

Lancaster University Student Contract for 2026-27 year of entry

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Contract Terms

1. Definitions:

We will use the below definitions throughout this document to help keep it concise and easy to understand. Every time we use a definition (which can be identified as it will always be in capital letters) it has the specific meaning given to it in the below table.

If there is anything in this document you do not understand, please contact us before accepting your offer so we can explain it to you.

Contract Terms:	means the following, together: a. the terms and conditions set out in this document headed Lancaster University Student Contract for 2026-27 year of entry onwards (we will refer to this as the “Student Contract”); b. the terms of your student offer and other relevant course information provided to you (we will refer to this as the “Offer Letter”); c. the University’s Regulations, guidelines, rules, codes of practice, policies and procedures, and other documents found or referred to at https://www.lancaster.ac.uk/study/important-information/terms-and-conditions-for-students/ (we will refer to this as the “Regulations”)
Programme:	means your course of study or research.

2. Your contract with us is called the “Contract Terms” which consists of the Student Contract, your Offer Letter, and the Regulations (which are further described in the definitions). The Contract Terms establish a single legally binding agreement between you and the University at the time you accept the Offer Letter to study your Programme at the University (subject to the conditions in your Offer Letter being met).
3. Where you do not accept the Offer Letter, but your conduct demonstrates that you have indicated your acceptance (for example, you attend your lectures and seminars, or sign an student accommodation contract), we will deem that you have accepted the Contract Terms in full, and this will establish a legally binding agreement where you will be liable to pay applicable tuition fees (as well as any other fees we have informed you of).
4. This Student Contract is also published at <https://www.lancaster.ac.uk/study/important-information/terms-and-conditions-for-students/> . Where there is a discrepancy between what the Offer Letter says, and what the Student Contract says, the Offer Letter will apply over the Student Contract. We will act fairly and reasonably in resolving such discrepancies.
5. You must read all the Contract Terms and all other information provided to you. This is because you will be subject to these Contract Terms for the full duration of your Programme.
6. We may make minor changes or updates to the Contract terms during your period of study. We will tell you when we do this and explain the key changes to you. It is

prudent to review the Contract Terms periodically. The University's regulations can be found here: <https://portal.lancaster.ac.uk/ask/marp/>.

7. You will re-Register as a student of the University at the beginning of each academic year.
8. The Contract Terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.
9. Lancaster University has a duty to comply with financial sanctions rule enforced by the UK government. This means financial transactions with countries, businesses or individuals that are subject to sanctions will require additional checks by the University. If these checks are not satisfactory, we may have to terminate your Student Terms. We will refund any payments you have made in this situation less your deposit.
10. We may be required to carry out a risk assessment depending on whether your country is listed as 'Higher Risk' (see the guidance on the Government's website on [Money Laundering Advisory Notice: High Risk Third Countries](#)) or is subject to economic or political uncertainty. You will be required to provide your consent to this and, if refused, this may prevent you from Registering.

Admissions

9. Your eligibility to Register with, and become a student of, the University is governed by the University's Admissions Policy which states the University's policy on undergraduate and postgraduate admissions to full- time and part-time degree programmes, including routes for feedback and complaints, and is available to view on the ['Policies and Regulations' section of the University's Advice, Support and Knowledge \(ASK\) portal](#).
10. The University has a specific policy and procedure for students under the age of 18 at the date of their Registration with the University. More information is available on the ['Policies and Regulations' section of the University's Advice, Support and Knowledge ASK\) portal](#).
11. Key information for undergraduate applicants and offer holders is set out on the University's Undergraduate Admissions webpage at <https://www.lancaster.ac.uk/study/undergraduate/after-you-apply/>.
12. Key information for postgraduate applicants and offer holders is set out on the University's Postgraduate Admissions webpage at <https://www.lancaster.ac.uk/study/postgraduate/after-you-apply/>. For postgraduate offer holders, any additional information specific to individual postgraduate programmes will be indicated in your Offer Letter.

