

## **MetFilm School (UK) – BIMM University Approved Provision Higher Education Student Contract Terms & Conditions 2025/26**

### **1. Introduction**

- 1.1 This document governs the relationship between you and MetFilm School Limited (“**MetFilm School**” or “**we**” or “**us**” or “**our**”) and sets out the contract terms between us for the provision of educational services leading to the opportunity to gain a recognised educational qualification (the “**Terms and Conditions**”). These Terms and Conditions contain important information and should be read carefully before you accept a place at MetFilm School.
- 1.2 MetFilm School is a private company limited by shares incorporated in England and Wales with registered number 06723644 and has its registered office at Building A, Ealing Studios, Ealing, London, W5 5EP.
- 1.3 These Terms and Conditions apply following acceptance of an offer of a place at MetFilm School’s UK Campuses.
- 1.4 In addition to this document, the following documents also form part of the Terms and Conditions and in accepting an offer from MetFilm School, you agree to observe them:
- 4.3 your offer letter;
  - 4.3 the Applicant Course Overview for your course (which will be sent to you with your offer letter) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us;
  - 4.3 the “[Important Regulations and Information](#)” document (which will be sent to you with your offer letter) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us; and
  - 4.3 MetFilm School’s policies, guidance, and information regarding international students (details of which will be sent to you with your offer letter, if applicable) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us.

Together these documents form the contract between you and MetFilm School in relation to your course (the “**Contract**”).

- 1.5 We will always inform you directly via email of any changes to the Applicant Course Overview or the Important Regulations and Information and we will endeavour to do this before teaching starts each academic year.
- 1.6 It is important that you read, and abide by, the Important Regulations and Information document. This highlights and signposts you to MetFilm School’s [rules, regulations and policies](#). It also illustrates your responsibilities as a student of MetFilm School, and our responsibilities to you as a provider of educational services.

1.7 If there is any conflict or inconsistency between any of the provisions in these Terms and Conditions and the provisions of any other document forming part of the Contract the provisions of these Terms and Conditions shall prevail.

1.8 The Contract is subject to these Terms and Conditions and is created once you accept the offer.

## **2. Accessibility**

2.1 MetFilm School is committed to providing an inclusive and accessible environment and strives to make reasonable adjustments to accommodate the needs of its students. Students and applicants with disabilities are encouraged to notify MetFilm School at the earliest opportunity so that (if possible) appropriate support arrangements can be provided.

2.2 Should you require these documents in another format, or if there is anything in these Terms and Conditions that you do not understand, please contact [admissions@metfilm.ac.uk](mailto:admissions@metfilm.ac.uk).

## **3. Offers & Registration**

3.1 By accepting an offer of a place at MetFilm School, you are entering into an agreement with us in accordance with these Terms and Conditions.

3.2 Your admission to MetFilm School is subject to you complying with the terms of the Contract. If you do not act in accordance with the Contract, or if you do not meet our expectation that you will maintain a standard of conduct, as specified in the [Student Code of Conduct](#), which is not harmful to the work, good order or good name of MetFilm School, we may take disciplinary action against you under the [Student Disciplinary Procedure](#). One of the possible outcomes of such an action is that your Contract with us may be terminated in accordance with clause 10.1 below and you may be removed from your course.

3.3 The offer we make to you is subject to you satisfying all necessary legal and academic requirements for admission set out in your offer letter. The offer may be conditional or unconditional. If the offer is conditional, we will set out the conditions you need to fulfil in order to be admitted to the course, in your offer letter. If you have not fulfilled the conditions of your offer before the date notified to you in the offer letter prior to the start of the course, we reserve the right to withdraw the offer.

3.4 It is important that you provide accurate information in your application to study at MetFilm School. We may withdraw or amend any offer, without liability to you, if we discover that your application contains material inaccuracies or fraudulent information (including fraudulent payment), or if you are found to have provided misleading information or omitted key information from your application.

3.5 At our request, you will provide satisfactory evidence of your qualifications (including English language qualifications if required) before admission. Failure to provide such evidence to our reasonable satisfaction before the date notified to you will result in the withdrawal or

termination of your offer, the revocation of your registration as a student of MetFilm School and/or the termination of the Contract. We will verify the authenticity of documentation required to evidence your qualifications prior to admission as appropriate. You must complete your registration by the end of Week 3 in Semester 1. You will not be able to enrol and commence your studies if you have not met the entry requirements set out in your offer letter, and if you have not provided certificates/proof of qualifications obtained or payment of fees.

- 3.6 If MetFilm School withdraws your application, offer, or refuses to enrol you pursuant to clauses 3.3, 3.4 or 3.5, MetFilm School reserves the right not to refund any tuition fees paid and/or deposit (if applicable).

