

## Terms and Conditions – students starting in 2016/17

Each student will be asked to review their terms and conditions during Online Registration, and sent a copy of their Terms and Conditions on completion of registration (found at [www.surrey.ac.uk/studentselfserve](http://www.surrey.ac.uk/studentselfserve)). It is important you review your Terms and Conditions carefully, and [contact Student Records](#) if you require any further advice or guidance.

By completing the online registration process, you confirm you agree with the following:

### **Duration of Programme**

You are registering on the programme as detailed in Online Registration for the 2016/7 academic year. Your registration date and expected end date for your programme will be detailed in your personal Terms and Conditions.

It is expected that the teaching for most students shall primarily be conducted at the University of Surrey, Guildford, not including any placement or study abroad activity. Students on certain programmes, for example Nursing and Veterinary Medicine and Science, will have a higher proportion of time away from the University of Surrey. Please refer to your personal Terms and Conditions for further information.

Information on your modules can be found on the My Modules sections of [Student Self Service](#), or by accessing the Module Catalogue from the [Programme Administration webpage](#).

### **Fees**

For the current academic year, your fees will be detailed in your personal Terms and Conditions – please refer back to your email for further information.

Students are liable to pay fees in respect of the whole academic session from the commencement of the programme. Further information about costs and payment dates can be found on our [Student Fees and Funding webpages](#).

You will pay the fees for the current academic year (excluding any payments already made). If you are sponsored, you will provide us with valid sponsorship information that covers the period of your study.

Any non or late payment of fees will be dealt with in accordance with our [Fees Policy](#).

### **UKVI Tier 4 visa sponsorship**

If you hold a Tier 4 (general) student visa, you understand that this means that the University of Surrey is your Tier 4 sponsor. As your sponsor, the Home Office has certain requirements of us - you agree that you understand these requirements and your responsibilities as a student. Please visit [our website](#) for further information on this.

### **Right to cancel**

You have the right to withdraw from the programme and the contract within 14 day without giving any reason.

The cancellation period will expire after 14 days from the date of acceptance of the terms and conditions (*when you complete online registration*).

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, or e-mail to [studentrecords@surrey.ac.uk](mailto:studentrecords@surrey.ac.uk) or your faculty). You may use the model cancellation form (found at the end of this contract), but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

If you cancel your contract within the cancellation period, we will reimburse to you all payments received from you with the exception of any deposit(s) that you may have paid prior to your on-line registration (e.g. where you were required to pay a deposit to hold your place on the course).

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract and withdraw from the programme.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

### **Your records**

In order to keep your record up to date throughout the year or to check your information, you can log in at any time to Student Self-Service at [www.surrey.ac.uk/studentselfserve](http://www.surrey.ac.uk/studentselfserve).

## **Withdrawal from or change of Programme**

If at any point you wish to change programmes, or withdraw permanently or temporarily, please ensure you speak with your faculty who will be able to guide you. Alternatively, please visit the Online Knowledgebase on the [Student Services website](#).

## **Changes to course**

The University undertakes a continuous review of its programmes, services and facilities to ensure quality enhancement. The University is also largely funded through public and charitable means and is required to manage these funds in an efficient and cost-effective way for the benefit of the whole of the University community.

The University, therefore, reserves the right if it considers it to be necessary:

- to make reasonable variations to the content and syllabus of programmes of study (including in relation to placements);
- to suspend or discontinue programmes of study or to combine or merge them with others
- to make changes to its statutes, ordinances, regulations, policies and procedures which the University reasonably considers necessary. Such changes if significant will normally come into force at the beginning of the following academic year and depending on the nature of the change will normally be applied to all students regardless of the date of their enrolment;
- to make reasonable alterations to the timetable, location, number of classes, content or method of delivery of programmes of study and/or examination processes.