13. We may require you to pay a deposit for certain postgraduate programmes and/or categories of student. You will not be able to accept an Offer Letter which requires a deposit to be paid until you have paid in full the sum stated in the Offer Letter. Any deposit will be deducted from the total fee payable at Registration. Interest is not paid. If we do not receive a valid payment in cleared funds to the value in pound sterling (GBP) required in your Offer Letter by the date indicated, we will not be able to guarantee you a place on your Programme. Information on the payment of deposits and deposit refunds can be found at <https://www.lancaster.ac.uk/study/fees-and-funding/deposits-payments-and-refunds/>.
14. A non-refundable application fee may be required for certain postgraduate programmes. This will be detailed in your offer letter. You must pay the application fee on the application portal at the point of submitting your application to study with us. Your application will not be considered if we do not receive a payment in cleared funds to the value in pound sterling (GBP) stated on the application portal.
15. If your offer is conditional on you meeting the conditions in your Offer Letter (including entry requirements or obtaining satisfactory approvals, e.g. Disclosure and Barring Service (DBS) check.) The University will decide if any information revealed is unacceptable or incompatible with a place on the programme. You will be informed if your offer is withdrawn, and the Contract Terms between you and the University will terminate.
16. At the point of Registration, you (or a nominated third party acting on your behalf) become responsible for paying tuition fees.
17. All undergraduate applicants holding offers from the University for study at the Bailrigg campus will receive information from the University's Accommodation Office outlining their options and the next steps that need to be taken in applying for accommodation. Information will be sent to postgraduate offer holders automatically after they accept an Offer Letter. This does not apply if you have been:
- accepted onto a distance-learning or part-time programme;
 - your Offer Letter states that you will be studying away from the University.
- As highlighted in paragraph 47 below, accommodation is offered under a separate agreement to the Contract Terms. The accommodation policy can be found here [LINK].
18. Offer Letters for a place on a course may contain condition(s) of entry. Any condition(s) of entry to the University included in an offer shall be valid for the academic year of entry you have applied for. Should an offer be deferred beyond that academic year, such condition(s) may be subject to reasonable changes as determined by the University. Any such changes will be communicated to you prior to the commencement of your deferred studies.

19. As part of your Programme you may study as part of your degree away from Lancaster University at approved exchange partners of the University or one of the University's overseas campuses. The University's Contract Terms (including Regulations relating to the academic standards, monitoring, progression and assessment of your award, which also includes interruption, withdrawal, complaints and appeals) will apply even when you are studying in another location. You must continue to engage with the University in accordance with the University's required processes whilst you are studying away from the University. You may also have to agree to additional terms and conditions in relation to your placement, for example, the terms and conditions of a visiting student. Further information regarding overseas study placements, including the application process and fees, can be found on the [‘Study Abroad’ section of the University's Advice, Support and Knowledge \(ASK\) portal](#).

Right to withdraw

20. Where you Registered online or remotely, you can cancel your Contract Terms within 14 days of accepting your Offer Letter. This is your “statutory “cooling off period.” If you cancel your place within the cooling off period, you (or your sponsor) will receive a refund of any tuition fees paid to the University less any non-refundable deposit you have paid. To cancel your place, you must notify the University in writing. We can provide you with a cancellation form if you require one.
21. The cooling off period does not apply to students who Register in person.
22. In addition to your statutory rights, the University will allow you to change your mind about studying at the University up to 14 days from the beginning of your first academic term of the first academic year of your Programme (we will refer to this as the “**Registration Cut Off**”). You (or your sponsor) will not be charged tuition fees and the University will refund any tuition fees paid less any non-refundable deposit you have paid if you cancel prior to the Registration Cut Off.
23. Where you cancel in accordance with this section, you will remain responsible for any accommodation (in accordance with the terms of your accommodation contract) or other payments due to the University.
24. Full details of the charges made for withdrawal after the Registration Cut Off are detailed in the Undergraduate and Postgraduate withdrawal and tuition fee policies that form part of the Contract Terms. If you are considering withdrawing, you are strongly encouraged to discuss the implications in advance with relevant University staff in Student and Education Services, and with anybody paying fees on your behalf (e.g. sponsor/employer/funding body), since such decisions may have significant financial implications.

25. Tuition fee deposits are not normally refundable. The University's policy on deposit payments and refunds can be found at: <https://www.lancaster.ac.uk/study/fees-and-funding/deposits-payments-and-refunds/>.