#### **4. Your Right to Cancel**

- 4.1 You have the right to cancel the Contract with MetFilm School for any reason within fourteen (14) days after the date on which you accepted the offer of a place (the “**Cancellation Period**”).
- 4.2 To cancel the Contract, you must give us written notice of your cancellation by contacting [admissions@metfilm.ac.uk](mailto:admissions@metfilm.ac.uk).
- 4.3 If any payment has been made to us and you subsequently cancel the Contract pursuant to your right to cancel as set out in clause 4.1, we will provide you or the person who has made such payment (as the case may be) with a full refund of tuition fees and/or deposit (if applicable) using the same payment method that was used to make the payment. Such refund will be made no later than fourteen (14) days after the date on which you informed us of your decision to cancel the Contract.
- 4.4 If your course is due to begin within the Cancellation Period (for example, if you have applied through clearing) then, by accepting your offer, you are expressly agreeing that the course should begin within the Cancellation Period. If you then decide to withdraw from your course within the Cancellation Period you may be liable to pay a proportion of your tuition fees, as set out in clause 9.4.
- 4.5 You may terminate the Contract after the expiry of the Cancellation Period but, in such case, you must do so in accordance with clause 9 of these Terms and Conditions. Depending on when you cancel the Contract (in particular whether it is before or after registration) you may be obliged to pay a proportion of your tuition fees. Further details are set out in clause 9.4.

#### **5. Your Obligations**

- 5.1 You agree to fulfil all the academic requirements of your course in accordance with the Contract, including, but not limited to, submission of course work and other assignments, attendance at examinations, attendance at lectures and seminars and any other such teaching forums provided by us.
- 5.2 You agree to familiarise yourself with and adhere to MetFilm School’s rules, regulations and policies. These are all published [on our website](#), and you can also access them directly from the [Important Regulations and Information](#) document.

5.3 You agree to comply with our [Student Charter](#), our [Student Code of Conduct](#) and the policy on Academic Integrity. Links to all of these documents are set out in the [Important Regulations and Information](#).

5.4 If you are from a country outside of the UK, you shall maintain and evidence an immigration status that entitles you to undertake your course and you also agree to comply with MetFilm School's policies, guidance and information regarding international students [that can be accessed here](#).

## **6. Our Obligations**

6.1 We shall deliver your course with reasonable care and skill and as described in the relevant course prospectus in all material respects. The method of delivery for your course will be stated in your offer letter. If we have to change the method of delivery of your course during an academic year, this may constitute a change to your course. Please see clause 11 for further details.

6.2 We shall provide you with tuition and other teaching and learning support and resources associated with your course with reasonable care and skill and we shall provide you with timely feedback on your academic work.

## **7. Right to Study in the UK & International Students**

7.1 All students enrolled at MetFilm School must have the right to study in the UK throughout their course of study.

7.2 Regardless of which country you are from, you will need to provide original evidence of your right to study in the UK at the point of registration (also known as enrolment). We will also request a copy of such evidence during the application process.

7.3 MetFilm School has a duty as a licensed sponsor to verify that you have immigration permission to study in the UK. If you are subject to UK immigration control, and where the UK government requires us to obtain it, you will need to provide original evidence of your valid immigration status (typically a passport and evidence of your immigration permission) confirming that you have the right to study in the UK at the point of registration. We will also request a copy of such evidence during the application process. If you are subject to UK immigration control, you will need to continue to hold valid immigration status confirming that you have the right to study throughout your course and we will require evidence from you. Such evidence must be provided at the start of each academic year. If you hold limited permission to remain which is due to expire during your course, you will be required to demonstrate to us that you have obtained further permission to stay or, where relevant, Indefinite Leave to Remain or settlement. If you fail to provide such evidence to us within a reasonable timeframe, we reserve the right to prevent you from registering on your course (without liability to you) or withdraw you from your course in accordance with clause 3.3 and 10.1.6.

