. 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.
56. EDA will ensure to follow the Health and Safety rules of the venue that the Outreach event is taking place at.
57. If a venue is external to the EDA studios, EDA recommends that attendees research the venues Health and Safety policies to answer any queries that they may have. If the attendee is still unsure of anything following this, they are welcome to contact the office by emailing admissions@emildale.co.uk.
58. *Please note that all external venues are hired by EDA and, therefore, EDA may not be aware of all specific accessibility options. If participants have additional access requirements, they must contact the venue to organise this accordingly and confirm with the EDA office what has been agreed between themselves and the venue.
59. If the venue is internal to EDA, EDA recommends that attendees research the EDA Health and Safety Policy to answer any queries that they may have. If the attendee is still unsure of anything following this, they are welcome to contact the office by emailing admissions@emildale.co.uk.

7.1 Emergency Procedures

60. Within this policy, an emergency incident can be defined as:
 - a. An event leading to fatality, serious injury, or circumstances in which a participant might be at serious physical or emotional risk;
 - b. A serious life-threatening illness, or an illness threatening serious physical or mental consequences;
 - c. Any relevant situation where negative press/media coverage or a legal case may result.
61. In all of the above cases, the below “Outreach Incident Management Plan” will come into action:
 - d. The most senior member of EDA staff present will take charge until relieved by any necessary emergency services. If this person is incapacitated, then this role will need to be taken by another staff member or freelancer. This person will henceforth be referred to as the OL (outreach leader).

- e. Where safe to do so, the OL will take the fastest (safe) route to the person(s) in need of help.
- f. The OL will assess the severity of the incident and decide whether to call emergency services. Meanwhile the OL will have designated another staff member or freelancer to call the incapacitated person's emergency contact to inform them of the scenario and, if needs be, receive permission to send them to hospital.
- g. The OL will remain with the incapacitated party if safe to do so and will task another staff member or freelancer to inform a member of the venue's staff (if at a venue external to EDA) to follow their Health and Safety policies.

- 62. If there is an event where an evacuation needs to take place at a venue external to EDA, the OL will be responsible for registering attendees at the appointed evacuation meeting point.
- 63. If there is an event where an evacuation needs to take place at EDA, the OL and other EDA staff members will be responsible in safely evacuating and registering the attendees.
- 64. If necessary, the OL will instruct staff members and freelancers if calls need to be made to the attendees' emergency contacts to collect them from the venue of the event.

8. Policies and Procedures

65. Participants agree to comply with Emil Dale Academy policies, available at www.emildale.co.uk/emil-dale-policies
66. EDA may add to, delete or make reasonable changes to the Policies and Procedures where this will assist in the proper delivery of education.
67. Changes are usually made to:
 - a. review and update documents so they remain fit for purpose
 - b. reflect legal or regulatory changes, funding or finance changes, or government requirements or guidance
 - c. incorporate sector guidance or good practice
 - d. act on student feedback
 - e. improve clarity or consistency
68. 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.
69. EDA will take reasonable steps to minimise disruption, for example by giving notice before changes take effect or phasing them in where appropriate.
70. Updated Policies and Procedures will be published on EDA's website and may also be notified by other means.

9. Participants Under 18

71. Where a participant is under 18, the contracting party is the parent or guardian.
72. 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.
73. 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.

11. Data Protection

- 74. Personal data is handled in accordance with Emil Dale Academy's Privacy Policy.
- 75. Limited contact may be made about other EDA courses/events.
- 76. You may opt out of marketing at any time.
- 77. Anonymised post-course evaluation may be requested.

11.1 Data collection

- 78. EDA processes personal information taken from:
 - a. Your application,
 - b. Referees or other third parties supporting your application,
 - c. Information and documentation you provide in support of your application, and
 - d. Information collected or created during your time with us such as:
 - i. your photograph,
 - ii. correspondence,
 - iii. feedback and other comments,
 - iv. complaints,
 - v. enquiries, and
 - vi. information you are required to provide such as:
 - 1. special requirements,
 - 2. health or diversity information, and
 - 3. marketing preferences.
- 79. We use this information to:
 - a. To verify your identity,
 - b. Maintain contact with you and your emergency contact (by post, email and phone),
 - c. Offer additional related services and information,
 - d. Monitor and enforce the conditions of our agreement with you,
 - e. To support disciplinary, complaint, and quality assurance processes and arrangements,
 - f. To fulfil our legal obligations,
 - g. For internal and external auditing purposes, and
 - h. To report on our activities and monitor diversity (this will be in an anonymised form).
- 80. We will also store the details of the emergency contacts you have provided in case we need to contact them.

