

Terms and Conditions

It is important that you are aware of our membership terms and conditions.

We expect the following from our members:

- feedback on our events and activities
- promotion of learner opportunities
- sharing of data to support tracking of students participating in our activities
- involvement in research for piloting of Royal Holloway material in schools
- requests to be made within a reasonable time

Data Protection

It is part of the Royal Holloways Connect membership agreement to provide basic learner data on project participants to allow for targeting and evaluation, including postcodes, unique leaver numbers and names etc. Failure to provide this data will be considered a breach of the agreement and the activity will not be delivered.

Permission must be obtained to retain this data. Royal Holloway Connect works on the assumption that this permission will be gained at the same time as gaining parental permission to engage in an activity: if this is not the case, then Royal Holloway Connect must be informed.

Any information you provide will be held securely and in accordance with the Data Protection Act 1998. Personal details will not normally be disclosed to third parties. In some circumstances however we may need to disclose details to a third party so that we can track, monitor and evaluate specific projects. Any information that we pass to a third party will be held securely by that third party, in accordance with the Data Protection Act 1998.

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Communication

The school or college should have a designated Royal Holloway Connect contact who will manage the relationship. All communications must be made through the Royal Holloway Connect team to ensure clear channels of communication. However if more appropriate, another member of Royal Holloway staff can be nominated, with whom we can make individual activity arrangements, in this case we will copy all correspondence to the Royal Holloway Connect contact.

Child Protection

At Royal Holloway, we adhere to strict Child Protection policy. To ensure that this is met there are two items that must be adhered to: a code of behaviours that stipulates the behaviour and attitudes of students and a code of contact that outlines the teachers' and staff's roles and responsibilities (provided upon booking). A brief outline of the key points is detailed here:

- schools or colleges taking part in programme activities are to provide one insured and responsible adult for every fifteen students under the age of 18 attending.
- these adults will be expected to be in attendance at all times during the activity and take on the role of loco parentis.
- the designated adults are responsible for ensuring that students in their care behave appropriately whilst engaging in activities.
- learners who attend events organised by Royal Holloway Connect will be expected to follow reasonable instructions from event staff and students.
- learners should respect that Royal Holloway is a functioning university and should take a mature and responsible approach whilst on campus.

Also available Online

To book activities provided by Royal Holloway Connect please visit: royalholloway.ac.uk/connect or email connect@royalholloway.ac.uk

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Health and safety

Royal Holloway Connect will take all reasonable measures to ensure that students are safe while engaging in activities, including carrying out risk assessments of all activities. Copies of risk assessments will be shared upon request.

Visual records

It is standard practice to take visual records of activities, which may take the form of photographs or video. These materials will be used for marketing and publicity purposes for social media, Royal Holloway's website, PR coverage and submission of case studies to funding bodies. Parental permission must be obtained prior to activities taking place. It will be assumed that this permission has been obtained; if this is not the case, Royal Holloway must be informed of this before the activity.

Activity costs

We strive to provide free activities and events for our member schools and colleges, but request that schools and colleges honour their bookings in order to prevent wastage of limited resources. Please see section on activity cancellation charges. In addition, targeted funding may not enable us to meet all requests; however it may still be possible to fulfil a request at a cost to the partner. A few activities may have a minimal charge.

Lunch and other refreshments in campus-based activities:

Lunch is generally not included in campus-based activity (unless specified). We ask schools and colleges to ensure that their students bring a packed lunch to such events. Should your school or college wish to have a packed lunch voucher provided for them, this can be arranged at an additional cost of £7 per student.

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Transport and parking

All transport arrangements are the sole responsibility of the school/college attending (unless specified otherwise).

It is important that the number of vehicles being brought onto campus is recorded at the point of booking as parking permits will need to be issued. Any vehicle parked without a parking permit is liable to a parking fine; this includes coaches and minibuses. Royal Holloway Connect is not liable for this cost if incurred.

Activity cancellations

Should you require an alteration to an activity, such as the age of a group, or major timetable changes, Royal Holloway Connect reserves the right to levy an additional 10% administration charge of the cost of the event or refuse to refund places.

In the event of the school or college needing to cancel the activity then Royal Holloway Connect may levy the following:

- More than 30 days prior to the activity – a 10% cancellation charge will be applied
- 30-14 days prior to the event – a 50% cancellation charge will be applied. The number of students cannot be altered after this point.
- under 14 days – 100% cancellation charge will be applied
- if your school or college fails to attend an event or is not prepared to host an activity on arrival at the school, the full cost of the booking will be levied.

Please note: if Royal Holloway has funded the activity the partner will be invoiced for the incurred cost.

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In some circumstances, Royal Holloway Connect may choose not to levy these charges; this will be at our discretion.

Equality and diversity

Our equality and diversity vision is for universities and communities that strive for:

- equality of educational opportunity
- valuing the rights, responsibilities and dignity of individuals through our commitment to equality and diversity
- valuing probity and ethical behaviour

These values underpin everything across the university and are evident in our day to day practice.



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