- 7.4 If you require a visa or permission to stay in the UK to study at MetFilm School, it is your responsibility to obtain the appropriate status before commencing your course. By agreeing to these Terms and Conditions, you also agree to abide by the terms and conditions of your immigration permission throughout the course. Failure to abide by conditions of stay may lead to a withdrawal of sponsorship of your Student status. Information on conditions of stay relevant to your particular immigration status can be found at:  
<https://www.gov.uk/browse/visas-immigration>.
- 7.5 UK Visas and Immigration (“**UKVI**”) grants MetFilm School an allocation of Confirmation of Acceptance for Study (CAS) on an annual basis. We may assign CAS to students making an application for a UK visa or permission to stay under the Student Route following an assessment of the applicant conducted by MetFilm School. MetFilm School is under no legal obligation to issue an applicant or student with a CAS.
- 7.6 If MetFilm School sponsors you under the Student route, you agree to comply with the conditions of your stay in the UK and you agree to make relevant notifications to MetFilm School. MetFilm School complies with UKVI’s rules for Sponsor Licence holders and is required to provide UKVI with information about students it sponsors, including failure to register on the nominated course, failure to engage or attend classes without permission, any concerns about students working illegally in the UK or who are otherwise breaching their conditions of stay. You agree to MetFilm School providing UKVI with any information required pursuant to MetFilm School’s status as a Sponsor Licence holder, or as otherwise requested by UKVI or any other government organisation in relation to UK immigration control. You must inform MetFilm School immediately if there are any changes whatsoever to your details or immigration status, or any other circumstances, at any time before or after registration, and during your course.
- 7.7 Non-compliance with the conditions of your immigration status could also result in the cancellation of your status, fines and/or a ban on entry to the UK by the UK government. The UK government has clear restrictions on the rights of non-British and non-Irish nationals to work in the UK. In particular, undertaking self-employed work in the UK while on the student route is not permitted. MetFilm School is legally obliged to report to the Home Office any instances of students breaching their conditions by working, and any such reports are likely to lead to the cancellation of the student status.
- 7.8 If you lack the required permission to study in the UK, or you fail to demonstrate that you have the correct immigration permission, or to comply with any immigration conditions, MetFilm School may: refuse to admit, enrol or re-enrol you, or may, on written notice, withdraw your sponsorship, or suspend or terminate your studies. If the offer is withdrawn, MetFilm School refuses to register you, your registration is terminated or if you choose to withdraw from your studies, this could affect the validity of your immigration status and your ability to enter, study, work and/or remain in the UK.
- 7.9 On occasion, MetFilm School may need to contact UKVI to clarify details on outstanding status applications and previous immigration history. Any such contact or related sharing with UKVI of your personal data will be carried out in accordance with the data protection legislation. Please refer to MetFilm School’s [Data Protection Policy](#) for more information about how MetFilm School processes your personal data.

- 7.10 Where a sponsored student takes a temporary leave of absence (an “intermission”), MetFilm School may be required to report the intermission to UKVI and the student’s status in the UK may be cancelled in accordance with UK government requirements. Sponsored students affected in this way will be required to obtain new status at their own expense before returning to MetFilm School following their intermission.
- 7.11 For the avoidance of doubt, MetFilm School shall not be responsible for any changes in UK immigration legislation which result in you no longer being eligible to study at MetFilm School.
- 7.12 For further details, please refer to your offer letter and please also see the [MetFilm School Admissions Policy](#).
- 7.13 **Circumstances under which you are eligible for a full refund of your first year tuition fee for ‘overseas’ students**  
If you are classed as an overseas student for fees purposes, you are required to pay your first year’s tuition fees up front (in accordance with clause 8.5) and you will, without prejudice to your other rights under the Contract, be entitled to a full refund of your first year’s tuition fees if:
- 13.3 your Student visa or application to stay in the UK is refused or delayed because of our acts or omissions and through no fault of your own; or
  - 13.3 your Student visa or application to stay in the UK is refused or delayed because of UKVI’s acts or omissions and through no fault of your own.
- 7.14 **Applying for a refund of your first-year tuition fee before a CAS is assigned to you, if you are an ‘overseas’ student**  
If you are classed as an overseas student for fees purposes and you have paid your first year’s tuition fee in accordance with clause 8.5, subject to clause 7.15 and without prejudice to your other rights under the Contract, you will be entitled to a full refund of your first year’s tuition fees less an administration fee of £500 if:
- 14.3 your Student visa or application to stay in the UK is refused for reasons other than those listed in clause 7.3.1, 7.13.2 and 7.16.1;
  - 14.3 you withdraw from the course before the start of the academic year for exceptional reasons outside of your control (as determined by us), which may include but are not limited to illness or bereavement of an immediate family member; or
  - 14.3 you fail to meet the conditions in your offer letter.
- 7.15 **Applying for a refund of your first-year tuition fee before a CAS is assigned to you, if you are an ‘overseas’ student**  
If you withdraw for any of the reasons listed in clause 7.14 after a CAS is assigned to you, you will, without prejudice to your other rights under the Contract, be entitled to a full refund of your first year’s tuition fees less an administration fee of £1,500.
- 7.16 **Withdrawing from the Course as a result of breaching your obligations and applying for a refund of your first year tuition fee for ‘overseas’ students**

If you are classed as an overseas student for fees purposes and you have paid the tuition fee in accordance with clause 8.5, you will, without prejudice to your other rights under the Contract, be entitled to a full refund less an administration fee of £1,500 if:

- 16.3 your Student visa or application to stay in the UK is refused because it was deemed fraudulent or because of any of your acts or omissions;
- 16.3 you receive your Student visa or permission to stay in the UK after the end of week 3 of the first academic semester and we decide you need to defer your studies to the next academic year;
- 16.3 your offer to study at MetFilm School is withdrawn in accordance with clause 3.4;
- 16.3 you fail to fulfil your obligations under clause 3.5; or
- 16.3 you cancel the Contract for any reason other than those included in clauses 7.13 to 7.15.

**7.17 Applying for a refund of Your first year tuition fee in other circumstances for ‘overseas’ students**

If you receive your student visa or you are granted permission to stay in the UK after the start of the academic year but before the end of week 3 of the academic semester you will not be entitled to a refund as you will still be eligible to register for the course.

