



Terms and Conditions

These terms and conditions are an agreement between IMPACT Programmes and the Parent (or person legally acting on behalf of the Parent i.e. a guardian or an educational agent).

The registering a student and where applicable their parents or legal guardians must ensure that they fully understand the terms of this Contract, which is written in English, (and, if necessary, take appropriate advice to enable them to do so) before they become bound by its terms under Clause 2

1. Terminology

“IMPACT Programmes”, “Our”, “Us”, “We”: means IMPACT Programmes at Tonbridge School, Trading as Tonbridge School with company number **04787097**. Registered Address: Tonbridge School, High Street, Tonbridge, Kent, TN9 1JP, United Kingdom

“The Parent”, “Parent” or “You”: means any person, 18 years old or older, who has sent the registration form for attendance at IMPACT Programmes.

“Student”: means the child named on the registration form.

“Accommodation”: means the overnight accommodation in which the student will be staying for the purposes of attending a programme, and includes (but not limited to) any meals, social activities and transport we provide as part of the Accommodation package, or listed as included on our website at www.impactprogrammes.com;

“Additional Services”: means services paid for in relation to a programme that are neither Accommodation nor Educational Services. Examples include airport transfers and additional optional excursions, trips or IMPACT Skills activities.

“Code Of Conduct”: means the Code of Conduct for IMPACT students to adhere to, which is provided to all Students before arrival on campus and embedded within our Behaviour, Rewards and Sanctions Policy;

“Downpayment”: means the sum of 20% or other sum that may be agreed in writing;

“Educational Consultant”: means a party whom IMPACT Programmes has authorised to promote its programmes;

“Educational Services”: means services delivered as part of a programme that are the core educational content, described under the timetable section for each Course on the Website, the charge for which is referred to as Programme Fee on the Website and whether delivered online or in-person and which are neither Accommodation nor Additional Services;

“Website” means <https://impactprogrammes.com>

“Sprints”: means the duration and length of each session, programme, or course.

2. Registering and Payment

2.1 It is advised that you register as early as possible as places for your preferred programme, Pathway and Growth Workshops are strictly limited. All registrations must be made by the parents/legal guardians or Educational Consultant of the Student being registered. For all registrations, the Student, their parents/legal guardians and the Educational Consultant, shall be bound by the Terms.

2.2 The Parent understands and agrees that a place for their child can be reserved by completing and submitting the online registration form – available at www.impactprogrammes.com and by clicking on the “Register Now” button. A non-refundable minimum downpayment of 20% of the total programme fee, or the aggregate of such sums where more than one programme is being booked, must be made to secure the place.

2.3 Upon receipt of a non-refundable minimum downpayment of 20% by IMPACT Programmes from the Parent or on the Parent’s behalf, this Contract shall come into and be in effect.

2.3 After registering and paying a minimum of 20% downpayment, We will send You a “Confirmation of Registration” email confirming your place on the chosen programme. All registrations are subject to acceptance by Us.

2.5 IMPACT Programmes reserves the right to refuse a registration/enrolment.

2.6 The Parent is responsible for covering any applicable bank charges when making payments to IMPACT Programmes.

2.7 Final balance of payment of fees is due 60 days before the programme starts. If full payment is not received in time, the place will be cancelled, and the downpayment will be forfeited. Full fees will be payable at once if a registration is made within 60 days of the programme start date.

2.8 For the avoidance of doubt, and without prejudice to any other part of this Contract, the Student will not be permitted to commence the Programme if any monies owing to IMPACT Programmes remain unpaid by the start date of the Programme, and in such circumstances IMPACT Programmes may terminate this Contract.

2.9 The Parent understands and agrees that the Student must meet the minimum requirements for English language for the programme, as stated on the Website. If during the registration process, there is some doubt, a qualified English teacher can conduct a short 10-15minute online interview to determine suitability. If no English language test was conducted prior to arrival, IMPACT Programmes reserves the right to refuse a registration, or to change a student's Pathway with no difference in programme fee refunded. Additionally, IMPACT Programmes may request the Student returns home if a Student's actual English level is markedly different to that confirmed on the initial online registration form. Furthermore, in this situation, any additional fees incurred will be charged to You.