Fees and Fee Setting (including refunds)

25. You will become liable for the full tuition fee on Registration, and payment must be made according to the terms specified on the invoice that is provided or made available to you. The University may refuse to Register you if, on request before or at the time of Registration, you are unable to show that you have, or may reasonably expect the means, to pay your tuition fees and meet other financial commitments whilst a student. The University's requirements on the payment of fees can be found in the Manual of Academic Regulations and Procedures (MARP) and the Policies and Regulations page of the ASK portal:
<https://portal.lancaster.ac.uk/ask/administration/policies-and-regulations/>
26. Where you have a government student loan from the Student Loan Company, they will pay us directly and you will be notified when payment has been made.
27. If you do not pay your tuition fees in full or on time, you may not be allowed to progress on your Programme and your Contract Terms may be terminated. The University may also take legal action against you to recover any unpaid fees. If you do not pay any other (non-tuition) fees or other sums you owe (in particular, your accommodation fees), the University, or accommodation provider if different, may take action to recover those sums and/or apply appropriate sanctions.
28. Where a tuition fee is being paid by a sponsor, the University will continue to chase the sponsor for payment up to Stage One of the University's debt management procedures (delayed by 1 - 45 days), after which the liability will revert to the student and payment will become your responsibility. To be clear, whilst a sponsor might be paying your tuition fees, the Contract Terms are with you directly and you are solely liable for payment of the tuition fees. The University's debt management procedures and penalties for non-payment of tuition fees are set out on the 'money policies' section of the University's Advice, Support and Knowledge (ASK) portal:
<https://portal.lancaster.ac.uk/ask/administration/policies-and-regulations/>
29. The tuition fees for the first year of your course for your year of entry and any other costs associated with the course can be found on your Offer Letter. The University will not increase the tuition fee you are charged during the course of an academic year. Details generally in relation to tuition fees, and specifically in relation to tuition fees in subsequent years of study, are available in the [Fees and Funding](#) and [Fees in Subsequent Years](#) pages via the [Fees and Funding pages of the University's website](#).
30. Tuition fees do not include any charges for accommodation, catering, examination re-sits, extensions to the designated period of study, travelling expenses and

requirements which may be related to your Programme (e.g. the cost of field trips, research fees, visa charges, membership for the sports centre, Student Union Membership, etc.). Charges related to your Programme are detailed on the Programme webpages found [LINK] and your Programme Handbook.

31. Information on tuition fees and other relevant charges, including how they may increase and how they should be paid, is set out in the [‘Tuition Fees Guide’ on the University’s Advice, Support and Knowledge \(ASK\) portal](#).
 - More detailed information on undergraduate and postgraduate tuition fees is set out in the [‘Tuition Fees Guide’ on the University’s Advice, Support and Knowledge \(ASK\) portal](#).
 - The Undergraduate Withdrawal and Tuition Fee Policy is available on the [‘Money Policies’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#).
 - The Postgraduate Withdrawal and Tuition Fee Policy is available on the [‘Money Policies’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#).
 - The Refund and Reimbursement Policy (non-continuation of course by the University) is available on the [‘Money Policies’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#).

Academic Regulations and Procedures

31. Your rights and obligations with respect to academic matters can be found in the [Manual of Academic Regulations and Procedures \(MARP\) on the ‘Policies and Regulations’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#) (“MARP”). MARP ensures that all students are treated in a fair way. They describe the academic conduct expected of the University’s students and staff, and include the University’s Regulations which govern its academic provision, and includes information on attendance, assessment, academic malpractice (such as cheating, collusion and plagiarism) and academic appeals. The academic quality management framework described in the MARP and the regulations and procedures contained or referenced in it apply to all categories of students, all academic programmes, and all types of award except where special regulations have been approved through the appropriate channels for specific types of provision, programmes, awards or for specific groups of students.
32. If you breach the regulations set out in the MARP, you may be subject to academic disciplinary processes (e.g. in relation to plagiarism, cheating in examinations). In such cases the sanctions can range from reductions in your marks, not being allowed to progress to the next stage of the Programme, a requirement to repeat assessments and, depending on the seriousness of the misconduct, this may lead to your exclusion from the University, in which case you may not complete the course or receive the award for which you have Registered. Where you are excluded due to misconduct, you will not be entitled to a refund of your tuition fees.

