

Student Contract - Material Changes Summary (Continuing Students and Offer Holders):
2026/27 Academic Year

University of Greenwich (Part of the London and South East University Group (LASE))

Important Information regarding the Student Terms

As part of the merger of the University of Greenwich and the University of Kent on 1 August 2026, forming the London and South East University Group (“**LASE**”), LASE has updated its student terms (the “Principal Conditions of Registration”) (the “**Previous Terms**”) for the 2026-27 academic year onwards.

The updated Principal Conditions of Registration (the “**New Terms**”) take effect from the start of the 2026–27 academic year and apply to all new and continuing students.

The updates to the student terms ensure compliance with the latest laws and regulations and provide greater clarity on the terms governing your contractual relationship with LASE.

Below is a summary of the key changes between the Previous Terms and the New Terms. This summary is not a substitute for reviewing the New Terms in full, and we strongly recommend that you read both this summary and the New Terms in their entirety.

Who is your contract with, and how is your award described?

1. **Who your contract is with.** Your contract will now be with LASE, which is a single legal entity currently made up of two academic divisions: the University of Greenwich and the University of Kent. Your degree will still be awarded in the name of the University of Greenwich (with a note that it is part of LASE), and your day-to-day student experience remains with the University of Greenwich. However, your legal agreement is now with LASE as the overall group.
2. **When the contract is formed.** Under the Previous Terms, a new student’s contract was formed when they completed registration and signed the Student Declaration. Clause 3 of the New Terms changes this so that a new student’s contract with LASE is formed when they accept the Offer for example, by accepting through UCAS or by accepting a conditional or unconditional offer in writing. This change reflects good practice and regulatory expectations.
3. **Contract documentation.** Under the Previous Terms, the documents forming part of your contract were not fully listed. The New Terms address this by setting out at Clause 3 exactly which documents form part of your contract. These are: (a) the Terms and Conditions; (b) your Offer; (c) your Course Information; (d) the Tuition Fees Policy and Procedures; (e) the Changes Policy; and (f) all other Policies, Procedures, and Codes listed at Annex A. If there is any conflict between these documents, the Terms and Conditions take priority.

Your Obligations as a Student

4. **Your obligations.** Under the Previous Terms, your obligations were only broadly mentioned across the document and by reference to University policies. Clause 5.1 of the New Terms brings them together in one place. Your obligations include following the Terms and Conditions and all related policies; maintaining your immigration status (where relevant); meeting academic requirements such as attendance and assessments; and keeping your login details and password confidential. The requirement to keep login details confidential is new and did not appear in the Previous Terms.
5. **Enrolment requirements.** The New Terms set out at Clause 5.2.1 what you need to do before starting your course or continuing each academic year. You must: enrol within 14 days of the course start date; pay any amounts due at enrolment; give full details of how your studies are funded; show valid identification and immigration documents; provide DBS and occupational health clearance (if required for your course); provide written confirmation from a parent or guardian if you are under 18; and register for your Greenwich card. The Previous Terms addressed these requirements but spread

them across multiple separate sections rather than consolidating them into a single clause. The New Terms also clarify that the enrolment requirements apply to each academic year of your course, which was not set out clearly in the Previous Terms.

6. **Change of term-time address.** Under Clause 5.4.3 of the New Terms, if your term-time address changes, you must notify LASE via the Student Portal within 14 days. The Previous Terms did not set a specific timeframe for this.
7. **Disability support.** Clause 4.3 of the New Terms sets out LASE's commitment to making reasonable adjustments and encouraging early disclosure of any disability. LASE is committed to creating an inclusive learning environment and meeting its duties under the Equality Act 2010. You are encouraged to tell us about any disabilities, specific learning differences, mental health conditions or long-term medical conditions as early as possible. These clauses also explain what happens when reasonable adjustments are needed.

Tuition Fees

8. **Fee increases.** Under the Previous Terms, detailed fee information was mainly set out in separate documents, the Regulations on Student Financial Matters and the Postgraduate Research Degree Charging and Refund Policy (the "**Fee Policies**"), and the Previous Terms simply referred to those documents rather than including the details directly. No substantive change has been made to the fee arrangements or your obligations to pay fees – the Fee Policies continues to apply in the same way. However, to comply with consumer law, key information about fee increases has been included directly in the New Terms – in particular, setting out fee-status categories, stating how annual fee increases may be applied, what deposits are required. The Fee Policies are now expressly listed as a contract document.
9. **Your right to leave if fees increase.** Under the Previous Terms, tuition fees could increase each year within the limits set out in the Fee Policies (Clause 18.1). Under Clause 7.2 of the New Terms, LASE retains the right to increase tuition fees each year within the categories and limits set out in the New Terms and Fee Policies, which are now more clearly defined. LASE will notify you in advance of any proposed increase. If you do not wish to continue studying at the higher fee level, you can end your contract before the increase takes effect. You will still owe fees up to the day before the increase takes effect, but nothing after that.
10. **Additional costs.** Clause 7.3 of the New Terms makes clear that you are responsible for your own living expenses, travel and accommodation costs, unless LASE has agreed otherwise in writing or it is stated in your Course Information. Any additional costs specific to your course – for example, costs associated with compulsory field trips – will be set out in your Offer and/or Course Information. This provision clarifies the existing position from the Previous Terms by setting out the point in its own clause.
11. **Deposits.** Clause 7.4 of the New Terms brings the rules on deposits from the Fee Policies directly into your contract. The amount of any deposit you are required to pay, and the date by which it must be paid, will be set out in your Offer. Your deposit will be deducted from the first instalment of your tuition fees. Deposits are generally non-refundable, though there are certain circumstances in which a refund may be made – these are set out in the Fee Policies. There is no substantive change to the

deposit position and your obligations and rights in relation to payment of deposits compared to the Previous Terms.

