



ICMP Short Courses Terms & Conditions

These terms and conditions apply to courses and activities offered by ICMP that do not form part of a recognized programme of higher education. This means that only ICMP's evening courses, summer schools and additional extracurricular commercial offerings are covered by these terms and conditions. We have different terms and conditions for other formats of short courses such as online courses and courses that lead to a recognized degree, diploma or certificate of higher education. We use the word 'activity' in reference to the courses covered in these terms and conditions to avoid writing 'evening courses, summer schools and additional extracurricular commercial offerings' repeatedly.

Please read the notes below carefully.

1. Before you start the activity, we may ask you to supply your name and other basic information for our records. By supplying us with this information, you will formally acknowledge your agreement to the following terms and conditions. If your details are received, correct, and complete, we will register you on the activity you have booked and send you an email confirming that you have completed registration. This will be a contractual agreement between you and us. Any data you provide will be processed as detailed in ICMP's Privacy Notice and in line with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
2. If you change your mind about the activity, you have the legal right to cancel the contractual agreement between us, during the "Cooling Off period" –this means within 14 days starting from the day you purchase you're your activity. We will refund any fees already paid to us by you, or any financial sponsor, within 14 days of you cancelling the agreement. If you cancel within 14 days but the activity has already started, you may be required to pay for the part of the activity that has been provided until the time that you cancel the agreement.
 - a. You can cancel in writing by email or using the form found here: <https://www.icmp.ac.uk/short-course-refund-request>. We will promptly acknowledge receipt of your cancellation in writing via email.
 - b. You cannot cancel the agreement after the activity has ended.
3. From time to time, we may offer discounts or special offers for limited periods of time or for individuals in specific groups. Therefore, we may not offer all participants the same activity at the same price. We will not match prices for participants who do not meet the relevant discount or offer criteria.

4. If you need to withdraw from the activity due to exceptional circumstances after the cooling off period, you should inform us immediately. If, in our reasonable opinion, we agree that the circumstances are exceptional you may cancel the agreement between us immediately by written notice. You may be required to pay for the part of the activity that has been provided until the time that you cancel the agreement.
5. In the event that you cancel for any other reason (outside the cooling off period) fees are non-refundable.
6. We will make all reasonable efforts to deliver the activity. If, for reasons beyond our control, we cannot deliver the activity exactly as advertised (for instance if we need to change advertised guests, artists or songs because the advertised artists are no longer available) we will make all reasonable efforts to deliver the activity in a different way but to an equivalent standard. If we are unable to do so and we are therefore obliged to cancel all or part of the activity, we will refund the entire fee.
7. Any course materials you may be provided to you during your course are the intellectual property of ICMP Management LTD, and should not be duplicated or sold without prior written consent from ICMP.
8. You (or your parents/guardians if you are under 18) may notify us prior to the activity if you have any specific and/or additional needs (for instance related to a disability). Where you notify us, we will seek to make reasonable adjustments to the activity to accommodate your needs. Relevant tutors and the course managers will be informed of these adjustments. Where you do not notify us in good time, we may not be able to adjust the activity.
9. We publish the following policies on our website:
 - a. [Acceptable use of IT Policy;](#)
 - b. [Equality & Diversity Policy;](#)
 - c. [Drugs and Alcohol Policy;](#)
 - d. [Health and Safety Policy;](#)
 - e. General Regulations;
 - i. **Further ICMP Policies and Procedures can be found on our website [here](#)*

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10. These regulations and policies set out reasonable standards of behavior which you must adhere to during your time at ICMP. We reserve the right to exclude you from activity in the case of a material breach of any of these policies.

11. Food will not be provided whilst you are on our site. Basic vending facilities are available on-site for snacks / drinks and microwaves are available to heat food.
12. You should take reasonable care of your property when on our site.
13. If you are attending any performance based programme, we recommend that you wear earplugs (for Health and Safety reasons) for the duration of all practical coursework.
14. If you are not satisfied with something, then please follow our official complaints and appeal procedures. If you are considering making an appeal or complaint you are strongly advised to contact complaints@icmp.ac.uk in the first instance. The complaints mailbox acts as a first point of contact when seeking to raise a complaint or submit an appeal.