Academic Appeals Procedure

34. The University's regulations and procedures in relation to academic appeals are available in MARP. Detailed guidance for students on how to complete the academic appeal procedure can be found on the [‘Student Complaints and Appeals’ section of the University’s Advice, Support and Knowledge \(ASK\) portal.](#)

Changes to Programmes and Modules

35. The University may make changes to Programmes or modules, but only in certain circumstances including taking account of the impact of any change on the students affected and consulting with them on major changes. Guidance on the definitions and processes associated with minor and major revisions to programmes and modules is available at <https://www.lancaster.ac.uk/academic-standards-and-quality/programme-design-and-approval/>. We will continue the development of the University's curriculum to ensure our education offer is distinctive, attractive, and inclusive for all students, whilst streamlining its design, shape, and delivery. This ongoing work may impact the shape of your curriculum if your period of study with the University extends to academic year 2027-28 or subsequent years. These changes will be communicated clearly and do not affect your contractual rights.
36. There may be times when timetabled teaching is delayed or cancelled for foreseeable and unavoidable reasons (for example, staff illness or other unavailability, power loss, IT equipment failure, health & safety concerns, security concerns, severe weather conditions, unexpected maintenance/repair requirements, or similar circumstances). As such, the University may need to reschedule or, if it proves necessary, cancel timetabled teaching; however, the University will take reasonable steps to minimise such delays or cancellations. Any changes or cancellations will normally be communicated to you by email as soon as they are known about, however, there may be occasions when teaching is cancelled on the day of delivery. Where scheduled teaching is rescheduled or cancelled, suitable alternative arrangements will ordinarily be put in place. In the event that the scheduled teaching is cancelled altogether and it has not proved possible to make arrangements for alternative provision, the content will not be included in your assessments / examinations.

Student Discipline Regulations

37. You are required to act within the Student Discipline Regulations of the University which are subject to UK laws but take precedence over any other University code of practice or rules: <https://www.lancaster.ac.uk/media/lancaster-university/content-assets/documents/strategic-planning--governance/publication-scheme/5-our-policies-and-procedures/Student-Discipline-Regulations.pdf>.
38. The expectation of the University is that all students conduct themselves appropriately and in accordance with all relevant regulations and policies, including the University's

Student Sexual Misconduct Policy, which can be viewed on the [‘Policies and Regulations’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#). Section 4 of the Student Discipline Regulations, entitled ‘Breaches of the Regulations’ provides examples of acts or omissions which may be considered breaches. A range of sanctions from summary fines, suspension of studies (intercalation) up to and including exclusion from the University and your Offer Letter being rescinded in the most serious of matters. If you are excluded you may not receive your degree for which you have Registered. The Student Discipline Regulations can be viewed on the [‘Policies and Regulations’ section of the University’s Advice, Support and Knowledge portal](#).

Complaints

39. Applicants have the right to complain if they believe that the admissions process has not met the appropriate standard or if they believe that a procedural irregularity has affected the outcome of their application. Full details of the complaints process can be found in the University’s Admissions Policy on the [‘Policies and Regulations’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#).
40. Registered students can access the complaints procedure on the [‘Student Complaints and Appeals’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#).

Academic Freedom and Freedom of Speech

40. At Registration, all students must read and accept the University’s Values documented in the [University’s Strategy](#), and other related documents including the Dignity in Student Life Policy and the Code of Practice on Freedom of Speech. The Student Bullying and Harassment Policy can be viewed on the [‘policies and regulations’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#), and the Code of Practice on Freedom of Speech can be viewed on the [‘codes of practice and conduct’ section of the University’s Advice, Support and Knowledge \(ASK\) portal](#). Guidance on Academic Freedom & Free Speech at the University can be found on the [Academic Freedom and Free Speech - Lancaster University](#) pages.
41. In particular, you must confirm your awareness of i) the fact that the University is an inclusive community of communities, where people are to be treated with dignity and respect and where no one is disadvantaged because of who they are; ii) the expectation that you will treat others fairly, display courtesy and respect in all interactions, value differences in others and the contribution they make, and work and study within the University on a co-operative basis; and, iii) that the University is committed to academic freedom and free speech within the law and that valuing diversity of thought, belief and background is fundamental to the collective intellectual development of our academic community.