11.2 Programmes used and their storage

- 81. Your personal data will not be used for automated decision making or profiling without your consent.
- 82. Examples of the software EDA uses to store your data – and what data is stored within each programme – include:

11.2.1 Jotform

- 83. Jotform is an online platform which EDA use to store any data that is provided by an applicant and/or student through them completing any electronic form that has been sent to them by EDA.
- 84. The data that is stored in Jotform by completion of one – or various – of the EDA electronic forms include:

Form name	Who is affected	Data stored
Outreach Application Forms	Any person who applies to take part in one of Emil Dale Academy's free Outreach Workshops or Paid for short courses	Applicant name Applicant date of birth Applicant pronouns Applicant email address Applicant phone number Applicant correspondence address Applicant access requirements (if applicable) Applicant health conditions (if applicable) Emergency contact name Emergency contact relationship to applicant Emergency contact phone number Emergency contact email address

11.2.2 Microsoft Teams

85. All EDA senior management, staff, and regularly teaching freelancers have access to EDA teams. Depending on the individual's role, they may then have access to the various trackers:

Form name	Who is affected	Data stored
(Various – Dependant on Outreach event)	Any person who applies to take part in one of Emil Dale Academy's free Outreach Workshops	Applicant name Applicant date of birth Applicant pronouns Applicant email address Applicant phone number

		Applicant correspondence address Applicant access requirements (if applicable) Applicant health conditions (if applicable) Emergency contact name Emergency contact relationship to applicant Emergency contact phone number Emergency contact email address
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11.3 Customer Safety

86. EDA take the handling of all data extremely seriously. The following processes are in place to ensure that data EDA hold is as secure as possible:

11.3.1 Individual Logins

87. All staff have individual log-in details to access their computer. Staff must log out of their computer if they leave their computer unattended for any time and must fully log out and shut down the computer when their shift for the day finishes. These computer log-in details automatically sync up with the staff member's access to Microsoft Teams, and the relevant Teams they are privy to.
88. If, at any point, a staff member feels that their accounts have been accessed and used by a person other than themselves, they are required to change their log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that their profile has been accessed. Freelancers who have an EDA online profile are encouraged to do the same by speaking with the relevant Head of Department. Whilst freelancers only have the ability to log in to EDA teams and their set-up EDA email, there will still be some confidential information on these platforms that should not be seen by others.

11.3.2 Shared Logins

89. It is worth noting that no person will have access to any shared log-in details unless they have logged into their individual EDA staff profile.
90. All necessary EDA staff have access to the login details for Jotform. Jotform is also additionally password protected. Staff are aware of the severity of sharing such log in details with any person outside of the company without permission. The unlawful sharing of such information is considered a breach of policy and would be formally investigated by EDA Senior Management in line with the Staff Code of Conduct and Staff Disciplinary Policy.
91. If, at any point, a staff member feels that these accounts have been accessed and used by a person outside of the company, they are required to change the log in passwords with immediate effect and contact their Line Manager explaining what has happened and what has led them to believe that these profiles have been accessed. The Line Manager will investigate this situation and will redistribute the new password to their team

members when it is deemed safe to do so. Freelancers who have an EDA email and teams account are encouraged to do the same by speaking with the relevant Head of Department. Whilst freelancers do not have access to the same level of IT programmes as staff, there will still be some confidential information on emails, Teams etc that should not be seen by others.

92. For more detailed information about how we process and store your data, please refer to our Information Handling Policy.

11.4 Outreach and Engagement Staffing

93. EDA ensure that all Outreach and Engagement staff and freelancers are known members to the academy. In most cases, this means that they will have taught at EDA within the last 3 academic years. EDA also engage some students and graduates on a freelancer basis to support the running of the day(s). All staff and freelancers on an Outreach Day act as representatives of the academy and adopt the behaviour identified in the Staff Code of Conduct or Freelancer Code of Conduct (dependent on employment status) whether the visit takes place within normal hours or outside hours.
94. In order to teach at EDA, and therefore potentially work at an EDA outreach event, staff members and freelancers will have passed through necessary safety checks.

11.4.1 Relationships between staff/freelancers and attendees

95. EDA recognises that, in order to push and develop students, an appropriate, supportive professional relationship between an outreach attendee and staff member/freelancer is a key tool. To truly benefit from their time with EDA, attendees must trust staff/freelancer members, and feel comfortable and confident. EDA believes that every attendee should experience equality of treatment, and that no attendee should feel prejudice of treatment during their time.
96. With that being said, boundaries must be set between staff members/freelancers and attendees and must be respected by staff/freelancer members. A personal relationship of an intimate nature between a staff member/freelancer or attendee can be perceived to create a risk of favouritism or abuse of authority. It can also undermine the relationship of trust and confidence which is intrinsic to staff, freelancer and attendee interactions during the day.
97. All representatives of EDA are in a position of trust. Staff members/freelancers are under a duty to act with integrity and not place themselves in a position of actual or apparent conflict.
98. Where attendees approach staff members/freelancers via inappropriate means, such as social media or personal emails, the staff member/freelancer should ignore the message, and report it to either the senior manager in attendance to the Outreach event, or to their Line Manager or relevant Head of Department (employment status dependant).
99. Should an attendee receive an inappropriate message from an EDA staff member/freelancer who was present at their Outreach event, they should immediately email accounts@emildale.co.uk. In both circumstances, as much detail should be provided regarding the nature of communication and evidence such as screenshots will also be useful in case the situation needs to be investigated further.
100. It is the responsibility of any staff member/freelancer to report any pre-existing personal relationship with an attendee at the first possible moment the staff member/freelancer realises the attendee has either applied or attended an outreach event. As the declaration will contain sensitive information it will be stored securely and managed in compliance with data protection legislation. Declarations will be treated

respectfully, sensitively and confidentially. This includes relationships where the parties may not be publicly open in regard to their sexual orientation or gender identity.