2.10 Changes to the Programme

2.10.1 IMPACT Programmes may make changes to the programme, excursions, university or business visits, and activities at any time to ensure the Student receives the best possible experience and based on local or national circumstances.

2.11 By registering for a place on IMPACT Programmes, You confirm that:

2.11.1 You are legally capable of entering into a binding contract

2.11.2 You are at least 18 years old

2.11.3 You are booking either as an authorized adult, guardian, or educational consultant for an individual.

2.11.4 You have read and agree to these terms and conditions

2.11.5 You are responsible for paying for the Students travel to Tonbridge School, unless that Student is arriving into Gatwick Airport on the arrival days for each sprint and within the specified window to receive a free airport transfer pursuant to clause 4.

3. Cancellation, Refunds and Postponement

3.1 In the event the Parent wants to cancel a confirmed place, written notice (via e-mail) will be sent to IMPACT Programmes at impact@tonbridge-school.org. The cancellation will take effect from the day the written notice is received by IMPACT Programmes and the following charges will apply.

3.1.1 Cancellation due to visa refusal: If a visa application is rejected and IMPACT Programmes receives written evidence of UKVI refusal at least 7 days prior to arrival, IMPACT Programmes will refund the fees received in full less a £150 GBP administration fee. If written evidence of a refusal is received less than 7 days prior to arrival, then the refund will be paid less the 20% downpayment. In other certain circumstances and at the sole and absolute discretion of the IMPACT Programmes Director, a full refund of any fees paid, less a £150 GBP administration charge may be refunded to you.

3.1.2 Cancelled more than 60 days prior to the programme start date: All fees will be refunded less 20% downpayment.

3.1.3 Cancelled less than 60 days prior to the course start date: No refund will be made but all fees can be transferred towards another programme or sprint for the same Student (or sibling or friend) for the same or following year and an administration charge of £150 GBP will be payable for this transfer.

3.1.4 Cancelled due to force majeure and/or global travel disruption - If a Force Majeure Event prevents a participant or their family from safely travelling to or attending the Programme, IMPACT Programmes will return all monies paid by the participant, with no administrative fees deducted.

3.2 In the event the Parent for whatever reason wants to cancel a confirmed place on or after start date, no refund shall be received for any programme fees already paid or incurred.

3.3 The residential programme fee includes tuition, accommodation, meals, laundry, most excursions. The fees do not include any supplemental charges or pocket money. We refer to any items charged to the Student in addition to the fees as supplemental charges. By way of example, any extra-curricular activities (such as private lessons, additional trips and excursions that take place in the evenings like Bowling, Cinema, Ice-skating etc)

3.3.1 IMPACT Programmes may offer the opportunity to pre-book certain excursions or IMPACT Skills at an additional cost (Flight School, Golf, Outdoor Activities, Horse Riding etc). These are non-refundable payments should the Student decide they no longer wish to take part in the excursion or activity or later cancel their place at IMPACT Programmes.

3.4 The Student may request to postpone their registration or carry forward their fees paid to a subsequent programme at a later date. To do so, written request must be sent to the IMPACT Programmes Director – The IMPACT Programmes Director reserves the right to accept or refuse the request based on circumstances. For the avoidance of doubt, this Clause 3.4 shall remain applicable whatever the reason given for requesting a postponement or carrying forward of Programme fees paid including (but without prejudice to the generality of the foregoing) illness arising before or during the Programme.

3.5 In cases of illness or medical incapacity, if a signed doctor's letter is provided, the IMPACT Programmes Director may, at their sole and absolute discretion, consider a refund of fees and downpayment or postponement of fees paid.

3.6 If a Force Majeure Event prevents IMPACT Programmes from operating the Summer Programme as scheduled, IMPACT Programmes will return all monies paid by the participant. This refund shall constitute the full extent of IMPACT Programmes' liability, and no further compensation shall be due.