42. In addition, you should note that you will be asked to complete a number of short compulsory training modules relevant to the University's Values, in particular the University's expectations around the respect for and treatment of others. You must confirm at Registration that you understand that if you do not complete these training modules, you may be subject to sanctions as outlined in the [Student Discipline Regulations](#) (see clause 7.5.15) and in the event that you are subject to a disciplinary sanction for a relevant offence, the determination of any sanction imposed may take into account completion/non-completion of these modules.

Code of Conduct on Protests

43. The Code of Conduct on Protests sets out the University's approach to accommodating protest and/or demonstrations and identifies matters which must be considered when a protest is being arranged. The code, which may be subject to periodic updates, can be viewed on the ['codes of practice and conduct' section of the University's Advice, Support and Knowledge \(ASK\) portal](#).

Duty of Care

44. It is important that you note the extent, and also the limits, of the University's duty of care in relation to students' health and well-being. The University has a duty of care to its students under Health and Safety and Equality legislation. However, universities are not expected to develop or deliver bespoke physical health or mental health treatment services as they are not statutory health bodies and do not have the competence to deal with the most serious cases. Nevertheless, Lancaster University provides a range of mental health and wellbeing support services to its students from a number of different sources. These can be viewed on the ['wellbeing' section of the University's Advice, Support and Knowledge \(ASK\) portal](#), however, it is important you note that, in the most serious cases, these services will refer students to the statutory health bodies with the competence and expertise to deal with such matters.

Lancaster University Students' Union

45. All students become members of Lancaster University Students' Union (LUSU) by default at Registration. Detailed information about LUSU can be found via their website here: <https://lancastersu.co.uk/>. Students may choose to opt out of membership by writing to the Director of Strategic Planning and Governance <https://www.lancaster.ac.uk/strategic-planning-and-governance/meet-the-team/>. Information on students' rights to opt out can be found at <https://www.lancaster.ac.uk/welcome/support-for-students/your-right-to-opt-out/>.
46. The University has developed a code of practice with Lancaster University's Students' Union, which can be viewed on the ['codes of practice and conduct' section of the University's Advice, Support and Knowledge \(ASK\) portal](#). The Code of Practice sits alongside the Students' Union Articles of Association (or in other words its constitutional rules) and complements the Students' Charter. The Students' Union

Articles of Association can be viewed on the Students' Union website here:
<https://lancastersu.co.uk/governance>

Other contracts

47. Your rights and obligations with regard to University services can be found on the relevant services' webpages. These will be subject to separate agreements. In particular please note the user arrangements for the following key services:
- a. Accommodation: <https://www.lancaster.ac.uk/accommodation/terms-and-conditions/>;
 - b. Catering contracts: <https://www.lancaster.ac.uk/eat/discounts/freedom/freedom-tcs/>;
 - c. Pre-school Centre: <https://www.lancaster.ac.uk/pre-school/about-us/useful-information/terms--conditions/>;
 - d. Sports Centre Membership: <https://www.lancaster.ac.uk/sport/memberships/#membership-terms-and-conditions-618204-0> .

Personal Light Electric Vehicles

48. Under the UK Road Traffic Act, privately owned electric scooters and electric skateboards are illegal to use on UK highways. This includes public roads, pavements and cycle paths. To maximise road safety and legal compliance, the use of electric scooters and electric skateboards is not permitted on campus. This applies whether on campus roads, cycle paths, footpaths or other pedestrian areas.

Visas and immigration

49. If you are a national of a country that is or becomes subject to UK immigration control, you will need to evidence at the point of Registration and whenever requested by the University during your programme that:
- a. you have a valid immigration status which permits you to undertake and continue your proposed programme at the University; and
 - b. you have clearance under the Academic Technology Approval Scheme (ATAS) if this is required for your particular programme at the University. The government's guidance can be found at <https://www.gov.uk/guidance/academic-technology-approval-scheme>.

