Global Enrichment Programme
Terms & Conditions

1. Accuracy

We endeavour to ensure that all the information we publish regarding the Global Enrichment Programme ("GEP") — including programme content, general information, and prices — both on our website and in all advertising materials, is accurate. Notwithstanding any terms herein, we reserve the right to amend all such information and terms & conditions at any time, at our sole discretion, without further notice to you. By enrolling in the GEP programme, you expressly agree to be bound by the terms and conditions set forth herein. In the event of any discrepancies or inconsistencies, the English version shall take precedence

2. Attendance and Withdrawal of Student after Commencement of GEP Programme

Should you, for any reason whatsoever, elect to withdraw the student from the GEP programme after its commencement, no refund or reimbursement will be made to you. Any and all costs associated, directly or indirectly, with the student's early withdrawal will be your responsibility. Upon voluntary withdrawal, all outstanding balances immediately become due and payable. Should there be any further costs or expenses incurred after such withdrawal, these will also be borne by you, including but not limited to medical expenses, damage to property, and any other costs incurred during the GEP programme.

There will be no claim for reimbursement or refund of the GEP programme fees or any other fees paid in the event of non-attendance or delayed arrival to a GEP programme.

3. Cancellation and Changes by Us

We reserve the right to cancel and/or amend a GEP programme at any time for any reason. In the event that a GEP programme is cancelled by us, we will provide either a refund or rescheduling options at our sole discretion. We will not be responsible for any third-party expenses or losses you may incur as a result of any changes or cancellations made by us. Please consider this when making additional commitments related to the GEP programme, such as hotel and car reservations etc that are not booked through the GEP. In the event of cancellation, we will make every effort to provide prompt notice.

4. Complaints Procedure

In recognition that, on occasion, there may be legitimate complaints that GEP Programme participants wish to raise, we are committed to maintaining an effective complaint procedure. Complaints must be made in writing to our official complaints channel at hello@thegep.com, and they will be recorded along with any action taken in regard to the specific complaint or, more generally, to avoid the recurrence of the issue encountered.

Complaints Procedure

We are committed to addressing any concerns or issues you may encounter promptly and efficiently. Our procedure is designed to resolve matters in a fair and transparent manner.

Stage 1: Resolution with Staff

In the first instance, any complaints should be addressed to the camp staff. We will aim to acknowledge and respond to urgent matters and general queries as soon as practicable.

Stage 2: Escalation to Management

If the complaint cannot be resolved at Stage 1, it may be escalated to the camp management team. We will strive to resolve the matter promptly and keep you informed of the progress.

Stage 3: Mediation
In the event that the complaint remains unresolved after escalation to management, both parties agree to engage in mediation with a neutral third party. Mediation will be conducted in good faith, with the aim of reaching a mutually agreeable solution.

Stage 4: Legal Proceedings
If mediation is unsuccessful and no resolution is reached, the matter may proceed to legal proceedings. Both parties agree that legal action should only be pursued after all previous stages of the complaints procedure have been exhausted. Furthermore, both parties acknowledge that if all dispute resolution mechanisms are not fully exhausted, any legal proceedings commenced shall be null and void.

5. Security Deposit

British Summer School ("BSS")

A security deposit sum of RM2,000 ("Security Deposit") must be paid prior to the student commencing the GEP programme. The amount of the Security Deposit must be received by us nett of all transaction fees and/or costs 1 week before the start of the BSS programme. Failure to pay the Security Deposit prior to the commencement of the BSS programme will result in the student being denied participation.

The Security Deposit will be held by GEP and may be used to cover any incidental costs, damages, or additional charges that arise during the BSS programme. Such charges may include, but are not limited to, the following:

a. Damage to camp property or facilities;
b. Lost or damaged equipment;
c. Medical bills; or
d. Unforeseen additional costs related to the student's stay.

In the event that the total cost of incidentals, medical bills, damages, and/or any other expenses incurred by us on behalf and/or due to your child exceeds the Security Deposit, the parent or appointed guardian will be responsible for paying the remaining balance within seven (7) days of being notified in writing to pay such remaining balance.

Should the available Security Deposit drop below 30% of the original Security Deposit amount at any point in time prior to the end of the BSS programme, you shall; within 2 days; make a top-up to the Security Deposit as communicated in writing by us. Any unutilised Security Deposit will be returned to you within 30 days of the BSS programme's last day, less any transaction fees and/or costs (e.g. bank transfer and payment gateway fees).

