



WYCHWOOD

SCHOOL • OXFORD

Terms and Conditions

We want you to be completely satisfied with the service that we offer at Wychwood School. Below are the booking terms and conditions which set out what you can expect from us and what we can expect from you.

If you have any questions about our Terms and Conditions, please contact info@wychwoodinspires.org or call 01865 557 976.

Bookings and Payment

All bookings must be made by the parent, guardian or agent of the student attending the programme.

Your place on the programme is only confirmed when we have received the full-payment and sent written confirmation. Bookings placed online and over the telephone will be confirmed by email.

Full payment constitutes acceptance of these booking terms and conditions. Please check the booking confirmation email carefully to ensure the dates and details are correct.

If we need to cancel or amend a booking for any reason, we will inform you as soon as possible and offer an alternative programme or full refund.

Fees are payable in British pounds (GBP).

Wychwood School accepts payment by credit card, debit card, PayPal. We also accept direct bank transfers via BACS, CHAPS, SWIFT and IBAN. Please contact us for details if you wish to pay by bank transfer.

When paying the Fees please quote your child's surname and first initial as the reference.

Cancellations

For Day Courses, the following refunds will be made in the event of cancellation by you:

Time from the start of the course	Refund due
> 8 weeks	Full refund minus £20 admin charge
4 - 8 weeks	50% refund*
< 4 weeks	No Refund*

For Residential Courses, the following refunds will be made in the event of cancellation by you:

Time from the start of the course	Refund due
> 8 weeks	Full refund minus £20 admin charge
6 - 8 weeks	50% refund*
< 6 weeks	No Refund*

*If you are able to move onto a different course within the same holiday period, and there is space, we will transfer your booking free of charge minus a £10 admin fee.

In case of cancellation as a result of illness or injury, we will usually require a doctor's note in order to offer a refund for any days missed.

If in exceptional circumstances we have to cancel a programme for reasons beyond our control or low demand, we will offer an alternative programme or a full refund.



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Insurance

Wychwood School activities are covered by Public Liability Insurance up to £10 million. Day participants may choose to take their own insurance. International students must have comprehensive travel insurance in place to cover personal loss or injury.

Photography and Video

Wychwood School may employ the services of a professional photographer to take pictures for marketing and promotional purposes. These photos may be used in our marketing materials including for brochures, flyers, website and occasionally our social media. For the student's protection, we will never include the names of students alongside photos. We will ask for photo consent upon booking.

Illness and First Aid

We ask you to inform us of any pre-existing medical, physical or behavioural conditions at time of booking. If this information is not provided, or, if in our reasonable opinion, not accurately described, we may need to withdraw your child from the activity if we are unable to safely meet their needs.

If your child is unwell upon arrival, our first aid team will review the situation and we may need to withdraw the child and ask parents to collect in the case of day students or care for the child in the boarding accommodation in the case of residential students. We may ask that the child only returns to the activities once they have been symptom free for the required time period. We will follow current HPA guidance.

Upon booking we will ask that you give permission for First Aid to be administered by our staff. In emergency, we may accompany the child to the local Accident and Emergency Department and will immediately inform parents/guardians. Wychwood School has a comprehensive First Aid and Medical policy. For further information please see here:

[Medical-Protocols-Policy-8.1.pdf \(wychwoodschoool.org\)](#)

[First-Aid-Policy-and-Arrangements-8.1.pdf \(wychwoodschoool.org\)](#)

We recognise that some students may need to take medication during the programme. All medication should be handed to the school at the start of the day in the case of day students or the start of the programme in the case of residential students. All Medication should be clearly labelled to include the following:

- name of the child
- name of medicine
- how much to give
- how it should be kept and stored
- how it is to be administered
- when to be given
- any other instructions

Prescription Medication, in addition to the above must:

- be named, for that child and in date.



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Visa Support

If a visa is required to travel, please ensure that enough time is allowed to make the application. We recommend applying for a visa as early as possible.

Wychwood School can offer a visa support letter for a short-term visitor visa on receipt of full payment of programme fees.

Safeguarding and Child Protection.

At Wychwood School, the safety and wellbeing of our students is our top priority. We are committed to providing a positive and supportive environment where every student feels valued, respected, and protected. We adhere to all relevant legislation and guidelines regarding safeguarding and child protection. Please refer to our Safeguarding Policy here: [Policies - Wychwood School](#)

Code of Conduct

At Wychwood School we expect high standards of behaviour at all times. We want all students to enjoy their time at Wychwood and make every effort to show respect to fellow students and members of staff.

To ensure a happy and productive environment for all, we expect the following:

- Students should demonstrate good conduct in all interactions and to positively represent Wychwood School.
- Displaying racist, discriminatory, bullying or intimidating behaviour is not tolerated and will result in programme exclusion.
- If the student breaks UK law this will lead to instant exclusion from the programme. Residential students will be required to return home at parent's expense.
- Students are expected to attend and be punctual for all meals. Classes and arranged activities and excursions.
- Students are expected to wear their Wychwood School lanyard both onsite and off-site.
- Students must be respectful of other people's property. Any damage or loss will be charged to the student responsible.
- Students must be respectful of the school buildings, school environment and any equipment. Any damage or loss will be charged to the student responsible.
- Students must adhere to the school ICT Acceptable Use Agreement: [Pupil-ICT-Acceptable-Use-Agreement-June-2023.pdf \(wychwoodschoo.org\)](#)
- Students must follow the school's sign in and out procedures.
- Students must enter only their assigned boarding accommodation and rooms and follow the set curfew; they can only leave their accommodation blocks after hours/lights out in case of emergency.
- Considerate and sensible use of mobile phones is expected at all times. In lessons, mobile phones can only be used under the direction of the teacher.
- Consumption or possession of alcohol by the student (irrespective of age) is not permitted and will result in dismissal from the programme.



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- Drug-taking or possession of drugs including psychoactive substances (in the UK formally known as legal highs) by the student will result in instant dismissal from the Programme.
- Wychwood School reserves the right to search a student's room if suspected they are breaking any of the code of conduct.

Data Protection

We are registered under the Data Protection Act and will treat all your, and your child's, Personal Information as confidential. We will keep it secure, and we will fully comply with all applicable UK Data Protection Act and consumer legislation. We will never sell your data to third parties. If you have any questions, please contact info@wychwoodinspires.org and we will be happy to provide you with our full Data Protection Policy.

Complaints

We hope that your child has a fantastic experience at Wychwood School. If for any reason you wish to raise a concern, please email info@wychwoodinspires.org in the first instance. We aim to resolve all concerns as swiftly as possible. If you are not satisfied with how your concern is being handled, please refer to our complaints procedure: [Complaints-Procedure-8.1.pdf \(wychwoodschool.org\)](#)