IMPACT Programmes shall not be liable for any delay, interruption, or failure to deliver the Summer Programme where such delay or failure arises from events beyond its reasonable control, including but not limited to acts of God, natural disasters, war, civil unrest, global or regional travel disruption, government restrictions, public health emergencies, pandemics, or any other circumstance that renders programme delivery impossible or unsafe (“Force Majeure Event”). IMPACT Programmes will communicate promptly and transparently with all registered families and partners should a Force Majeure Event arise, and will make all reasonable efforts to explore safe and viable alternatives where appropriate.

4. Airport Transfers

4.1 Our free airport transfer service is available on the first and last day of the sprints, and only to and from Gatwick Airport. This service is only available at selected times as specified on our Website. Please see Website for the current airport transfer window. All other locations (airports, train stations, central London etc) transfers are charged at a fee and can be found on our Website.

4.2 You are responsible for the cost of any airport transfers for students arriving/departing either not on the first or last day of the Sprints, or outside of the selected times and/or airports as stated on the Website. IMPACT Programmes can assist you with booking a transfer, but this will require payment in advance.

4.3 You are responsible for arranging and paying for the Student’s flights including any airline fees for an Unaccompanied Minor service should You book one. You must notify Us of the student’s flight details, including details of any Unaccompanied Minor service booked with the airline, at least 30 days before the start of IMPACT Programmes, by email. Proof of email dispatch is not proof of receipt. If You do not receive a response from Us within 3 working days, You should contact Us by telephone.

4.4 You are responsible for complying with all airline requirements and UK entry requirements. We have no obligation to provide a refund or any other assistance where a student is unable to board a flight, cannot enter the UK, be released by the UKVI (UK Visas and Immigration) or attend IMPACT Programmes because of Your failure to comply with any such requirement. You are responsible for and will refund to Us any additional reasonable costs We incur as a result of Your failure to comply with any such requirement (for example, if a Student loses any travel documentation or if an airline refuses to allow an unaccompanied minor to board a flight).

5 Student behaviour

5.1 Any disciplinary action, sanctions, or rewards relating to Student behaviour will be administered in accordance with the IMPACT Programmes Behaviour, Awards and Sanctions Policy, which also contains the Student Code of Conduct. This policy outlines the procedures and

criteria for recognising positive behaviour and addressing misconduct, including which members of IMPACT Programmes staff are responsible for managing different types of behavioural incidents. The policy is available on our policies page at

<http://www.impactprogrammes.com/policies>

5.2 All students attending IMPACT Programmes must agree to and abide by our Student Code of Conduct (IMPACT Programmes), which is embedded within our Student Behaviour, Rewards, and Sanctions Policy on our policies page on our Website at

www.impactprogrammes.com/policies and in the Student Handbook which is sent out to all Parents and Students before arrival. IMPACT Programmes reserves the right to send home any Student who breaks these rules within 24 hours of Parents being informed of the removal. The Student will be sent home, with any incurred travel, accommodation, or other costs at the Parents' expense and fees will not be refunded. IMPACT Programme's decision will be final and due to the short length of the course, there is no right to appeal. However, Parents may refer to Tonbridge School's Complaints Procedure for Parents which is available on the main Tonbridge School website at: www.tonbridge-school.co.uk/about/governance/reports-and-policies

5.3 If IMPACT Programmes staff suspect that a Student has broken IMPACT Programme's rules or has been involved in any illegal activity, the Student may be questioned, and his/her accommodation or belongings may be searched in appropriate circumstances. Any such search will take place with two members of senior staff in attendance. All reasonable care will be taken to protect the Student's rights and freedoms and to ensure that the Parent is informed as soon as reasonably practical after it becomes clear that the Student may face formal disciplinary action.

5.4 By completing a registration for the IMPACT Programme, the Parent (or You) confirms agreement to the IMPACT Programmes Behaviour, Awards and Sanctions Policy, and accepts responsibility for ensuring that the Student has read and understood the Student Code of Conduct prior to arrival at Tonbridge School. These documents are available on our policies page at www.impactprogrammes.com/policies and in the Student Handbook.