Other GEP Programmes

In the event a security deposit is not collected in advance of the commencement of the relevant GEP programme, the parent and/or appointed guardian accepts full responsibility for the costs of all incidentials, medical bills, damage and/or any expenses incurred by us on behalf and/or due to your child and the parent and/or appointed guardian agress to make payment in full for these costs within seven (7) days of being notified in writing of such costs.

6. Electronic and Personal Devices

Unless otherwise communicated in writing, we discourage students from bringing personal computing devices, including but not limited to laptops, tablets, iPads, smartwatches, and computers, to the GEP programme camp venue.

The usage of mobile phones is permitted only during designated timeframes and on specific days ("Designated Period"). These timeframes will vary depending on the applicable GEP programme and will be communicated to you in advance. Outside of the Designated Period, mobile phones and personal computing devices (collectively referred to as "Personal Devices") will be secured for safekeeping by staff. If students are found with Personal Devices outside of the Designated Period, those devices will be taken for safekeeping.

7. Events Beyond Our Control

We shall not be liable for any alterations, cancellations, delays in performing, or failure to perform any obligation in connection with the conduct of the GEP programme due to causes, incidents, or events beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such causes may include, but are not limited to, compliance with any law or governmental order, rule, regulation, or direction, pandemics or epidemics, threats to safety, terrorism, outbreaks of disease, fire, natural disasters, and/or acts of God.

In the event of a cancellation or delay of a GEP programme due to causes, incidents, or events beyond our control, a credit note valid for one (1) year, amounting to the GEP programme fees paid, shall be issued to you. For clarity, the Security Deposit paid shall be returned to you, less any transaction fees and/or costs (e.g. bank transfer and payment gateway fees). However, any monies payable to third parties (including but not limited to transport and/or hotel accommodation providers) shall not be refunded.

8. Guardian

Should the parent of the student not reside in the country where the GEP programme is being conducted, the student is required to have an appointed guardian—registered with the GEP during enrolment—who can act on the parents' behalf in all matters during the applicable GEP programme.

The guardian's duties include, but are not limited to:

a. Providing a 24-hour point of contact for parents, campers, and GEP;
b. Acting with delegated parental authority in emergencies or crises;
c. Providing pastoral and educational support, including regular communication with GEP staff regarding the student's welfare; or
d. Ensuring legal documents such as visas are kept up-to-date.

The appointed guardian must reside legally in the country where the GEP programme is being conducted and must be able to be physically present at the GEP programme camp venue within 3 hours of notification to address any issues with the student, including but not limited to collecting the student promptly in the event of sickness or withdrawal. Unless required by law, we will not release a student to the care of any party other than the student’s parent or appointed guardian.

If an appointed guardian is unavailable, the GEP can assume such responsibility (“Guardianship Service”) solely for the duration of the applicable GEP programme for an additional guardianship fee of RM800 per day or part thereof (“Guardian Fee”). This fee shall be deducted from the Security Deposit if, in GEP’s opinion, guardianship services are required to safeguard the student’s welfare.

As guardianship is a critical safeguarding issue in unforeseen circumstances, please note that if a guardian has not been appointed prior to the start of the GEP programme, the GEP shall deem you to have elected the Guardianship Service, and the Guardian Fee shall be deducted from the Security Deposit should such circumstances arise. Alternatively, parents may be required to make payment via the provided payment link if the Security Deposit is insufficient.

9. Insurance

Students enrolled in the GEP programme are advised to obtain adequate travel, personal accident, and medical insurance that covers their time at the GEP programme. If the student attends the GEP programme without sufficient insurance coverage, we shall not be liable for any losses, costs, or expenses howsoever arising from such lack of coverage. The parents or guardians shall be liable for any such losses, costs, or expenses incurred by the student.

10. Loss and Damage Caused by Student

You will be liable for any and all costs, charges, expenses, and/or liabilities that may arise in respect of damage to any of our property where the student (acting alone or with others) has caused loss and/or damage to the camp venue, our property, and/or the property of any other person. We will provide you with the costs of such repair and/or replacement, and you expressly agree to the determination of such costs and the immediate deduction from your Security Deposit for the cost to replace and/or repair the damage, as applicable. Should the Security Deposit be insufficient to cover the loss or damage to the property, you expressly agree to be liable for the difference prior to the student's departure from the GEP programme.