If you withdraw from the course after the start of the academic year and you apply for a refund, your withdrawal and any rights to a refund will be determined in accordance with the terms of clause 9.4.

**7.18 How to apply for a refund of your first-year tuition fee for ‘overseas’ students**

All refund requests must be submitted in writing to [met-studentreceipts@metfilm.ac.uk](mailto:met-studentreceipts@metfilm.ac.uk) with the subject title 'Tuition Fee and Deposit Refund Request'.

**8. Tuition Fees**

- 8.1 The tuition fees applicable to your course and information in relation to how to pay for your course, or for modules within it, are set out in your offer letter, offer pack and the [Important Regulations and Information](#) document.
- 8.2 There may be additional costs relating to your course which you agree to pay to MetFilm School or to a relevant third party (as appropriate). Additional costs include, but are not limited to, costs relating to musical instruments, musical equipment, computers, IT equipment, hiring of music studios and other venues, compulsory texts, materials, printing costs and field trips. Where this is the case, we will make this clear in advance as part of the information provided to you when you are made an offer and [on our website](#).
- 8.3 If you accept an offer, you agree to pay all tuition fees and additional costs as and when they fall due, in accordance with your offer letter, offer pack and the [Important Regulations and Information](#) document.
- 8.4 If your tuition fees are being funded, proof of student loan or other funding body's acceptance of funding for the tuition fees, together with the extent of funding provided must be received by MetFilm School no later than eight weeks preceding the start of your course, otherwise you may not be able to take up your place on the relevant course.



- 8.5 If you do not intend to apply for, or are not eligible for, a student loan/grant (via student loans company or other funding body), full payment of the tuition fees for your course must be received in cleared funds by MetFilm School no later than 8 weeks preceding the start of your course<sup>1</sup>, otherwise you may not be able to take up your place on the relevant course. If you choose to pay a deposit, this must be received within seven days of formally accepting your offer. If you accept your offer within 8 weeks of the start of the academic year, you must pay the full fees within seven days of accepting your offer.
- 8.6 Tuition fees are due for each full year of attendance.
- 8.7 Details of your tuition fees for the first academic year of the course will be set out in your offer letter.
- 8.8 Many courses last several years, and MetFilm School reserves the right to increase your tuition fees each year, reflecting the changes in costs of delivering your course, improving the educational services we provide to you, and any changes in Government policy or regulation. Cost increases take account of matters such as increased staffing costs, the need to maintain and renew MetFilm School's facilities (for example, buildings, IT and library facilities) and inflation. MetFilm School therefore reserves the right to increase tuition fees annually to recognise these changes (as set out in clause 8.9 below).
- 8.9 In any event, a tuition fee increase shall not exceed a 10% (ten percent) increase on the total course tuition fees set out in the offer letter for the same course in question.
- 8.10 Where tuition fee increases are applied, MetFilm School will aim to give affected students no less than three months' written notice before the start of the academic year to which the tuition fee increase is intended to apply.
- 8.11 If you are unhappy with the increase in tuition fees, you may terminate the Contract and/or withdraw from the course without incurring any liability to us for the increased tuition fees by giving MetFilm School notice in accordance with clause 9.2.
- 8.12 Unless otherwise agreed by us, all fees must be paid by the deadline set out in these Terms and Conditions. We reserve the right to charge interest on a day-to-day basis on tuition fees and other amounts due which are unpaid after such time. MetFilm School accepts no liability for bank or card charges incurred by you. You must pay the full tuition fees stated without any deductions.
- 8.13 If you take a break from your studies or otherwise defer your course or you are required to repeat part or all of your course, the tuition fees charged will be the tuition fees payable for the year that you return to your course or that you repeat (as applicable).
- 8.14 You are responsible for knowing the exact source of funding of your tuition fees and any applicable VAT or equivalent sales tax. Where unauthorised funds are received into MetFilm

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<sup>1</sup> Your offer letter provides details of your start date. For courses starting in September 2025, the course start date is 29<sup>th</sup> September 2025.



School's bank account, or where you fail to provide satisfactory information about the payer, then for compliance reasons (including in relation to the Proceeds of Crime Act 2002) MetFilm School may return funds back to the payer, and you will be required to make payment (from a bank account in your own name) to MetFilm School immediately. Any return of funds may potentially result in a financial loss to you and/or the payer due to currency exchange losses and/or bank handling fees which MetFilm School shall accept no responsibility for.

- 8.15 Where a debit or credit card payment received by MetFilm School is subsequently disputed by the cardholder and MetFilm School agrees to return the funds back to the payer, if there is a tuition fee balance owing, you will be required to make payment to MetFilm School immediately.
- 8.16 If you fail to pay your tuition fees as and when they fall due, we reserve the right to withdraw you from your course (without further liability to you) and seek to recover any debts. You may not be allowed to register on your course or, if you have registered, your registration may be suspended or revoked entirely if your tuition fees remain outstanding after the deadline. If your registration is suspended or revoked, you will be prohibited from attending any premises of MetFilm School and you will not be permitted to sit examinations, submit assignments, attend classes, access library or computing facilities, or access student records. We reserve the right to refuse progression to subsequent years of study relevant for your course, withhold your results and we will not issue any course certificates or awards to any student who has not paid their tuition fees in full.
- 8.17 Any claims for refunds and compensation will be processed in accordance with these Terms and Conditions and our [Student Protection Plan](#). Any refunds and compensation will be payable in accordance with the original payment method.