## **Data Protection**

By completing registration, you agree that you have read and agree to how data is handled as established in the University's [Privacy Statement](#). Please be aware that the terms of the Privacy Statement include the appropriate sharing of information with relevant organisations. If you have provided an image<sup>1</sup>, we will be sharing this with [Burall InfoSmart](#) for the production of your campus card. You understand if you are a sponsored student the University may share some personal information with sponsors and funding bodies.

## **Intellectual Property**

The University has an Intellectual Property Code, the full details of which can be found on the University's [website](#).

Student Inventions do not automatically vest in the University, but all postgraduate Students are required as a condition of their registration to agree to assign all rights in such Inventions to the University and shall at the request and cost of the

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<sup>1</sup> We have not asked for a photo from all students

University do everything necessary to enable the University to complete, create, assert and defend its Intellectual Property rights in such Inventions (including without limitation in the application for and prosecution and maintenance of appropriate protection, such as patent cover, for such Inventions).

The University does not generally seek rights in Inventions made by undergraduate Students, but in some circumstances (such as in the case of contributions made as a joint Inventor to an Invention in which the University has an interest, or if a Sponsor or provider of a placement opportunity has stipulated that all rights must be transferred to it) the University will require an undergraduate to assign all his or her rights in an Invention.

### **Registration**

At the beginning of each academic year (including year 1), you must confirm your place on the Programme by completing registration online.

Online registration requires you to confirm your acceptance of:-

- i. The prevailing version of the University's Data Protection Policy and to consent to any specific data sharing with third parties;
- ii. The prevailing version of the University's Intellectual Property Code;
- iii. Your membership/opt out of the University of Surrey's Student Union; and
- iv. The prevailing versions of the Charter, Statutes, Ordinances, Regulations and Policies of the University as amended from time to time.

### **Changes to Charter, Statutes, Ordinances, Regulations and Policies**

From time to time the University may need to make changes to its Charter, Statutes, Ordinances, Regulations, Policies, Codes and Academic Standards Guidelines (for simplicity these shall be called rules and regulations) for business, efficiency, improvement, legal or compliance reasons which may affect you. Such changes will not materially change the nature of the services the University provides to you.

The following sets out a non-exhaustive list of the types of change the University may need to make to its rules and regulations:-

1. Changes to the way the University processes student disciplinary, complaints or academic appeals;
2. Introduction of new policies and procedures relating to cyber security;
3. Updates and amendments consequent upon legislative or administrative changes.

Where any change affects you, the University will use its reasonable endeavours to draw these to your attention. You will have the opportunity to review any changes to rules and regulation prior to registering.

### **Complaints Process**

Information about the University's complaint handling process can be found on the

website of the [Office of Student Complaints, Appeals, and Regulations](#) (OSCAR). In some cases there is a right of appeal to the [Office of the Independent Adjudicator](#) (OIA).

### **Governing Law and Jurisdiction**

Both you and the University agree that this contract has been formed under English Law, that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

### **IT Acceptable Use Policy and Guidelines**

Please take time to read the IT Acceptable Use Policy and Guidelines. For further information, please visit

[http://www.surrey.ac.uk/policies/it\\_acceptable\\_use\\_policy.htm](http://www.surrey.ac.uk/policies/it_acceptable_use_policy.htm).

### **Your Rights and Obligations**

You undertake as a member of the University to comply with the [Charter, Statutes, Ordinances, Regulations](#) and [Policies](#) of the University. You understand that if you were to breach these then you may be subject to disciplinary action by the University; the outcome of which may include temporary or permanent exclusion from the University and your being temporarily or permanently withdrawn from your programme of study.

## **Cancellation Form**

*(Complete and return this form only if you wish to withdraw from the contract – please email completed forms to [studentrecords@surrey.ac.uk](mailto:studentrecords@surrey.ac.uk) or post to the address below).*

To Student Records, University of Surrey, Guildford, Surrey, GU2 7XH

I hereby give notice that I cancel my contract of sale for the supply of the following service: *(Please write your programme name)*

Date registered on course:

Name:

University number:

Your Address:

Signature

Date