101. In order to maintain an appropriate and physical distance from attendees, to reduce the risk of misconduct, abuse of power or a conflict of interest, staff members/freelancers should:
- a. Maintain an appropriate physical and emotional distance and perform duties without favour towards individual attendees.
 - b. Communicate with attendees in a professional manner at all times, using language that does not include the use of swearing, sexualisation, racial and cultural appropriation, ethnocentrism, political partisanship, religion-based discrimination, ableism and/or sexism. Do not share any personal contact address, such as mobile phone numbers or email addresses. Only shared-inbox EDA email addresses should be shared.

12. Photography and Filming

102. EDA 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.
103. Participants (or the parent/guardian for under-18s) may opt out of promotional image/video use at any time by emailing admissions@emildale.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.
104. On the day, we ask the participant to please also tell a member of staff so we can put practical measures in place (e.g., alternative positioning/identifier).
105. Processing is in line with our Privacy Notice.
106. Separate, opt-in consent may be requested for EDA 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.
107. Participants and accompanying adults must not create, post or share images/audio/video from EDA activities without our permission. This includes activities on premises we control and at our events off site.
108. 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.
109. Posts on social media relating to EDA activities must be respectful and must not bully, harass or disclose personal information about others. Breach may lead to action such as dismissal, non-refund of fees and barring from future events.

13. Liability

110. Emil Dale Academy's liability is limited as permitted by law.
111. EDA 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.
112. Participants (and parents/guardians) should keep valuables with them; EDA is not responsible for lost/stolen/damaged items.
113. Nothing in these Terms excludes or limits liability for:
- a. death or personal injury caused by negligence
 - b. fraud or fraudulent misrepresentation
114. Subject to the above, EDA (and its officers, employees and agents) is not liable, to the fullest extent permitted by law, for:
- a. damage to, theft or loss of your property (including personal possessions, IT equipment, bicycles or vehicles), unless caused by our negligence
 - b. non-return of work submitted for assessment – keep a copy of anything you submit
 - c. loss arising solely from a failure to follow a procedural step, if the same outcome would have occurred had the step been followed
 - d. indirect or consequential loss, loss of opportunity, or loss of income or profit, however arising
115. Except as set out above, any liability in contract, tort, breach of statutory duty, misrepresentation or otherwise is limited to the greater of:
- a. the total tuition fees and additional charges paid by you (or on your behalf) for the relevant academic year; or
 - b. any amount we receive from our insurers for that loss.

14. Events Outside Our Control

116. 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.
117. Examples include:
- a. industrial action by third parties
 - b. power failure or utility outage
 - c. acts of terrorism or security incidents
 - d. epidemics, pandemics or other public-health measures
 - e. fire, severe weather, natural disasters
 - f. political or civil unrest
 - g. damage to, interruption of, or lack of access to buildings, facilities or equipment
 - h. acts or delays of government or local authorities
 - i. legal or regulatory change
118. If such events occur, we will notify you and take reasonable steps to minimise disruption, for example by:
- a. offering transfer to another programme where reasonably possible
 - b. deferring a start date
 - c. delivering from another location or online, or at another time
 - d. delivering a modified version of the programme
 - e. assisting you to transfer to complete at another provider
 - f. delivering other services and facilities in a different way or online
119. If you are not satisfied that the steps in 118 provide a substantially equivalent learning opportunity for the affected Programme, you may end your contract with EDA. In that case, you will not be required to pay any remaining fees for any undelivered elements. You may also use EDA’s Complaints Policy and Procedures.
120. 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.
121. Neither party is liable for other losses (including travel or accommodation) or for further performance, except as required by law.

15. Complaints

122. Complaints should be raised in accordance with Emil Dale Academy’s Complaints Policy.

16. Cancellation Rights

- 123. You have a statutory right to cancel within 14 days of acceptance, without giving any reason.
- 124. The cancellation period expires 14 days from the day you accept the offer of a place at EDA.
- 125. To cancel, tell the Admissions team at Admissions@emildale.co.uk with a clear statement (for example, email or letter).
- 126. To meet the deadline, send your cancellation before the 14-day period ends.
- 127. If you cancel within the statutory period, EDA 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, unless this falls within a school holiday period in which case payment will still be made but may be delayed due to availability of staff.
- 128. If you cancel after the 14-day period, EDA will not refund payments we have received from you, unless required by law.
- 129. 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.

17. Document Control

Version Number	Date of Issue	Review Date	Author	Changes Made/ detail
01	16 th December 2025	September 2026	Sarah Moore	Combined Outreach and Engagement Policy with this, to include Short Courses that are paid for