Furthermore, you shall indemnify and hold harmless GEP, its staff and/or representatives from any and all losses, claims, damages, liabilities, costs, and expenses (including legal fees) arising out of or in connection with any such liabilities, loss or damage caused by the student.

11. Medical Attention, Allergies and Consent

If a student falls ill or has been in contact with anyone with an infectious or contagious disease within 21 days of the commencement of the GEP programme, you must inform us in writing. Upon request, you will provide a medical certificate from a doctor confirming that it is safe for the student to attend the GEP programme. In the event of any such contact becoming apparent following the commencement of the GEP programme, this must be notified to us as soon as possible.

Prior to the commencement of the GEP programme, you must notify us in writing of any medical conditions, health problems, or allergies experienced by the student. We are sensitive to allergens but cannot guarantee their exclusion from the GEP programme. If a student requires an Epinephrine auto-injector or any other medication that their life may depend on (e.g. Ventolin for asthma), the student must carry no less than three auto-injectors (or other relevant personal medication devices) or as otherwise recommended in writing by their doctor.

By enrolling your child in a GEP programme, you consent to our medical team administering the applicable over-the-counter or non-prescription medicines for the treatment of minor symptoms such as low-grade fever, stuffy nose, and cough etc. If a student requires urgent medical attention while under our care, all reasonable efforts will be made to notify you. However, if it is not practicable to contact you in time, you authorise us to consent on your behalf for the student to receive emergency medical treatment.

Additionally, you agree that we may administer first aid to your child if required. For the well-being of all students, we reserve the right to exclude a student from classroom and/or other activities, or to separate them from shared accommodation during the programme, in cases of illness or for the safety and well-being of others. Should the student require urgent external / third party medical attention outside of the GEP programme camp venue, all such expenses and associated charges shall be for your account and shall be deducted against the Security Deposit and/or charged to you. Please take note that our duty of care for students ends at the end of the applicable GEP programme and you shall be responsible for the custody and wellbeing of the student after this point.

There will be no claim for reimbursement, replacement of any camp sessions, or refund of the GEP programme fees in the event of absence due to medical reasons or emergencies.

12. Our Responsibilities for Your Booking

Subject to the remainder of this clause, we have a duty to either provide the services outlined as part of the GEP programme (where we are performing those services) or to select third-party suppliers of these services with reasonable skill and care (where we use the services of third-party suppliers). We have no liability to you except in cases where it is proved that we have breached that duty of care and that damage to you has been directly caused. It is a condition of our acceptance of liability (if any) under this clause that you notify us and our suppliers of any claim strictly in accordance with the Complaints Procedure set out in Clause 4.

Notwithstanding any terms in this document, our total liability to you shall not exceed the amount of the GEP programme fee paid to us.

We shall not be responsible or pay you any compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

a. the act(s) and/or omission(s) of the affected person(s); or
b. the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
c. unusual or unforeseeable circumstances beyond our or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
d. an event which either ourselves or suppliers could not, even with all due care, have foreseen or forestalled.

Where any payment is made, the person(s) receiving it (and their parent or guardian, if the student is under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

We shall not accept any liability for any damage, loss, expense or other sum(s) of any description:

a. which, on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you;
b. relating to any indirect, consequential loss or loss of profit; or
c. if you omit to provide all relevant or necessary information (such as medical-related information) or provide inaccurate information upon enrolment.
d. that result from events beyond our control (force majeure), such as acts of God, war, riots, civil commotion, fire, flood, explosion, haze, adverse weather conditions, environmental events, natural disasters, pandemic or epidemic outbreaks, government actions, or any other unexpected event that prevents us from running the GEP programme as planned.

13. Parent Communications and Visits During the GEP Programme

The safeguarding of our students is of paramount concern to us. Outside of arrival and departure days, parents and/or guardians are not permitted to access the GEP programme camp venue. If you need to visit the camp venue in an emergency, such arrangements must be made in advance with our staff through the official GEP programme communication channels (as set out during the enrolment process). Arrival at the camp venue without prior notice and written agreement from us will result in you being denied entry. You agree to be escorted at all times by a staff member during an approved visit to the camp venue and will be removed from the camp venue if access is attempted to restricted areas.

