Cardiff Academy

POLICY /// ADMISSIONS AND STUDENT JOURNEY

Student Terms and Conditions

The contract between Cardiff Academy and each student (and, for students under 18, their parents or guardians): enrolment, fees and refunds, attendance, conduct, welfare, changes to programmes, ending the contract, liability and complaints.

REFERENCE	**CA-ADM-05**	VERSION	**1.0 (Approved)**
POLICY OWNER	**Chief Executive Officer**	APPROVED BY	**Board of Governors**
ISSUE DATE	**October 2026**	APPROVAL DATE	**October 2026**
REVIEW CYCLE	**Annual**	NEXT REVIEW DUE	**October 2027**
APPLIES TO	**All students and, for under-18s, their parents or legal guardians**	PUBLISHED	**Website; offer letters; enrolment form**

RELATED POLICIES CA-ADM-01 Admissions; CA-ADM-02 Fees, Payments, Refunds and Cancellations; CA-ADM-04 Attendance; CA-WEL-01 Safeguarding; CA-WEL-04 Student Code of Conduct; CA-WEL-08 Student Complaints; CA-GOV-08 Student Protection Plan; CA-INF-02 Privacy Notice

LEGAL ENTITY Cardiff Education Group Ltd, trading as Cardiff Academy (Company No. 14569122). Registered office: 168 City Road, Cardiff CF24 3JE. Teaching premises: 8 Drake Walk, Cardiff CF10 4LG

1 About these terms

These terms and conditions, together with your offer letter and the policies listed above, form the contract between you and Cardiff Education Group Ltd, trading as Cardiff Academy ("the Academy", "we", "us"). Please read them carefully before you accept your offer.

"You" means the student. Where the student is under 18, "you" also includes the student's parents or legal guardians, who accept these terms on the student's behalf and are jointly responsible for paying fees.

Our website, prospectus and marketing materials describe our programmes but do not form part of the contract, except where your offer letter refers to them. Nothing in these terms affects your statutory rights as a consumer.

2 Offers and enrolment

- An offer of a place is made under CA-ADM-01 Admissions and may be conditional. A place is confirmed when you accept the offer in writing, meet any conditions, and pay any fees due on acceptance.
- You must give us complete and accurate information. We may withdraw an offer or end your enrolment if you give false or misleading information or documents.
- On arrival you must complete enrolment, including identity checks, and, if you hold a Student visa, provide your passport and visa for checking.

3 Fees and payment

Tuition fees are set out in your offer letter and on our website. Fees, payment dates, instalments and refunds are governed by CA-ADM-02 Fees, Payments, Refunds and Cancellations, which forms part of these terms. Fees cover teaching, learning materials, internal assessment and certification. External examination fees, accommodation, travel, insurance, visas and living costs are not included unless your offer letter says so.

If fees are not paid when due, we will contact you to agree a plan. We may suspend teaching after written notice if fees remain unpaid, but we will never do so in a way that puts a student under 18 at risk.

4 Cancellation and refunds

If you accept your offer online, by email or by phone, you may cancel within 14 days without giving a reason and receive a full refund, as set out in CA-ADM-02. After 14 days, refunds for cancellation before the programme starts, withdrawal after it starts, and visa refusals follow CA-ADM-02. Refunds are paid to the person who paid the fees, unless they authorise otherwise in writing.

5 Attendance and study

You must attend all timetabled classes, assessments and required activities, be punctual, and complete work by the deadlines set. Attendance is monitored under CA-ADM-04. Persistent absence may lead to warnings, withdrawal from the programme and, for Student visa holders, a report to UK Visas and Immigration where the law requires it.

6 Conduct

You must follow the Student Code of Conduct (CA-WEL-04), the Academic Integrity and Misconduct Policy (CA-ACA-05) and the Online Safety and Acceptable Use Policy (CA-INF-03). Bullying, harassment and discrimination are not tolerated. Serious or repeated misconduct may lead to suspension or exclusion, following the procedure in CA-WEL-04.

7 Welfare and safeguarding

- We will take reasonable care of your safety and welfare while you are on Academy premises and on Academy activities, in line with CA-WEL-01 Safeguarding and CA-WEL-03 Student Welfare.
- You must tell us about any medical condition, allergy, disability or learning difficulty that may affect your studies or safety, so that we can support you. This information is kept confidential and shared only as needed to keep you safe.
- The Academy does not arrange accommodation. Students under 18 must live with a parent, or with a UK-based education guardian approved by the Academy, and parents must give us the guardian's contact details before the programme starts.
- We may share information with parents, guardians, sponsors or other agencies where we need to do so to protect a student's safety or welfare, or where the law requires it.

8 Photographs and personal data

We use your personal data as described in our Privacy Notice (CA-INF-02). We will only use photographs or videos in which you can be identified in our marketing if you (or, for under-18s, your parents) have given consent, which you can withdraw at any time.

9 Changes to programmes

We may make reasonable changes to timetables, teachers, teaching methods, rooms and assessment arrangements to maintain quality or to respond to circumstances outside our control. If we need to make a significant change to your programme, or cancel it, we will tell you as early as possible and protect your interests as set out in the Student Protection Plan (CA-GOV-08), which may include a suitable alternative or a full refund.

10 Ending the contract

You may withdraw from your programme at any time by telling us in writing; refunds follow CA-ADM-02. We may end your enrolment if you seriously or repeatedly break these terms, after following the relevant procedure, or if you no longer have the right to study in the UK. Where a Student visa holder withdraws or is withdrawn, we will report this to UK Visas and Immigration where the law requires it.

11 Events outside our control

We are not responsible for failing to deliver any part of the programme because of events outside our reasonable control, such as severe weather, public health emergencies, industrial action by third parties or loss of premises. In such cases we will do everything reasonable to continue teaching, for example online or at an alternative venue, as set out in CA-GOV-04 Business Continuity.

12 Liability and insurance

We provide our services with reasonable care and skill. Nothing in these terms limits our liability for death or personal injury caused by our negligence, or for anything else that cannot be limited by law.

We are not responsible for loss of or damage to personal belongings unless caused by our negligence. Students are strongly advised to have insurance for their health, travel, belongings and, where appropriate, fees.

13 Complaints

If you are unhappy with any part of our service, please tell us. Complaints are dealt with under the Student Complaints Policy and Procedure (CA-WEL-08). Contact us at enquiries@cardiffacademy.co.uk or on 029 2003 7434.

14 General

If any part of these terms is found to be unenforceable, the rest remains in force. These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. If you live in another part of the UK, you may also bring proceedings in your local courts.

APPROVED ON BEHALF OF THE BOARD	SIGNATURE	DATE
Chair of the Board of Governors		October 2026