## **9. Withdrawal, Deferral & Intermission**

- 9.1 You may withdraw from MetFilm School and terminate your registration and the Contract at any time. On termination of your registration in accordance with this clause 9, you may remain liable to pay your tuition fees and any other amounts due, pursuant to clause 9.4.
- 9.2 To withdraw from MetFilm School you must complete and submit a Withdrawal Form, which is available from your Student Wellbeing Team. Notice shall take effect on submission of the Withdrawal Form.
- 9.3 For the avoidance of doubt, "**Withdrawal**" is to leave the course for reasons other than those related to clauses 8.12 (increased fees) or clauses 11.1 to 11.6 (changes to courses and modules), without the intention of returning in the future. "**Deferral**" is a temporary postponement of studies from the end of one academic year to the beginning of another (taking a year out of your studies). Deferral is normally only permitted for one academic year. Further information is set out in the [Academic Regulations](#) (see also the Important Regulations and Information document).

- 9.4 If you Withdraw from your course during the Cancellation Period (but have received teaching during the Cancellation Period) or after the Cancellation Period has expired, your fees will be revised based on the date you withdraw, as set out in the table below:

Date/week of termination/withdrawal	Tuition fees due	Deposit
Within the Cancellation Period	No tuition fees due and any tuition fees paid will be refunded in full (minus any deduction for teaching received during the Cancellation Period).	Refunded
Weeks 1 to 5	0% of annual tuition fees due	Not refunded
Weeks 6 to 15 (plus the winter break)	50% of annual tuition fees due	Not refunded
Weeks 16 to 20	75% of annual tuition fees due	Not refunded
Weeks 21 to 30	100% of annual tuition fees due	Not refunded

- 9.5 For the avoidance of doubt, “**Intermission**” is a period of temporary postponement of studies from an agreed point in one academic year to the same point in the next academic year. Intermission is normally only permitted for a maximum period of twelve months. In the event of Intermission, no refund or part refund of the tuition fees will be given. You will be required to pay full tuition fees in the academic year in which you return.
- 9.6 If MetFilm School sponsors you under the sponsored student route, withdrawal, deferral or intermission may have an impact on your sponsorship and you should contact [admin@metfilm.ac.uk](mailto:admin@metfilm.ac.uk) before taking any action.

## 10. MetFilm School’s Right to Terminate

- 10.1 MetFilm School may withdraw your offer and/or terminate your Contract and withdraw you from your course if:
- 1.3 you do not pay the tuition fees in accordance with these Terms and Conditions;
  - 1.3 you have failed to meet the conditions of your offer;
  - 1.3 you do not complete your registration at the beginning of the course, or you fail to re-register at the beginning of an academic year;
  - 1.3 you have provided false, incomplete, inaccurate or misleading information in your application to MetFilm School or at any other time;
  - 1.3 you fail to provide satisfactory evidence of your qualifications before admission;
  - 1.3 you are from a country outside the UK, and:
    - a) you fail to comply with your obligations under the student route and/or you fail to assist MetFilm School in discharging its obligations as a Sponsor Licence holder;
    - b) UKVI, OfS or any other government organisation requires us to terminate our sponsorship of your student visa or your permission to stay in the UK;

- c) you cease to hold valid immigration status confirming that you have the right to study in the UK or fail to provide evidence to us when required;
  - d) you breach the conditions of your stay or we have reason to believe that you have breached the conditions of your stay;
  - 1.3 you have poor attendance at lessons and engagement with assessment (further details set out in the [Student Engagement Policy](#));
  - 1.3 you fail to meet the progression requirements and have exhausted opportunities to retrieve credit;
  - 1.3 you are found guilty of a serious breach of our regulations at a disciplinary hearing;
  - 1.3 a fitness to study panel finds that you are unable to continue your studies due to illness, including mental health issues;
  - 1.3 you exceed the maximum registration period for your course;
  - 1.3 you fail to return after a period of Intermission or Deferral;
  - 1.3 you are found guilty of academic misconduct;
  - 1.3 you do not comply with the [Student Code of Conduct](#), and we take disciplinary action against you under the [Student Disciplinary Procedure](#); or
  - 1.3 you fail to comply with your obligations under these Terms and Conditions in any material respect.
- 10.2 MetFilm School will not terminate this Contract without good cause and consultation with you. Provided any action is taken to terminate the Contract in accordance with our [policies and procedures](#), we shall not be liable for any loss or damage which you may suffer as a result. Depending on the circumstances we may also be entitled to take legal action against you.
- 10.3 On termination of the Contract by MetFilm School you are liable for any outstanding tuition fees and any other amounts due.

