



The Institute  
of Contemporary  
Music Performance

## ICMP 'Short Course' Terms & Conditions

### Overview

These terms and conditions apply to courses and activities offered by ICMP under the Evening Course and Summer School format. These courses 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.

For the avoidance of doubt other short courses such as our 'Industry Courses' and '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 our 'Evening Courses', 'Summer Schools' or 'additional extracurricular commercial offerings'

### Enrolment

1. Before you start the activity, you will be required to make a course booking, which will involve purchasing the course from our website and supplying us with the name and basic information of the student intending to study the course. By purchasing your course place, 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. Details on your course, including lesson and induction information, will be provided by us prior to our course starting. You will be required to attend a brief Induction and Health and Safety presentation to orientate you to our building and health and safety protocols. You must adhere to all health and safety rules and regulations while you are onsite.

### Course Fees, Refunds & Deferrals



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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 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 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>.
  - b. We will acknowledge receipt of your cancellation in writing via email.
  - c. You cannot cancel the agreement after the activity has ended.
5. 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.
6. In the event that you cancel for any other reason (outside the cooling off period) fees are non-refundable.
7. If you have requested a refund outside of the cooling off period, and not for a reason we would classify as an exceptional circumstance, we reserve the right to deny your refund request. If we accept it, it may be contingent on how far into your activity you are. If we agree to provide a partial refund, you will be required to pay for the part of the activity that has already been delivered plus an additional week of delivery.
8. If you are unable to attend a lesson and you notify our short course team, we may offer you the option to attend a makeup lesson. The maximum number of makeup lessons



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you can attend is two. We may also provide you with the option to defer your course to a later start date, you will only be allowed to choose one of these two options.

9. If you decided to defer to a later start date, you will not be allowed to continue any further lessons on your current course and will be informed of information regarding the next course start date.
10. 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.
11. We will make all reasonable efforts to deliver your lessons within the outlined schedule however we may be obliged to postpone certain lessons in your course for a number of reasons. In this case we will arrange a makeup lesson for your course. This may be scheduled for a day of the week outside your regular classes. We will inform you via email of any course changes. If you are unable to attend the postponed class, you may request an additional makeup lesson.

## Student Privileges

12. As a short course student you will have restricted rights regarding your engagement and association with ICMP such as but not limited to:
  - You will not be allowed to enter the building on days that are not your lesson days
  - You will not be allowed to book rooms
  - You will not have an associated ICMP email address or additional accounts
  - You will not have access to our Student Wellbeing and our Careers and Industry Hub.
  - You will be provided with a simple 'Short Course Student' Lanyard while you are onsite and you will be required to hand the lanyard back to reception when leaving the site.
13. 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



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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.

14. 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;
15. Our Short Course Team 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.
16. 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](mailto:complaints@icmp.ac.uk). Your complaint will be processed via our “Complaints Procedure” as outlined in our documentation above.
17. 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.
18. 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.
19. 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.
20. 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.