



The Institute
of Contemporary
Music Performance

ICMP 'Industry Course' Terms & Conditions

Overview

These terms and conditions apply specifically to Industry Courses. Industry Courses are typically 6 or 3-month duration. For the avoidance of doubt other short courses such as evening courses, summer schools, or online courses are covered by separate terms and conditions to be found on our website. Courses that lead to a recognised higher education qualification also have separate terms and conditions. We use the word 'course' in these terms and conditions to refer only to the Industry Courses.

Enrolment

1. To enrol on your chosen course you must:
 - a. confirm that you accept these terms and the other documents listed above;
 - b. pay the fees as outlined on the relevant course information page on our website
 - c. provide up to date contact information, a term time address and any other supplementary data requested by us on the registration form;
 - d. and upload:
 - (i) your photo identification;
 - (ii) if you are having all or part of your Fees paid for by a third party ("financial sponsor"), a confirmatory letter on headed paper from the financial sponsor;
 - (iii) if you are under 18 years old on the date that you submitted your application form to us, a signed parental consent form.

When submitting this information, please check that the details in your application form and provided at enrolment are complete, accurate and up to date with no pertinent omissions.

2. If, at any time, it becomes apparent that we have made an offer and/or accepted you on a course based on an application, or on any other information or documents that you provided in connection with your application, that contains statements that are fraudulent, untrue or misleading, we may refuse your application, withdraw the offer or, if you have been accepted as a student, withdraw you from the course and terminate our agreement.
3. If you do not complete enrolment within the required timeframe our offer and your place on the course will be withdrawn by written notice to you. Once you have completed enrolment to our satisfaction, we will change your status to "Enrolled" and we will send you an email to confirm this; at this point a binding agreement will be formed between us.
4. Following completion of enrolment, we will provide you with details about the time and place for your induction. On induction you will be required to provide us with the original documentation to verify your identity. We will verify that your fees have either been paid or will be paid by you or your Financial Sponsor. If you do not provide us with the information requested, or we are not able to verify that your fees have been paid (or will be paid) to our satisfaction, we may withdraw your place on the course and terminate the agreement between us immediately by written notice to you. Upon our satisfactory receipt of the original documentation mentioned in this paragraph, and verification



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that your fees have been paid (or will be paid), we will change your status on our student database to “Live” You may then proceed to study on your chosen course.

Course Fees, Refunds & Deferrals

5. We do not guarantee to offer every course to all participants at the same price. From time to time we may offer discounts or special offers for limited periods of time or for individuals in specific groups. We will not match these prices for participants who do not meet the relevant criteria. We may also offer different payment plans from time to time.

6. We may offer you a monthly payment plan or a prompt payment discount. The payment plan does not affect your liability to pay fees. Once the 14-day cooling off period has ended you are liable for the whole of your course fee.

7. If you change your mind about the course, 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 paid either a portion of, or your full course fee 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 course has already started, you must pay for the part of the course that has been provided until the time that you cancel the agreement in addition to your “Registration Fee”. You cannot cancel the agreement after the course has ended. You can cancel in writing either by email or using the ‘Short Course Refund Request’ form found [on our website](#). We will promptly acknowledge receipt of your cancellation in writing.

8. All our Industry Course fee’s include a 10% non-refundable “Registration Fee” deposit. This Registration Fee is the amount equal 10% of the full course fee before any offers or discounts are applied and is automatically included in your first course payment. In the event of cancellation outside the “Cooling Off Period” the Registration Fee will be deducted from any applicable refund amount.

9. If you need to withdraw from the course 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 we will promptly communicate the options available to you. This may include a full or partial refund or transferring your course credits to a different course or later start date.

10. If you choose to defer your course to a later date, you will be entitled to study the portion of the course that you did not attend at a future time if you wish to do so.

11. If you require a travel visa to enter the UK to attend your course and your application is refused, you may request a refund outside of the 14-day cooling off period. If you can provide proof of your application rejection, such as a letter or notice from the UKVI, then you may apply for a full refund, including the Registration Fee. Without such a letter or notice proving your entry into the UK was disallowed, then any refunds will not include the 10% Registration Fee.



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12. In the event that you cancel for any other reason (outside the cooling off period) fees are non-refundable.

13. We will make all reasonable efforts to deliver the course. If, for reasons beyond our control, we cannot deliver the course 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 course 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 course, we will refund the entire fee.

Student Privileges

14. You (or your parents/guardians if you are under 18) may notify us prior to the course 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 course to accommodate your needs. Relevant tutors, our Student Wellbeing team and the Facilities Manager will be informed of these adjustments. Where you do not notify us in good time, we may not be able to make adjustments to the course.

15. As an Industry Course student, we will provide you reasonable access to the necessary systems and privileges you will need to successfully complete your course. This will include online accounts, and will be managed by relevant departments. You are responsible for keeping these account details secure. If you have trouble accessing your accounts, you will be responsible to reach out to the short course team to remedy access.

15. We publish the following policies on our website. These regulations and policies set out the reasonable standards of behaviour which you must adhere to during your time at ICMP. We reserve the right to exclude you from the course without refund in the case of a material breach of any of our published policies:

a. ICMP Policies & Procedures;

16. Our Short Course Team and Industry Course tutors will conduct regular feedback procedures to ensure the quality of your course experience. You will be encouraged to share feedback on your course anonymously. This feedback will help guide us on improving these courses and are important opportunities for you to voice any dissatisfaction.

17. If you are not satisfied with your course experience or you would like to make a formal complaint, you may submit a complaint via email at complaints@icmp.ac.uk. Your complaint will be processed via our “Complaints Procedure” as outlined in our documentation above.

18. 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.

19. You should take reasonable care of your property when on our site. We are not liable for any lost, stolen or damaged property on site.



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20. Before you complete enrolment please check that you have read and understood these Terms & Conditions as well as the above-mentioned documents outlining the reasonable standard of behaviour you must adhere to while attending your course.

21. 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.