Terms and Conditions

The Student Agreement and these Terms and Conditions (collectively the “Agreement”) is formed by and between you and Laureate Online Education B.V. (LOE) which manages online courses and Programmes (the “Courses” and “Programmes”) offered by the University of Roehampton (the “University”). For all academic purposes you are deemed a student of the University of Roehampton. The Courses and Programmes are offered through the internet via a web-based interactive virtual classroom (the “Service”). Your participation in Courses and/or Programmes is conditioned upon your acceptance of the terms in the Agreement, as evidenced by your execution hereof, and is also governed by the policies presented in the Student Guidelines and the Services’ Terms of use (the “Terms of Use”). Your use of the Service is subject to LOE’s Privacy Policy which governs our personal data collection, maintaining, processing and transfer practices. All information relating to the Programme or Course you are enrolled on, or derived from the online delivery Service, belongs exclusively to LOE.

The Agreement constitutes the full and complete agreement of the Parties and all prior understandings and agreements are superseded by the Agreement. All Annexes to the Agreement constitute an integral part thereof and will be binding on the Parties. LOE reserves the right to change the Student Guidelines and Terms of Use at any time, but you will be bound by the Academic Regulations of the University which are applicable at the time you begin your Programme or Course. These can be found at http://www.roehampton.ac.uk/Corporate-Information/Quality-and-Standards/Academic-Regulations/

You can expect us to:

- inform you directly or by notice in student areas if the Student Guidelines and Terms of Use change
- ensure that, if for any reason your Programme or Course of study is discontinued, LOE and the University will agree on arrangements to enable you to complete your studies

We expect you to:

- not divulge or communicate to anyone or use or exploit for any purpose whatsoever any confidential information which may come to your through your enrolment and studies without prior written consent from LOE
- use all content from your studies only for your personal non-commercial use in accordance with this Agreement
- recognise and undertake not to infringe any trademarks, whether registered or not, trade names, copyrights, designs, advertising formulas or any other intellectual property rights that belong to LOE or the University

Your studies
When you are first enrolling on a Programme or Course admission does not automatically guarantee success but it is a first step to successful completion and graduation. Completion means that you have submitted all the required elements of the Programme or Course that you have chosen to study. Sometimes it might be necessary to modify the Programme or Course including, but not limited to, the structure, the content and/or the curriculum and LOE reserves the right to modify the content of any Course or Programme. LOE may cancel or reschedule any Course or Programme in its sole discretion. The maximum period of study allowed to complete a Programme or Course is determined by the Academic Regulations of the University. The University moderates student performance and makes awards to successful students.

You can expect us to:

- specify a date when your Programme or Course begins
- inform you if for any reason your Programme, Course or chosen start date is not available
- inform you if there are changes to the Programme or Course to which you are enrolled
- inform you of dates and deadlines needed to complete and graduate in a timely fashion

We expect you to:

- be ready to start on the date we have agreed
- inform us in writing if you wish to stop studying with LOE and the University prior to completing the Programme or Course you have enrolled on
- confirm to us, at the appropriate time, whether you intend to participate in a graduation or awards ceremony

Tuition charges and fees

Details of tuition and fees are located at Payment and Fees. Students will only receive an award of degree, certificate or diploma upon full payment of all tuition and fees. The Programme or Course fees we indicate when you enroll are always based upon successful first time completion of each element. If for any reason you need to retake an element, doing so may lead to an increase in the total costs of your Programme or Course. At the beginning of each class there is a free drop period during which you can request to drop from the class and are not then liable to pay for that class. Details of this policy can be found in the Student Guidelines.

You can expect us to:

- keep you informed if any fee changes and when that change will apply
- be clear about what currencies, frequencies of payment and methods of payment are available to you
- hold as credit for future classes any fees already paid for a class you request to leave during the free drop period
We expect you to:

- pay all fees owed for the study in a timely fashion. Non-payment will prevent you from progressing with your studies or receiving an award of degree, certificate or diploma or academic credit for your studies
- inform us if you have difficulties making payments so that we can discuss ways to possibly help you
- finish paying for one Programme or Course before embarking on a new enrolment with LOE
- not deduct from the payment made to LOE any banking or transaction charges incurred while making payment

Conduct and Behaviour

In order for all students to enjoy a successful and satisfactory learning experience LOE and the University have established rules of conduct and behaviour to which students must adhere. These are described in the Student Guidelines.

