

Terms and Conditions of Admission

Accepting our offer

These terms and conditions, together with the prospectus and your offer letter, form a legally binding agreement between the London School of Hygiene and Tropical Medicine ("School") and you, a prospective student. By accepting the School's offer of a place on a programme, you accept these terms and conditions in full, including the Schools' relevant rules, regulations, policies and procedures as may be updated from time to time, which can be located at <http://www.lshtm.ac.uk/study/new-students/starting-your-course-london/guidance-and-regulations>.

By accepting these terms, you confirm that you have read and understood the contents of this agreement and the rules, regulations, policies and procedures contained in the link above. Please take care to read all of these terms before you accept your offer with us. These terms tell you who we are, how we will deliver programmes to you, how you and the School may change or end the contract, what you or the School may do if there is a problem, and other important information.

In particular, your attention is drawn to the following sections below:

1. "Changes to Your Programme of Study" – This section contains important information on how the delivery of your programme may change during your period of study. Please see also the Student Protection Plan, which sets out the risks that may affect your studies and actions that the School will take to mitigate these (<https://www.lshtm.ac.uk/files/student-protection-plan.pdf>)
2. "Liability" – This section sets out the limits of what you can claim against the School under civil proceedings. Please note that Higher Education Institutions such as the School do not ordinarily engage in civil litigation as there are more effective and free alternatives including a complaints scheme operated by the Office of the Independent Adjudicator, more information on this is available in the section titled "Complaints" and our complaints procedure on our website.

If you have any questions or concerns about these terms and conditions, please contact Admissions by email at admissions@lshtm.ac.uk.

Information about us

We are the London School of Hygiene and Tropical Medicine, a Higher Education Institution established under Royal Charter whose registered address is at Keppel Street, London, WC1E 7HT. You can contact us at this address or by email at admissions@lshtm.ac.uk.

If we have to contact you, we will do so by telephone or by writing to you at the email or postal address you provided to us.

Further information about the School can be found on our website. You will be able to find out what it's like to study at the School by contacting our students directly or reading their student stories: <https://www.lshtm.ac.uk/study/student-experience> as well as what student services are on offer: <https://www.lshtm.ac.uk/study/studentservices>.

By accepting these terms and conditions, you consent to the School processing your personal information to enable us to: register you, monitor your progress and provide education and support

services to you; tell you about the School, its fundraising and the services we offer; manage our accounts and records; and use CCTV systems to monitor and collect visual images for the purposes of security and the prevention and detection of crime.

More information on how we process personal data is set out in our privacy notices available on our webpage <https://www.lshtm.ac.uk/aboutus/organisation/data-protection/privacy-notices>. To exercise your rights concerning your personal data, you can also contact our Data Protection Officer at dpo@lshtm.ac.uk.

Your Offer of Admission

The offer is for admission to the programme, and for the mode of study, set out in your offer letter. The offer the School makes to you will be conditional or unconditional. If your offer is conditional, the School will set out the conditions which you will need to satisfy in order to be admitted onto your chosen programme. The contract will be formed when we have confirmation that you have accepted these terms, and have met all other necessary preconditions, including any academic conditions, entry and visa requirements (see below), and the payment of fees.

Applicants holding an offer of admission for a taught Master's programme at LSHTM will be required to pay a deposit of £500 against their first year's tuition fee in order to confirm the acceptance of their place. The deposit is deductible from your tuition fees upon full registration with LSHTM. The deposit is payable in order to confirm your acceptance of an Offer of Admission, regardless of whether the offer is conditional or unconditional, and is payable upon acceptance. Failure to pay the tuition fee deposit by the deadline set out in your Offer of Admission will result in the offer being rescinded.

Please see the School's Student Tuition Fees Policy for full guidance on deposit payments: http://www.lshtm.ac.uk/study/tuitionfees/student_tuition_fees_policy.pdf.

If you have not fulfilled the conditions of your offer before the date notified to you in your Offer or any other date notified to you, the School reserves the right to withdraw your offer or defer your application to the next year of entry.

It is your responsibility to ensure that all of the information you provide to the School and/or the UK Home Office and/or the UK Foreign Office is true and accurate.

Please see our Admissions Policy for further information: <https://www.lshtm.ac.uk/study/how-apply/applying-masters-degree-london/you-apply-msc>.

Once you have begun your studies on the programme, the contract will continue until either the completion of your studies, or the School or you decide to end your place on the programme, including by withdrawal of admission or termination of registration.

Changes to Your Programme of Study

Information set out in the prospectus and your offer letter is as accurate as possible at the date of publication. However, changes to programmes, modules, the prospectus content, and services provided by the School may be necessary, for example to keep programmes compliant with regulatory or accreditation requirements, or to stay up-to-date with current practice or scientific knowledge or where one of the continuity of study risks identified in the Student Protection Plan (<https://www.lshtm.ac.uk/files/student-protection-plan.pdf>) occur. In such cases, the School reserves the right to make changes to your programme, including changes to assessment and/or teaching methodology and provision, to the extent necessary to ensure that you are able to continue your studies safely and without risk to the School, its students or its staff. In many cases, the actions

the School will take are set out in the Student Protection Plan. However, the School recognises that it is not always possible to identify and prepare for every potential risk. As such, the Senior Leadership Team may make decisions to change your programme as set out in the paragraph below.