6 Medical treatment, including First Aid and administering of over-the-counter medication

6.1 IMPACT Programmes accept Students only on the understanding that they are in good health at the commencement of the programme – both physically and mentally. IMPACT Programmes can take no responsibility for any aspects of your child's wellbeing if a medical condition is not declared prior to arrival. You must give a full account in writing if there are any added concerns or matters about which we need to be aware. A medical questionnaire must be completed for all students before arrival. Furthermore, we will not be obliged to accept a registration or accept a student on-site where we reasonably believe that we do not have the expertise, experience or facilities to properly care for the Student.

6.2 When submitting the online Registration form, the Parent agrees to provide consent to all emergency or other medical, dental treatments or procedures (including but not restricted to inoculations, general or local anaesthetic, surgery or blood transfusion) which, in the opinion of a qualified medical practitioner, are necessary for the safety and wellbeing of your child. The Parent also agrees to the provision of First Aid as and when necessary.

6.3 Where it is reasonably practical, we will attempt to contact you by telephone to obtain your agreement to any emergency medical treatment or where this is not possible, we will act in loco parentis on your behalf and sign the medical consent form and agree to the medical treatment on your behalf.

6.4 Please note that if a Student is injured or becomes unwell, We may, in some cases, reasonably determine that no medical treatment is required, or that only general first aid is required. In each case the Parent acknowledges that IMPACT Programmes are entitled to exercise Our reasonable discretion regarding the need for further medical treatment. Provided that We have acted reasonably in all the circumstances (having due regard to the symptoms presented by the Student while in Our care) You agree that You will not hold Us liable for any decision not to administer or authorise further medical treatment for the Student. For more information on Our liability, please see clause 11 below.

6.5 In the event a student is ill and requires over-the-counter medication, only selected staff with relevant training will be able to administer the medication and a medication log will be kept.

7 Insurance

7.1 It is Your responsibility to ensure that the Student has adequate travel and medical insurance to cover the costs of any medical treatment that may be required whilst in the UK. Your insurance should also cover any additional costs associated with accommodation, travel, transport and/or repatriation to the Student's home country. You should be aware that following the UK's exit from the EU, European citizens can no longer be guaranteed free healthcare at the point of delivery in the UK. Your insurance policy needs to take account of that. The Student must bring the relevant medical insurance policy documents with them to IMPACT Programmes and provide these to relevant staff on their arrival onto our campus.

8 Marketing and promotional materials

8.1 IMPACT Programmes uses Student testimonials, photographs and video footage for marketing purposes and on social media, and Parents agree to this at the time of registration online. If the Parent chooses they do not wish photographs of the Student to appear in such material they must notify IMPACT Programmes by email at impact@tonbridge-school.org

9 Visa / ETA

9.1 The Student is strongly advised to ensure that they have an appropriate visa or Electronic Travel Authorisation (ETA) for their study in the UK covering the Programme dates and that they can comply with all other UK entry and residence requirements before payment of any fees to IMPACT Programmes or incurring any travel costs. Under no circumstances will any refund be made on grounds of lack of visa or similar travel documents (such as an ETA) required to enter the UK legitimately, save in accordance with the cancellation provisions set out in Clause 3, and IMPACT Programmes shall bear no liability for the Student's inability to participate in all or any part of the Programme as a consequence of the Your failure to obtain such documentation.

9.2 If You ask Us to do so, We may provide a visa support letter to assist the Student in obtaining a visa to enter the United Kingdom to attend IMPACT Programmes but only after an amount equal to or greater than 50% of the total cost of the programme has been made (if applicable). Please note, however, that You will remain solely responsible for ensuring that the Student is granted a visa to enter the United Kingdom. For the avoidance of doubt, We make no guarantee that Our visa support letter will result in the Student being granted a visa, and accept no liability if the Student's visa application is declined or You otherwise fail to obtain a visa as stipulated in Clause 9.1

9.3 For the avoidance of doubt, IMPACT Programmes are not liable for any further costs other than pursuant to Our cancellations and refunds policy as set out in clause 3 of these Terms and Conditions.