We discourage parents from communicating with the student during the first week of the GEP programme, as it interferes with the student's ability to overcome initial homesickness and become independent and self-confident. Parents accustomed to communicating instantly with the student by mobile phone, email, or text messaging may need to adjust their expectations. Please do not promise the student that you will visit, as the GEP programme policy does not permit this.

Our staff are trained to handle day-to-day situations that may arise during the student's time at the GEP programme in a safe and caring manner. Instances when you might expect to hear from GEP staff for consultations or to arrange to pick up the student may include but are not limited to:

a. Behavioural issues including bullying or verbal or physical aggression;
b. Severe homesickness;
c. Illness with a fever of 38.5 degrees centigrade; and/or
d. If your child receives medical care apart from regular first aid.

You should not expect an immediate response to your queries during the conduct of the GEP programme, as staff are directly involved with the students. Our staff will endeavour to respond to all queries within 24-48 hours of receipt, provided that such enquiries are received via the official GEP programme communication

channels as set out during the enrolment process. In the rare event of an emergency, communications from parents and/or guardians will be attended to as soon as practicable through the aforementioned official GEP programme communication channels.

14. Photography and Marketing

We retain full rights to all content, including photographs and videos, taken during the GEP programme. By enrolling your child, you grant us permission to use this content for camp highlights and promotional materials, including but not limited to videos, photos, brochures, newsletters, website pages, and other promotional activities. If you do not wish for your child to appear in any promotional material, you must notify us in writing at hello@thegep.com prior to the commencement of the GEP programme. Should you fail to provide such notice, you waive all rights to opt out of the use of your child's likeness in any of the aforementioned content.

15. Special Needs or Behavioural Issues

Prior to enrolment in the GEP programme, you are responsible for notifying us in writing of any officially diagnosed special needs or behavioural issues of the student. This includes, but is not limited to, any history of learning difficulties, disabilities, additional educational needs, or behavioural, emotional, and/or social difficulties. Additionally, you must inform us of any family circumstances, court orders, or other factors that might affect the student's welfare, happiness, or safety, whether long-term or short-term.

As we do not provide one-to-one support during the GEP programme, failure to disclose any special needs or behavioural issues may result in additional supervisory fees being charged at our sole discretion. These fees will be implemented to ensure adequate oversight for the student's safeguarding and wellbeing and will be deducted from the Security Deposit and/or billed to you.

Furthermore, alcohol, drugs, smoking, and any illegal activities are strictly prohibited during all GEP programmes. If the student poses a risk to the welfare of other students and/or staff, we reserve the right to withdraw your child from the programme at our sole discretion and/or take any necessary actions required under the law. Such a withdrawal shall be classified as a Sanctioned Withdrawal as defined in Clause 16 below.

16. Student Behaviour and Well-Being

We have a responsibility to ensure the well-being and safety of all children in our care and have established procedures for managing behaviour. If a student is unable to comply with behaviour expectations, a counselling session may be arranged, and sanctions such as denial of access to personal devices during the Designated Period or withdrawal from excursions and/or group activities may be implemented. We respect the student’s human rights and freedoms while balancing these with the lawful needs and rules of the GEP programme, as well as the rights and freedoms of others.

We follow a zero-tolerance policy towards discrimination, violent and/or harmful acts, and persistent poor behaviour of any kind, irrespective of any special needs. We reserve the right to remove a student from the GEP programme for either a portion of the programme (partial withdrawal) or for the remainder of the programme (full withdrawal) if the behaviour or conduct of the student, or the behaviour or conduct of their parents, is determined by us (at our sole discretion) to be contrary to the GEP programme’s rules, regulations, or standards, or otherwise not in the best interest of the GEP programme ("Sanctioned Withdrawal").

In the event of a Sanctioned Withdrawal, no refund or reimbursement will be made, and you will be responsible for any and all costs associated, directly or indirectly, with the student’s withdrawal. All outstanding balances will become immediately due and payable.

Upon written notification of a Sanctioned Withdrawal, you and/or the student’s guardian must collect the student from the GEP programme camp venue by 5pm on the following day. If the student is not collected by this time, a late student collection fee ("Late Student Collection Fee") will be charged and/or deducted from the Security Deposit. The Late Student Collection Fee will be calculated as the applicable GEP programme’s daily rate (i.e., the total GEP programme fee associated with the student’s attendance divided by the number of scheduled programme days). During this interim period, the student will not be permitted to participate in

the GEP programme; we reserve the right to separate the student from other participants to preserve the well-being of all students until they are collected.