Non-payment or late payment of tuition fees

12. **Debt management procedure.** In line with consumer law, certain existing rules from the Fee Policies have been included in the New Terms at Clause 7.6. The New Terms make clear that, if you miss a fee payment, you will go through a debt management process in line with the Fee Policies.
13. **Sanctions for non-payment.** The New Terms clearly set out and expand on the sanctions that may apply if you do not pay your fees. In addition to, and expanding upon, the sanctions in the Previous Terms, Clause 7.6.3 of the New Terms includes sanctions such as preventing you from submitting coursework or sitting exams; withdrawing your access to University facilities and online content; suspending your studies; withholding your results and academic transcripts; and removing your membership of the Students' Union.
14. **Suspension for non-payment.** The New Terms also state that, if you are suspended and do not pay your outstanding fees within 28 days, LASE may cancel your registration. The New Terms explain how you can apply to re-register if your registration has been cancelled.

Your Cancellation Rights

15. **Your 14-day cancellation period.** The New Terms keep the existing 14-day cancellation period but specify that this period starts from the date you accept your Offer. This is the legally correct position and differs from the Previous Terms, where the period started on the date you completed registration. To cancel, you must notify LASE in writing, either by completing the model cancellation form or by emailing aoc@greenwich.ac.uk. The New Terms clarify the refund process contained in the Fee Policies, specifying at Clause 9.3 that LASE will refund any tuition fees paid within 14 days of receiving your cancellation notice.
16. **Cancellation after the 14-day period.** In line with consumer law guidance, the New Terms make the position on fee liability after withdrawal clearer and more transparent. This confirms that if you withdraw after the 14-day cancellation period, any payments already made may not be refunded, and any remaining fee liability will be calculated in accordance with the relevant Fee Policies, including where charges are based on the number of weeks attended.

LASE's Cancellation Rights

17. **LASE's right to cancel your contract.** The New Terms bring together LASE's cancellation rights in a single section. Clause 8.1 confirms that each ground takes effect immediately on written notice, provided that LASE follows the relevant Policies, Procedures, and Codes. The existing grounds have not changed in substance, except for one new ground (Clause 8.1.5), which allows LASE to cancel if you breach the contract in any significant way and, where the breach can be remedied, you do not do so within 14 days of being asked.

Changes to your Course

18. **Changes to your course.** In line with consumer law guidance, LASE is creating a standalone Changes Policy to sit alongside the New Terms. This gives a more detailed and organised framework for how course changes are handled. The New Terms therefore refer to this Changes Policy at Clause 6.3, rather than setting out the relevant steps in the New Terms themselves. The Changes Policy explains the difference between minor and substantial changes, when LASE will consult students, and what options you have if changes are made.

Events Outside LASE's Reasonable Control (Force Majeure)

19. **Your options if something outside LASE's control disrupts your course.** The New Terms expand your protections where LASE cannot deliver services because of events outside its reasonable control (a "force majeure event"). The New Terms (Clause 10.3) places a more express obligation on LASE to mitigate the effects of a force majeure event. In addition, Clauses 10.4 and 10.5 say that, if a force majeure event prevents LASE from delivering your course entirely for six weeks or more, you can: defer your start date (if you have not yet enrolled); take a break from your studies; or end your contract. Depending on the circumstances, you may be entitled to a full or partial refund of tuition fees paid.
20. **LASE's right to cancel following a force majeure event.** Under Clause 8.1.11 of the New Terms, if a force majeure event prevents LASE from delivering your course for longer than one academic term or 16 weeks (whichever is shorter), LASE may cancel your contract. This right did not appear expressly in the Previous Terms.

Limitation of Liability

21. **Limitation of LASE's liability.** The New Terms clarify the existing position on LASE's liability by listing specific types of liability at Clause 11.1. This expands on the Previous Terms, which dealt with exclusions and limitations in more general terms, including exclusions for disruption and for events outside the University's reasonable control (to the extent permitted by law). The New Terms confirm that LASE does not limit or exclude liability for: death or personal injury caused by negligence; fraud; or any liability that cannot lawfully be excluded. They also set out the types of loss for which LASE is not liable, including: loss of or damage to personal property (unless caused by LASE's negligence); loss arising from out-of-date information you provided; and unforeseeable losses such as loss of opportunity or loss of profit.

Complaints and the Office of the Independent Adjudicator

22. **Right to escalate to the Office of the Independent Adjudicator.** Clause 15.3 of the New Terms confirms that, if you have been through the full Student Complaints Procedure and are still not satisfied, you can complain to the Office of the Independent Adjudicator for Higher Education. The Previous Terms (section 18.1) mentioned the Student Complaints Procedure and the Students' Charter but did not clearly name the Office of the Independent Adjudicator as an option.