To apply for a Student visa, the University must sponsor you, and you cannot use an existing Student visa issued for another institution. You will be responsible for ensuring that you comply with the terms of your Student visa whilst studying at the University, including requirements for attendance. If you choose to take up paid employment on a part-time basis, you must ensure that such work does not exceed the amount allowed by law. More information about applying for Student visas and Short-Term Study visas, and your responsibilities as a visa holder can be found on the

[‘visas and immigration’ section of the University’s Advice, Support and Knowledge \(ASK\) portal.](#)

Delivery, changes and disclaimer

50. The University undertakes forward planning and, ordinarily, where a decision is taken to cease providing a course or module, or to withdraw from provision at a particular location, Registered students currently on course will be taught to the conclusion of their studies and/or consulted on the change. Other circumstances outside the control of the University that may impact on your programme of study may include but not be limited to a key member of staff leaving the University or being unable to supervise or teach, where the module content relies on their area of expertise; or where a module does not meet the minimum number of students needed to ensure a good quality educational experience. The Office for Students requires the University to publish an approved Student Protection Plan, which sets out the University’s assessment of, and mitigation for, the risks which could affect the continuation of study for the University’s students. You can find Lancaster University’s current approved plan on the [‘policies and regulations’ section of the University’s Advice, Support and Knowledge \(ASK\) portal.](#)

Liability

51. Applicants’ and registering students’ attention is specifically drawn to this section:

- a. Nothing in the Contract Terms is intended or shall operate to exclude or limit the University’s liability for:
 - i. fraud or fraudulent misrepresentation (where the University makes a false statement of fact made knowingly, without belief in its truth, or recklessly as to whether it would be true or false, and that induced you to enter into this contract);
 - ii. death or personal injury caused by negligence of the University or its employees; or
 - iii. your statutory rights as a consumer.

For more details of your statutory consumer rights please refer to your local Citizen’s Advice Bureau (<https://www.citizensadvice.org.uk/>) or Trading Standards Office (<https://www.gov.uk/find-local-trading-standards-office>).

- b. The University takes reasonable care to ensure the safety and security of its students whilst on the University’s campus and/or whilst using the University’s services. However, the University cannot accept responsibility, and expressly excludes liability, for loss or damage to (or theft of) your personal property (including computer equipment and software). In light of this you are advised to insure your property against theft and other risks. The University shall not be held responsible for any injury to you (financial or otherwise), or for any damage to your property, caused by another student, or by any person who is not an employee or authorised representative of the University.

- c. The University will not be liable for any delay or failure to perform any obligations under the Contract Terms where such delay or failure is caused, contributed to or made worse by any act, circumstance or event beyond the University's reasonable control. This may include but is not limited to events such as acts of God, war, terrorism, fire or flood caused by something other than the University's negligence, storm, a new pandemic or other epidemic or a change or adverse development in an existing pandemic or other epidemic, a new law or Government restriction or a change in an existing law or Government restriction and national. However, should the University be subject to one of these described events, it will take reasonable steps to minimise the disruption to your studies.
- d. The University and you will cooperate and act in good faith in notifying and seeking to discuss and resolve disputes in a time and cost-efficient manner.

Intellectual Property rights

- 52. As a general principle, the University recognises that each student is the owner of the intellectual property s/he/they creates in the course of his/her/their studies, however, this is subject to exceptions. Please see the [Intellectual Property Regulations for Students on the 'policies and regulations' section](#) of the University's Advice, Support and Knowledge (ASK) portal for more details.

Data Protection

- 53. The Student Privacy Notice provides information on how the University complies with the UK General Data Protection Regulations. The Privacy Notice details the legal bases for the processing of your personal data, the categories of personal data held, the purposes for which such data is held, the safeguards in place to secure your personal data, organisations to whom the University may disclose your personal data, and students' rights and responsibilities in relation to their personal data. Further details can be found in the University's Student Privacy Notice on the ['Data Protection and GDPR' section of the University's Advice, Support and Knowledge \(ASK\) portal](#).
- 54. The University uses third-party organisations to provide some of its information systems services for students. In some cases, this may involve sharing the minimum required personal data with these third parties to enable their provision of service to students.

Consumer rights

- 55. Further guidance on your consumer rights as a student are on the Students' Consumer Rights page at <https://www.lancaster.ac.uk/study/undergraduate/admissions/terms-and-conditions-for-students/students-consumer-rights/>.