## **11. Changes to Courses & Modules**

- 11.1 MetFilm School makes every effort to ensure that the information provided to you about your course is correct, and that we do not omit informing you about important information that might affect your decision to study at MetFilm School. Due to the time period between prospectus publication and registration on your course, circumstances may change due to factors beyond our reasonable control and therefore it may sometimes be necessary to vary the content of the course or modules or services (including the mode of delivery) as described in the prospectus (at the date of your offer letter) or cancel a course in its entirety.
- 11.2 We will use reasonable endeavours to ensure that changes are kept to a minimum, but if we need to make any material changes to your course (as described in your offer letter and/or relevant prospectus) before you register at MetFilm School, we shall bring the changes to your attention as soon as possible. If you reasonably believe that the proposed changes will have a material prejudicial effect on you, you may either terminate the Contract and/or withdraw your application for the course without any liability to us for tuition fees, or transfer to another course (if any) as may be offered by us for which you are qualified.
- 11.3 Examples of where changes may be made or required are (without limitation):

- 3.3 where changes are in students' overall interests, for example because of developments in teaching practice or technology, new assessment methods, or where a campus redevelopment or restructuring means that teaching locations change to a different site;
  - 3.3 where regulatory or government requirements mean that changes must be made to ensure compliance. Examples include changes to how MetFilm School is required to operate because of changes to a professional body's requirements or changes to immigration rules or other laws/regulations;
  - 3.3 where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements are provided;
  - 3.3 where MetFilm School decides for academic or operational reasons to revise the compulsory or optional modules that are available on your course; and/or
  - 3.3 due to factors beyond our reasonable control, it may sometimes be necessary to vary the content of the course or modules or services as described in the course prospectus.
- 11.4 MetFilm School is committed to providing appropriately qualified staff to teach the course, but it does not commit to ensuring that any individual will teach on any given course. Where these members of staff leave MetFilm School, take leave or are otherwise become unavailable to teach then they will be replaced by either existing or new staff appointed by MetFilm School.
- 11.5 Once you have accepted your offer, whilst we will use all reasonable efforts to deliver your course in accordance with the Contract, circumstances may arise where we are required to close your course. Examples of where course closure may be made or required are (without limitation):
  - 5.3 where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements cannot be provided. This might be where the member of staff concerned has a particular specialism which cannot be adequately covered by other members of MetFilm School's staff, or by other resources (e.g. temporary staff) that MetFilm School would normally engage in such circumstances;
  - 5.3 where a teaching location becomes unavailable due to an event outside our reasonable control as further set out in clause 13.5; or
  - 5.3 there are an insufficient number of students enrolled on the course meaning the continued running of the course is financially unviable.
- 11.6 MetFilm School's [Student Protection Plan](#) sets out what you should expect to happen should your chosen course or MetFilm School closes, including arrangements that would be put in place to enable you to complete your studies.

### **Changes to your course prior to your registration as a student**

- 11.7 We will use reasonable endeavours to ensure that we deliver all courses as described in the prospectus. However, if we have to make any substantial changes to your course (as against the commitments made in the course prospectus and as reasonably determined by us), or if we have to postpone the start date or cancel a course we will notify you of such changes or postponement or cancellation as soon as possible and will use reasonable endeavours to offer you a place on a suitable replacement course for which you are qualified.
- 11.8 If you are unhappy with the replacement course offered by us or if we are unable to offer a suitable replacement course, you may terminate the Contract and/or withdraw your application for the course without any liability to us for tuition fees and we will issue you with a full refund of any and all tuition fees you have paid.
- 11.9 If you agree to transfer to such other course as may be offered to you by MetFilm School (and for which you have the necessary qualifications), and the course has a higher tuition fee rate than the course you accepted your offer for, you will not be charged the higher tuition fee rate and instead you will only be liable to pay the tuition fee rate for the course you initially accepted your offer for.

#### **Changes to your course after registration as a student**

- 11.10 Once you have registered as a student of MetFilm School we will use reasonable endeavours to deliver your course in accordance with the Contract. However, if we need to discontinue your course because of the reasons outlined in clauses 11.3 and 11.5, we will inform you as soon as is reasonably practicable and we will take all reasonable steps to minimise disruption to students and to transfer you, with your consent to a suitable replacement course for which you are qualified at MetFilm School.
- 11.11 If you are unhappy with the replacement course offered by us or if we are unable to offer a suitable replacement course, you may terminate the Contract and/or withdraw from the course by giving MetFilm School notice in accordance with clause 9.2 and without incurring any further liability to us for tuition fees. You shall be entitled to a refund of all tuition fees paid to date.
- 11.12 In circumstances where it is necessary to make a substantial change to your course after registration as a student (as against the commitments made in the course prospectus and as reasonably determined by us, such as the nature of the award, a substantial aspect of the curriculum, changes to the educational purpose of a course or changes to the mode of delivery of a course), we will notify you as soon as possible of such substantial changes and we will consult with the affected students (where consultation is possible and appropriate) to seek their views on the changes/proposals and any potential alternatives or steps to minimise the impact on students. Changes to the availability of option modules, or changes which are to students' benefit will not normally be "substantial". If you are unhappy with the substantial change(s) to your course, we may offer you a suitable alternative course for which you are qualified (at no additional cost to you). If you are unhappy with the alternative course we offer you or we are unable to offer you a suitable alternative course, you may terminate the Contract and withdraw from the course by giving MetFilm School notice in accordance with clause 9.2