We may disclose information to third parties on a need-to-know basis when necessary to safeguard or promote the student's welfare or to prevent a risk of serious harm to the student or another person in the GEP programme. By enrolling in the GEP programme, the parent or guardian consents to such disclosures as deemed necessary by us.

17. Student Drop Off / Collection

Student drop-off and/or collection shall only occur at the GEP programme camp venue unless prior written approval is obtained from us.

The student must be collected from the GEP programme camp venue by 5pm on the last day of the GEP programme unless otherwise agreed in writing by us. If the student is not collected by this time, a Late Student Collection Fee will be charged and/or deducted from the Security Deposit.

In the event of a Sanctioned Withdrawal, you and/or the student's guardian shall collect the student from the GEP programme camp venue by 5pm on the day following the written notification of the student's withdrawal. If the student is not collected by this time, you expressly agree to the application of a Late Student Collection Fee, which will be charged and/or deducted from the Security Deposit.

18. Valuables

GEP is not responsible for any monies, jewellery, electronic devices, clothing, apparel, and/or other valuables brought to the GEP programme by students. Students are strongly advised to label their belongings clearly and refrain from bringing unnecessary valuables.

GEP shall not be held liable for any property left behind at the GEP programme. Items found will be held at the lost and found for collection, and it is the student's responsibility to promptly collect his/her belongings. If unclaimed within seven (7) days of the end of the GEP programme, GEP reserves the right to dispose of or donate such items. Any costs incurred for the return of lost property after the programme ends will be deducted from the Security Deposit.

19. Withdrawal of Student Prior to Commencement of GEP programme

Should you elect to withdraw the student from the GEP programme more than 60 business days prior to the commencement of the programme ("Programme Cutoff"), you shall be entitled to a refund of the Security Deposit and GEP programme fees paid to us, less a cancellation fee of RM1,000 and any transaction costs and/or fees (e.g. bank transfer and payment gateway fees). For clarity, this refund shall not include any monies payable to third parties (by you or by us on your behalf), such as those due to a transport provider, hotel accommodation or any other third parties.

If you elect to withdraw the student after the Programme Cutoff but before the commencement of the GEP programme, and provide a legitimate reason in writing (subject to our sole determination), a credit note valid for one (1) year will be issued to you for the GEP programme fees paid to us, less a deferment fee of RM1,000. If a legitimate reason is not provided, all monies paid to us (excluding the Security Deposit) shall be forfeited. For clarity, the Security Deposit will be returned to you, less any transaction costs and/or fees (e.g. bank transfer and payment gateway fees). Monies payable to third parties (including but not limited to transport and hotel accommodation providers) shall not be refunded.

20. Chaperoned Flights

Where GEP arranges chaperoned flights as an optional add-on service for registered students, such arrangements are governed solely by the Chaperoned Flight Terms and Conditions, which are separate from and supplemental to these Terms and Conditions.

21. Further Information and Applicable Law

We make no representation and/or guarantee of any specific results from attendance of the GEP programme. No part of the GEP programme is intended to constitute advice and the content of the GEP programme should not be relied upon when making any decisions or taking action of any kind.

These terms and conditions and all legal relations between us are governed by the laws of Malaysia. Subject to Clause 4, parties agree that the Courts of Malaysia have exclusive jurisdiction over any dispute, claim or other matter which may arise between us.

22. Instalment Payment Plan

Parents may elect to pay the GEP programme fees in three (3) equal monthly instalments instead of a lump sum. The first instalment must be paid upon confirmation of enrolment, while the second and third instalments must be paid in accordance with the payment schedule provided by GEP. The full programme fee must be settled at least one (1) month before the commencement of the GEP programme.

If the full programme fee is not received one (1) month before the programme starts, the student will not be permitted to participate in the GEP programme until the outstanding balance is fully settled. If only the first instalment is paid and the remaining two instalments are not made, GEP reserves the right to cancel the student's enrolment, in which case all amounts paid shall be forfeited. Alternatively, GEP may deduct the outstanding balance from the Security Deposit if the available balance is sufficient. If the Security Deposit is insufficient, parents must settle the outstanding amount immediately.

Missed payments may also incur a late payment fee of RM200 per missed instalment. By opting for the instalment plan, parents acknowledge and agree that they remain fully responsible for ensuring timely payments. GEP reserves the right to take further action, including legal recourse, to recover any unpaid programme fees.