LOE reserves the right to suspend the provision of services provided to a Student in the event that the Student materially breaches the Agreement; provided that the Student has been given 14 days to rectify any breach and also has been given a reasonable opportunity to offer LOE an explanation of what happened. This may lead to sanctions up to and including a formal expulsion from the University, within the Regulations of the University. No refund of tuition or fees will be possible on suspension or expulsion.

You can expect us to:

- help you understand how the University rules impact you, through explanations held in the Student Guidelines
- treat all students the same, fairly and without preference
- suspend Service for any student whose conduct is unacceptable

We expect you to:

- behave with personal integrity, and to take responsibility for the nature of the academic work you submit and for your own behaviour
- not misuse or abuse any services or technology applications made available to you by LOE
- not share any password received from LOE with others, and not to allow others to use the Service or technology applications gained through your enrolment

Technology

We offer you access to study technical support every day of the year but it is your responsibility to set up or configure your personal equipment. There may be links from LOE environments to sites on
the Internet which are owned and operated by third parties ("External Sites"). LOE and the University are not responsible for the availability of, or the content located on or through External Sites. Trademarks and/or logos found on websites which are registered to third parties imply no affiliation with the University of Roehampton, London, nor do those entities sponsor or endorse University of Roehampton, London, products or services. No rights in or use of these trademarks and/or logos is granted to you hereby.

You can expect us to:

- be clear about what the hardware and software requirements are for you to study online with LOE
- supply you with the passwords and access to our online environments that you need to study

We expect you to:

- ensure you have reliable internet and power supplies that will enable you to study effectively
- not misuse or abuse any services or technology applications made available to you by LOE
- use anti-virus software so that your fellow students do not experience difficulties studying

Miscellaneous

LOE shall not be liable to the Student for any direct, indirect, incidental, special or consequential damages, costs and claims whatsoever (including any loss of profits and lost savings), regarding the lack of recognition of the Programme and/or the Award by any third person (including without limitation any local authorities and employers) in any country, state or jurisdiction, or arising out of your participation in, or inability to participate in, a Course or Programme (including use of the Service), or for any claim by any third party provided that LOE did not have, and was not reasonably expected to have, any control over the cause of such damages, costs and claims, or when such damages, costs and claims cannot reasonably be covered by insurance. You hereby agree to indemnify, defend and hold LOE, including its directors, owners, agents, employees, information providers, affiliates, licensors and assignees (collectively the "LOE Parties") harmless from and against any and all liability, losses, costs and expenses (including lawyers' fees) incurred by any LOE Party in connection with any claim arising out of the your participation in a Course or Programme, including any use or alleged use of the Service by any third party, whether or not authorised by you; provided that you are responsible, or should be reasonably responsible, for such liability. LOE reserves the right, at its own expense, to assume the exclusive defence and control of any matter otherwise subject to indemnification by you, and in such case, you agree to fully cooperate with LOE's defence of such claim.

This Agreement shall be governed by the laws of the Netherlands, without effect to any of its conflict of laws rules. For any dispute arising from this Agreement, the parties hereto shall submit exclusively to the jurisdiction of the competent court in Amsterdam, the Netherlands. If any provision in the
Agreement is held by a court of competent jurisdiction to be unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intention of the parties hereto.

The failure of any party to insist on strict performance of a covenant hereunder or of any obligation hereunder, shall not be a waiver of such party's right to demand strict compliance therewith in the future, nor shall the same be construed as a novation of this Agreement or any provision thereof.

The Agreement, the Student Guidelines and the Terms of Use constitute the full and complete agreement of the parties and all prior understandings and agreements are superseded thereby. In the event any provision, clause, sentence, phrase, or word in this Agreement, or the application thereof in any circumstances, is held to be invalid or unenforceable, such invalidity or unenforceability shall not affect the validity or enforceability of the remainder hereof, or of the application of any such provision, sentence, clause, phrase, or word in any other circumstances.

You hereby declare that you are above 18 years of age, you have provided accurate, complete and current information to LOE, and you have the full legal capacity to execute this Agreement.

Where we are

If you need to write to us then you can do so at the following address:

Laureate Online Education
Haarlerbergweg 23C
1101 CH Amsterdam Z.O
The Netherlands.

or by email at enquiry@roehampton-online.com