and without incurring any further liability to us for tuition fees and you shall be entitled to a refund of all tuition fees paid to date.

- 11.13 We reserve the right to vary minor elements of your course from that described in the prospectus and/or your offer letter. Minor variations may include changes of module title, changing a module from compulsory to optional as well as minimal variations to module content. Such minor and material variations will be made to improve the quality of educational services and ensure the student experience; to meet the latest requirements of a commissioning or accrediting body in response to student feedback; to respond effectively to, or as a result of academic staffing changes, changes to MetFilm School's regulations, a lack of student demand for certain modules, operational or academic changes; to comply with Government guidance; or as a result of factors beyond our reasonable control. How we notify you will depend on the nature of the changes but, in any event, such changes will be published in the updated course information on our website.

### **Option Modules**

- 11.14 The option modules available on your course are subject to variation dependant on minimum numbers of students (normally 15) for each module and the availability of expert staff and module specific resources at your MetFilm School Campus. We will ask you to choose your option modules towards the end of the academic year during the first and second years of your course and you may be required to choose new option modules if any that you have selected will not be available. Once this process is completed, we will confirm your final options to you in writing.

### **Other consequences of changes to your course**

- 11.15 If you choose to cancel the Contract in accordance with clauses 11.1 to 11.13 we will use reasonable endeavours to assist you in finding an alternative comparable course with another Higher Education provider in the UK.
- 11.16 If you choose to cancel the Contract in accordance with clauses 11.1 to 11.13, you may be entitled to compensation pursuant to our [Student Protection Plan](#).
- 11.17 If you are a sponsored student under MetFilm School's Sponsor Licence, course changes may have an impact on your sponsorship, and we will provide information in this regard. If you wish to change your course, you should contact [admin@metfilm.ac.uk](mailto:admin@metfilm.ac.uk) before taking any action.

## **12. Online provision of courses**

- 12.1 If, and to the extent that any part of the course is delivered online as per your offer letter, or if we are forced to move to an online delivery mode due to factors beyond our reasonable control, then the following provisions of this clause 12 shall apply.
- 12.2 If any part of the course is delivered online, it shall be delivered using MetFilm School's virtual learning platform (Canvas). When you register to access our virtual learning platform for the first time, you may be required to accept the platform's terms of use. We will provide you with

information on how to access the virtual learning platform prior to commencement of the course.

- 12.3 You will only be allowed to use the content of the virtual learning platform for your own personal learning and will not be allowed to adapt it, or use it for any other purpose other than your own learning in relation to your course. You are not permitted to distribute any content to anybody else or to use the virtual learning platform for any other purpose.
- 12.4 The costs of any equipment and internet access required for the online provision of any part of your course is not included in the fees and this will be your responsibility. You will also be responsible for checking any materials, equipment and other devices intended to be used for the online provision of any part of your course is compatible with the specification requirements of the course.
- 12.5 You should keep separate copies of any work uploaded to the virtual learning platform as part of the provision of online deliver for any part of your course. To the extent permitted by law, MetFilm School accepts no liability whatsoever for any loss, destruction or corruption of data or content uploaded to the virtual learning platform.

### **13. Liability**

- 13.1 Subject to the remainder of this clause 13, MetFilm School (including its staff and/or representatives) shall have no liability to you for any loss, damage, costs or expenses arising under or in connection with the Contract except where such loss or damage is directly caused by MetFilm School (or its staff or representatives). MetFilm School shall not be liable for any loss or damage which was not foreseeable. Losses are foreseeable if they are an obvious consequence of MetFilm School's breach of the Contract.
- 13.2 While we take reasonable care to ensure the safety and security of students at our campuses, we cannot accept responsibility and expressly exclude liability for loss or damage to students' personal property (including but not limited to computer and IT equipment, software, bicycles and vehicles), including any financial or other consequential loss where such loss or damage is a result of theft, fire, flood, computer virus or any cause related to our computer facilities, or any other cause, except where such loss or damage is caused by our negligence. It is recommended that you insure personal property against such risk of loss and damage.
- 13.3 We shall not be held responsible for any injury to a student, financial or other loss or damage resulting from such injury, or for damage to property, caused by any other student, or by any person who is not an employee or authorised agent of MetFilm School.
- 13.4 Notwithstanding any other provision in the Contract, nothing shall exclude or restrict MetFilm School's liability for death or personal injury resulting from its negligence or fraudulent misrepresentation or in any other circumstances where liability may not be limited under any applicable law.
- 13.5 We shall not be liable to you in any manner whatsoever for any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under the Contract, if