We may also need to make changes outside the School's control, such as where key staff depart the School, or in the event of a loss of funding, industrial action, severe weather, fire, civil disorder, political unrest, government restrictions, an outbreak of serious illness or an escalation of the Covid-19 pandemic. Where one of these 'Triggering Events' requires the School to make changes to the delivery of your programme, the Senior Leadership Team will convene to determine the best course of action in the particular circumstance. Decisions the Senior Leadership Team may take can include but are not limited to: a deferral of teaching and/or assessments, changes to the mode of study such as moving to online teaching, change of location of study, changes to the mode of assessment, changes to teaching and/or assessment dates or cancellation of teaching and a refund of tuition fees.

The School is committed to providing the support required to enable you to complete your programme of study. Where a Triggering Event occurs we will at our earliest opportunity inform you if we need to make changes to the programme, and explain how we plan to mitigate the impact of any such changes on you. If we need to make significant changes before you register for the programme, we will notify you of these so that you can consider whether you wish to withdraw your application.

When the School may withdraw its offer of admission, or end your place on the programme

In certain circumstances, the School may withdraw or amend its offer of admission to you, or terminate your registration at the School, without a refund of any fees paid, including where:



- your application contains incorrect or fraudulent information, or you have omitted significant information;
- your fee status needs to be re-assessed;
- your academic performance fails to meet satisfactory standards;
- your conduct or attendance breaches the School's policies;
- you fail to pay your fees;
- you do not have the correct visa or immigration permissions.

In such circumstances, the School will apply its relevant policy and/or procedure in reaching a decision to withdraw your offer of admission or terminate your registration, and will not be liable to compensate you for any loss or damage you may suffer as a result.

Immigration

If you are a national of a country outside the European Union, European Economic Area or Switzerland and subject to UK immigration control, you will need to demonstrate, at the point of Registration that you have a valid immigration status to undertake your proposed programme of study.

You must take responsibility for ensuring that you comply with the terms of your student visa whilst studying at the School. Should you wish to take up paid employment on a part time basis, you should ensure that such work does not exceed that allowed by law. Please note that if you choose to withdraw from your studies, if your registration is terminated by the School or if you are granted

permission to interrupt your studies, this will affect the validity of your visa and your ability to enter and/or remain in the United Kingdom.

Your visa will be revoked if your registration is terminated for any reason.

Please see our visa and immigration pages for further guidance:

<https://www.lshtm.ac.uk/study/visas-and-immigration>.

Tuition Fees

The fee payable for your programme is set out in your offer letter. Tuition fees are due, in full, by the start date of your programme (stated on your offer of admission). You can pay your fees by credit/debit card, cheques, cash or bank transfer. It is not possible to pay your tuition fees by instalments.

You may be removed from your programme, be prevented from progressing, or face legal action, if you do not pay your fees. Please see the School's Student Tuition Fees Policy for full guidance: <https://www.lshtm.ac.uk/study/fees-and-funding/tuition-fees>.

If you have any concerns regarding payment of fees or require further information about tuition fees please contact the Student Finance Team by email at fees@lshtm.ac.uk.

Your right to change your mind

After you have accepted your offer of a place on the programme, you can cancel your acceptance without having to give a reason, so long as we receive your cancellation within 14 days starting from the date when we received your acceptance. If you cancel your offer within the 14-day cancellation period, any fees you have paid will normally be refunded in full. If you start the programme during the 14-day cancellation period, the School will be entitled to charge a reasonable sum for the part of the programme provided. You can cancel your acceptance by informing the School's Registry by email at admissions@lshtm.ac.uk.

Complaints

The School is committed to a high quality student experience, but on rare occasions things do go wrong. If you raise an issue which cannot be resolved informally, the School has procedures for raising complaints about admissions, and academic and non-academic matters. Further details are available here: <https://www.lshtm.ac.uk/study/new-students/starting-your-course-london/regulations-policies-and-procedures>. Students who remain dissatisfied following the School's complaints process can complain to the Office of the Independent Adjudicator.

Liability

Subject to any ruling by the Office for Students, Office of the Independent Adjudicator or any other regulatory body with authority to superpose these terms and conditions and on the provision that nothing in this section seeks to limit liability for death or personal injury, fraud, misrepresentation, unlawful discrimination, harassment, breach of the implied terms of the sale of goods and services act or such other provisions that are prohibited from limitation or would render this section ineffective.

The School's liability for distress and anxiety, falling short of personal injury, where not the result of unlawful discrimination shall be limited to £500.

The School shall not be liable for:

- indirect or consequential loss including a loss of earnings, profits or opportunity;
- travel, accommodation, subsistence, immigration fees, stationary, books or other losses consequential to this agreement or your study at the School;
- any loss that you would otherwise not have suffered if you had taken reasonable steps to avoid or reduce the loss;

- any loss or expense arising from changes to your programme of study as a result of a Triggering Event (see: Changes to Your Programme of Study).

Other conditions

Each of the sentences in these terms operates separately. If a court or relevant authority finds that any part of these terms is not enforceable, the rest of the terms will continue in full force and effect, and the School will substitute a new term to achieve the same effect which is enforceable.

If the School delays in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a deadline for payment or submission of a piece of work, and we do not chase you but we continue to provide the programme, we can still require you to take these steps at a later date.

These terms are governed by English law.

Alternative dispute resolution is a process where an independent person or body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with the outcome of any relevant internal and external procedures concerning your complaint, you should discuss with the School whether alternative dispute resolution procedures may be an option. If we agree with you to use alternative dispute resolution but no resolution is reached, your rights to take legal action are not affected.