10 Liability

10.1 We are responsible to You only for foreseeable loss and damage caused by Us. If We fail to comply with these Terms and Conditions, We are only responsible for loss or damage You suffer that is a foreseeable result of Our breaking this contract or Our failure to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both We and You knew it might happen, for example, if You discussed it with Us.

10.2 Notwithstanding any other provision of these Terms and Conditions, Our liability shall not be excluded or limited in any way in respect of the following:

10.2.1 death or personal injury caused by negligence;

10.2.2 fraud or fraudulent misrepresentation; or

10.2.3 any other losses which cannot be excluded or limited by applicable law.

10.3 Our liability to You under or in connection with this Agreement (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall not exceed the total cost of the programme - £5490 in total per sprint for any STEM or Business related courses, or £4950 per sprint in total for our English for Global

Leaders course; and in any event We shall not be liable for any consequential, indirect or special loss.

10.4 While We will endeavour to remind all Students to pack all their belongings and collect their valuables from the IMPACT Office, We take no responsibility for a Student losing or forgetting their passport, flight tickets or any other personal items. Any additional costs incurred by Us on behalf of the Student including replacement passport, air tickets or other documentation will be charged to You.

10.5 Where We have reasonable grounds and/or clinical evidence to indicate that the Student may be suffering from an Infectious Disease We may require an Authorised Adult to remove the Student from IMPACT Programmes within 24 hours of the time We notify You.

11 Force Majeure

11.1 An event beyond the reasonable control of the parties to this agreement is a Force Majeure Event. Such events include but are not limited to any worldwide event or act of God (such as war, disease outbreak, natural disaster, or terrorist attack). IMPACT Programmes reserves the right to cancel a sprint or programme in the case of such an event and the Parent understands that:

11.1.1 If IMPACT Programmes is prevented from or delayed in carrying out its obligations by a Force Majeure Event, it shall at once notify the Parent by email and shall be excused from performing its obligations while the Force Majeure Event continues.

11.1.2 IMPACT Programmes may give the Parent the choice of the Student attending the next available programme or Sprint, if eligible, as an alternative to cancelling the Sprint of programme. The Parent will be under no obligation, however, to accept the Student's attendance on a different sprint or programme and can opt for a full refund of any downpayment or fees paid.

12 Policies

12.1 IMPACT Programmes at Tonbridge School abides by the relevant Tonbridge School policies, which are hereby incorporated into these Terms and Conditions and shall apply to all participants. These policies are available at www.tonbridge-school.co.uk. For ease of reference, the main IMPACT Programmes policies, which also apply, are available at www.impactprogrammes.com/policies

13. General

13.1 You accept that communications with Us will be electronic. We will contact You by email or provide You with information by posting notices on the Website. You agree to this electronic means of communication and acknowledge:

13.1.1 It is important that You keep the contact details that We hold for You up to date. We may give notice to You via the Website, or by email at the addresses You provide to Us when registering for a place at IMPACT Programmes.

13.1.2 The contract between You and IMPACT Programmes is binding on You and IMPACT Programmes at Tonbridge School.

13.1.3 The parties agree that these Terms and Conditions are fair and reasonable in all the circumstances.

13.2 We intend to rely upon these Terms and Conditions and any document expressly referred to in them in relation to the subject matter of this contract. While We may accept responsibility for statements and representations made by Our duly authorised agents, please make sure You ask for any variations from these Terms and Conditions to be confirmed in writing.

13.3 These Terms and Conditions and Your confirmed registration to IMPACT Programmes shall be governed by and interpreted in accordance with the law of England and Wales and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

These Terms and Conditions were last updated on 6th November 2025.

Tonbridge School – IMPACT Programmes
Tonbridge, Kent, TN9 1JP, England
T: +44 (0)1732365555
E: impact@tonbridge-school.org
W: www.impactprogrammes.com