such failure or delay is due to any event beyond our reasonable control (including, but not limited to strikes, lockouts or other industrial action, acts of God, severe weather, natural disasters, pandemic, quarantine or widespread illness, war, protest, riot, civil disorder or unrest, fire, explosion, an actual, suspected or threatened act of terrorism, national emergencies, any restrictions imposed by government or public authorities, breakdown of plant or machinery, actions or default of placement providers or default of suppliers or sub-contractors). In such circumstances, we shall take reasonable steps to minimise any disruption to students, which may include (but is not limited to) the following:

- 5.3 altering timetables to reschedule classes;
- 5.3 changing elements of the course to enable us to deliver; and
- 5.3 changing the delivery method or delivery location of the course.

- 13.6 If we make any changes to your course to mitigate the effect of an event outside of our reasonable control as set out in clause 13.5 and such a change is a substantial change, if you are unhappy with the substantial change to your course, we may offer you a suitable alternative course for which you are qualified (at no additional cost to you). If you are unhappy with the alternative course we offer you or we are unable to offer you a suitable alternative course, you may terminate the Contract and withdraw from the course by giving MetFilm School notice in accordance with clause 9.2 and without incurring any further liability to us for tuition fees and you may be entitled to a refund of all tuition fees paid to date and/or compensation as set out in clause 11.6, depending on the circumstances.

#### **14. Intellectual Property**

- 14.1 “**Intellectual Property Rights**” means any patent, rights to inventions, copyright and related rights, performers’ property rights, trademarks, trade names, domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information, and other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world.
- 14.2 Any intellectual property rights developed by students as part of their course normally belong to the student, or in the case of group projects to the respective students involved in the project subject to certain exceptions detailed in the student handbook. These include projects such as episodic productions and feature films in which a large group of students collaborate on a curriculum-based project that is funded by MetFilm School.
- 14.3 By registering on a course, you authorise MetFilm School and any associated company to publish and promote photography, video content and any other materials produced by you relating to your course of study with MetFilm School in all territories for the purposes of publicity and promotion without restriction.

#### **15. Complaints**

15.1 If you have a complaint about an admissions decision or an aspect of the admissions process, please contact [admissions@metfilm.ac.uk](mailto:admissions@metfilm.ac.uk).

15.2 Once you have registered as a student of MetFilm School, if you have a complaint about us, please follow the Student Complaints Procedure. This is detailed [here](#) and can also be accessed from the Important Regulations and Information document. If, having followed the complaints procedure to completion, you remain dissatisfied you have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education.

## **16. Data Protection**

16.1 We will process your personal data in accordance with the General Data Protection Regulation (GDPR) and our [Data Protection Policy](#). We may share your personal data with third parties, which we will do in accordance with our policy on data protection.

16.2 Our awarding body, BIMM University will also process your personal data in accordance with the General Data Protection Regulation (GDPR) and their [Data Protection Policy](#). If BIMM University shares your personal data with third parties, they will do so in accordance with their policy on data protection.

16.3 Once you are registered as a student of MetFilm School, we are required to collect and provide information to certain external agencies including the Higher Education Statistics Agency, whose data protection notice can be found [here](#).

16.4 After you complete your studies, we will retain basic registration details, results, any discipline records and your address, and any information that may be required in relation to matters that are still outstanding. Basic information may also be passed to our alumni support team to create an alumni database. The remaining information will be destroyed.

## **17. General**

17.1 The Contract constitutes the entire agreement between you and MetFilm School and supersedes all previous agreements between you and MetFilm School, whether written or oral.

17.2 The Contract is personal to you, and you may not transfer any of your rights or obligations under the Contract to another person.

17.3 The Contract is between you and us and no other person shall have any rights to enforce any of its terms.

17.4 Each of the paragraphs of these Terms & Conditions operate separately. If a court decides that any of them is unlawful the remaining paragraphs will remain in full force and effect.

17.5 If we do not insist immediately that you do anything that you are required to do under these Terms and Conditions, or we delay in taking steps against you in respect of your breaking this

Contract, that will not mean that you do not have to do those things and it will not prevent us from taking steps against you at a later date.

- 17.6 Any notice given under the Contract shall be in writing. We shall send any notice to you either to your term-time address or your home address or by email to your MetFilm School email address. Unless otherwise stated in these Terms & Conditions, you must send any notices by email to [met-studentreceipts@metfilm.ac.uk](mailto:met-studentreceipts@metfilm.ac.uk) marked for the attention of the Chief Financial Officer.
- 17.7 The Contract and any dispute or claim arising out of or in connection with it shall be governed by English law and you can bring legal proceedings in the English courts. If you live in Scotland, you can bring legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in either the Northern Irish or the English courts.