Our right to make changes to our regulations and policies

56. The University may need or wish to make changes to the Contract Terms (regulations, guidelines, rules, codes of practice, policies and procedures, and other documents found or referred to at

<https://www.lancaster.ac.uk/study/importantinformation/terms-andconditions-for-students/>) for a number of reasons. We will ensure that any important changes to such documents are notified to students. You agree that we can make changes:

- if those changes are reasonable and will help the University to maintain or improve good governance, good order or efficient operations (for example, if we have to make changes for health and safety or security reasons or with respect to new or unforeseen challenges);
- to comply with the requirements of law or a governmental authority, regulator or accrediting body; or
- if the change is agreed to be in the interests of the student body generally following consultation with student representatives.

How the agreement under the Contract Terms may end

57. The University may terminate the Contract Terms if:

- a. You do not meet, or cease to meet, any condition(s) of the Offer Letter to study at the University;
- b. You do not Register with the University in accordance with the Contract Terms;
- c. You require a visa to enable you to be in the UK to study, but you are not in possession of the required or correct visa or immigration permission to study on your course at the University, or you fail to meet the requirements of your visa;
- d. The University has reason to believe that you have not supplied accurate and complete information and/or have supplied false or misleading information relating to your application to the University or relevant changes in your circumstances (i.e. criminal convictions);
- e. Your academic performance is not satisfactory as specified in the relevant section of the Manual of Academic Regulations and Procedures after the University has complied with its procedure around unsatisfactory performance (see: <https://portal.lancaster.ac.uk/ask/marp/>);
- f. You are excluded from the University for breach of the academic or non-academic disciplinary regulations, or in relation to Fitness to Practise, Fitness to Study, attendance after the University has complied with the relevant exclusion procedure as set out in the policies referenced the Student Discipline

Regulations: [‘Policies and Regulations’ section of the University’s Advice, Support and Knowledge portal.](#)

- g. You do not pay your tuition fees in accordance with the invoice sent to you and such fees remain overdue at least 30 days after first written notice of the fees being overdue;
- h. You materially breach the Contract Terms concerning any matter not covered above in paragraph 49 of these Contract Terms and do not resolve such breach (where resolvable) within 30 days of first written request from the University; or
- i. Any combination of the above applies.

A decision requiring you to leave the University will only be taken in accordance with the relevant procedure and subject to a right of appeal.

Notices and communication

58. Any notice or other information that is required to be given by either the University or you relating to the Contract Terms between the University and yourself must be in writing and may be given by hand or sent by post or email. You will be responsible for informing the University of any change in your contact details.
- The University’s address is: Lancaster University, University House, Bailrigg, Lancaster LA1 4YW.
 - The telephone number for Lancaster University is +44 (0)1524 65201.
 - <https://www.lancaster.ac.uk/about-us/contact-us/> for our email details.

Regulation of University Activities

59. The University is regulated by the Office for Students (<https://www.officeforstudents.org.uk/>) and is also required to comply with quality standards established by the Quality Assurance Agency (<https://www.qaa.ac.uk/the-quality-code>). Under the Higher Education and Research Act (HERA) 2017, the University is required to be a member of the Office of the Independent Adjudicator (OIA), the independent student complaints scheme for higher education (<https://www.oiahe.org.uk/>).

General

60. The University and you will act in good faith and fully cooperate to apply (and act in accordance with) the Contract Terms.

61. If any content of the Contract Terms is or becomes invalid or unenforceable for any reason: (i) that content shall be deemed changed (or, as a last resort, deleted) to the minimum extent necessary so that it becomes and remains valid and enforceable; and (ii) in any event the validity or enforceability of the other aspects of the Contract Terms shall not be adversely affected.
62. Even if we delay in enforcing the Contract Terms, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later. Nobody else has any rights under the Contract Terms. The Contract Terms are between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.
63. You cannot transfer Contract Terms to someone else because of the personal nature of the Contract Terms.
64. Your rights or claims (and the University's rights and claims) under the Contract Terms will apply without reducing or harming the meaning or application of any other right or claim of that party under the Contract Terms.