

# Sapphire Education Terms & Conditions

These Terms and Conditions apply to all Sapphire Education courses and form part of the enrolment agreement between the parent or guardian and Sapphire Education Ltd.

## 1. Introduction

Sapphire Education Ltd (“Sapphire”, “we”, “us”) provides premium residential academic courses for students aged 12–18 in the United Kingdom. These Terms and Conditions apply to all bookings, whether made directly with Sapphire or through an approved educational agent acting on your behalf.

The parent or guardian making the booking (“you”) is responsible for ensuring that all information provided is accurate and complete, and for meeting the payment and communication requirements outlined in these Terms.

## 2. Booking and Confirmation

A booking is confirmed once:

- Sapphire has received your completed booking form and deposit, and
- Sapphire has sent written confirmation of acceptance onto the course.

Bookings are subject to availability and age/language eligibility. Students must be between 12 and 18 years old at the start of the course. They should have attained a B1 level (Future Scholars) or B2 level (Pre-University Scholars). All students and parents must complete the Student Information Form, which includes medical, dietary, and welfare details, before arrival.

## 3. Deposits and Payments

A £500 non-refundable deposit is payable at the time of booking to secure a place.

At 12 weeks before the course start date, the total paid must equal 25% of the total

course fee. If the booking is made within 12 weeks of the start date, 25% of the fee is due immediately.

The remaining 75% balance is payable no later than 8 weeks before the course start date. Bookings made within 8 weeks of the start date must be paid in full at the time of booking.

Payments can be made by bank transfer or another method approved by Sapphire. All bank or transfer fees are the responsibility of the payer.

If full payment is not received by the due date, Sapphire reserves the right to cancel the booking and retain all payments made.

Payment plans:

We understand that families may wish to spread payments over time. If you would like to discuss an individual payment plan, please contact our Admissions Team and we will do our best to accommodate your request.

#### **4. Postponement**

Parents or guardians may postpone a booking once to a future course start date within 12 months of the original booking. Written notice must be received more than 8 weeks before the original start date. A £150 administrative fee applies.

Postponement requests made within 8 weeks of the start date will be treated as cancellations under Section 5.

#### **5. Cancellations and Refunds**

If you need to cancel your booking, please notify us in writing as soon as possible by emailing [Admissions@sapphireeducation.com](mailto:Admissions@sapphireeducation.com).

We understand that plans can change, and we will always aim to work with you to achieve the best possible outcome.

Where possible, Sapphire will offer a refund or credit for any recoverable costs. However, depending on when the cancellation is made, some elements of the programme (such as accommodation, staffing, or third-party bookings) may be non-

refundable. In these cases, we may need to pass on some of the costs that cannot be recovered.

The earlier you inform us of a cancellation, the more flexibility we are able to offer.

In certain cases, we may offer a credit towards a future programme where a refund is not possible.

Visa refusal: A refund will be provided upon submission of official evidence, minus a £100 administrative fee.

## **6. Cooling-Off Period**

Parents or guardians have 14 days from Sapphire's booking confirmation to cancel for a full refund, in line with UK consumer law. If services begin within this period, a proportionate deduction may apply.

## **7. Course Delivery and Sapphire Responsibilities**

Sapphire delivers courses using qualified teaching staff and appropriate facilities at its partner universities. We provide residential accommodation and 24-hour supervision through trained Course Mentors and the Senior Team.

Reasonable changes to timetables, venues, or tutors may be made. Any significant change will be communicated promptly.

Sapphire reserves the right to cancel or merge courses where minimum enrolment numbers are not met or where unforeseen circumstances make it necessary. In such cases, parents or guardians will be offered either a full refund or the option to transfer to an alternative course of equal value.

## **8. Student Responsibilities and Behaviour**

Students must follow Sapphire's Code of Conduct, which promotes respect, inclusion, and safety.

They are expected to:

- Attend all scheduled activities on time
- Treat others and property with respect
- Avoid bullying, harassment, discrimination, or disruptive behaviour
- Refrain from smoking, alcohol, or illegal substances

Serious breaches may result in dismissal without refund. Parents will be responsible for travel and related costs.

## **9. Safeguarding, Welfare, and Medical**

Sapphire provides 24-hour pastoral care. Students are supervised by Course Mentors and the Senior Team, who live on site.

Parents must disclose all medical or dietary needs before the course. Sapphire may administer basic medication with consent and arrange medical treatment where necessary. Any additional medical costs are the parent's responsibility.

## **10. Parent and Guardian Responsibilities**

Parents or guardians are responsible for ensuring that their child holds valid travel documentation, including passports and visas, and has appropriate insurance for the duration of the course.

Additional guidance on insurance requirements is provided in Section 12 of these Terms.

## **11. Arrivals and Departures**

Students should arrive and depart on published dates. If arrival on the start date isn't possible, contact us in advance. Sapphire can assist with airport transfers and travel arrangements upon request. Full arrival guidance is provided in pre-arrival materials.

## **12. Insurance**

Basic insurance is included for all students. Parents are strongly encouraged to arrange enhanced travel and cancellation cover for flights, visas, and valuables.

## **13. Force Majeure**

Sapphire is not liable for delays or losses caused by events beyond our control (e.g. strikes, pandemics, natural disasters). Reasonable efforts will be made to offer credit or deferral. Refunds are not guaranteed.

## **14. Photography, Media, and Social Media**

Photos and videos may be taken during the course for educational or promotional purposes. Parents can opt out in writing.

Students must use social media responsibly and avoid sharing harmful or inappropriate content.

## **15. Complaints**

Complaints should be made in writing to [Admissions@sapphireeducation.com](mailto:Admissions@sapphireeducation.com). We aim to acknowledge within 5 working days and respond within 10. If unresolved, it may be escalated to senior management.

## **16. Liability**

Sapphire's liability is limited to the total fees paid, except in cases of death or injury due to proven negligence. We are not responsible for personal property, loss of opportunity, or travel/visa costs. Students should keep valuables secure.

## **17. Data Protection**

Sapphire processes data under UK GDPR and our Privacy Policy. Information is used for course administration and safeguarding and may be shared with relevant third parties when necessary.

## **18. Governing Law and Jurisdiction**

These Terms are governed by the laws of England and Wales, and disputes will fall under the exclusive jurisdiction of their courts.