



## **eGo/online applications Terms and Conditions**

This policy is of relevance to all users of the Guildhall School's Online Applications, eGo (including enquiries) or Online Payments systems [these systems].

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| Published   | 12 July 2019     |
| Approved on | 6 June 2019      |
| Approved by | Registry/Finance |

|                |                                                                                                                                       |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Last Reviewed  | August 2026                                                                                                                           |
| Last Amendment | Additional payment service provider (Flywire) used so references to PayPal amended. Specific reference to Junior Guildhall and Junior |

Fellow applications removed (reference to other applicants still relevant while online accounts remain active).

Date of last amendment August 2026

Version number TACEGO26.1

## Data Protection and privacy

The Guildhall School of Music & Drama is a department of the [City of London](#). The management of data is informed by the [City of London's Data Protection Policy](#) which is available through the Town Clerk's Office, Guildhall, London. The Guildhall School of Music & Drama works under the regulations of the Data Protection Act 2018 and is committed to ensuring the confidentiality of any personal data held by the School.

By using these systems you are allowing the Guildhall School of Music & Drama to collect, process or use personal data in order to provide a service to you. If you are 13 years of age or over but under 18, by using these systems and providing data you are confirming that you understand that you are providing us with your data to be used as explained, and that you have your parent/guardian's permission to do so.

If you are under 13 you should not provide us with personal data but ask your parent/guardian to do so on your behalf.

Please see the School's privacy notices available at [the Guildhall School website](#) which include strands relating to specific activities, and in particular the Website Privacy Notice which covers activities relating to the provision of our web domains.

## Terms and Conditions

By providing information via these systems you are confirming that the data is correct. The Guildhall School reserves the right to revise any decision made on the basis of this information should the information be found to be incorrect.

Please see the Guildhall School website [terms and conditions](#) and relevant Terms and Conditions and Policies applicable to you for further details:

- Guildhall School staff and students (including Fellows and Extra-murals): should refer to the policies applicable to them on the MyGuildhall and the [Guildhall School website](#)
- Sundial Court residents: should refer to their Sundial Court Licence to Occupy Terms and Conditions
- Short course participants: should refer to the following [Terms and Conditions](#)
- Higher Education applicants: should refer to the information provided on the School's website, including [How To Apply](#)
- All other applicants should refer to the policies applicable to them on the MyGuildhall and the [Guildhall School website](#)

Details about the School's degree programmes on the website and in programme and module specifications are for the year of study stated and programme details may change during your period of study in accordance with the School's terms for the relevant programme or module. This will be explained to you in the materials that are provided to you if you receive an offer. Any programme, module and assessment criteria amendments will be approved following consultation of the student body through the School's academic governance committee framework and in-line with the requirements of the School's Academic Regulatory Framework. Where a significant amendment at the programme level to assessment methods or award classifications is proposed the affected cohort of registered students will be consulted in advance of the proposal being presented to the departmental committee and a consensus must be achieved before the amendment can be approved.

Higher Education applicants who wish to accept an offer for a place on a programme of study should read the Offer Letter and Offer Guide sent out with your offer; these documents have important information about the terms and conditions associated with accepting a place. Please also read the [Student Contract](#), which is agreed to when accepting an offer of study.

Enquirers (e.g. open day booking and prospectus orders) will be contacted for the specific purpose they have requested and can additionally agree to be added to a mailing list relating to their general area of interest (or submit a specific request to be added to a general mailing list).

## **Financial Data**

Online payments are made through a trusted third-party service. The data sent between the School and those payment service providers includes identification information, payment requirements and details of whether the transaction was successful. No financial information (debit/credit card details or bank details from your payment service provider account) is shared with the Guildhall School.

Please note, there may be extra charges when paying online, depending on the method of payment selected. Any charges are clearly displayed before completing your payment.

Payments are normally non-refundable. Where refunds can be made, this will be set out in the relevant School policy and Terms and Conditions. Please see relevant policies, and the Terms for the programme you have applied for, for full details of payment conditions for specific payment types.

Where refunds have been approved, please note it can take up to 10 working days for monies to be refunded to your account for most payment types. It can take longer to refund payments initially made by bank transfer.

Contact: [finenq@gsmd.ac.uk](mailto:finenq@gsmd.ac.uk) 020 7382 7208

## **Legal Entity**

The Guildhall School is a department of the City of London Corporation.