

TERMS AND CONDITIONS 2023-2024

Course Fees

- Course fees are payable in full at the time of booking in advance of the class commencing.

Concessionary Fees

Concessionary fees (discount of 25%) are available if you are in receipt of a Means Tested Benefit, evidence of which must be available on enrolment.

Refunds

- We cannot offer a refund if you decide to cancel your enrolment less than 5 working days prior to the course start date or if you choose to withdraw once the course has started.
- If you withdraw from a course due to illness you may be entitled to a pro-rata refund of the course fee upon receipt of a doctor's certificate.
- Some courses have additional costs and the College cannot accept responsibility for the cost of materials purchased for courses that may be cancelled.

Changes to Courses/Classes

- We reserve the right to cancel, combine or re-schedule courses/classes and to make changes to the tutor, teaching provided or to any facilities offered by the Centre on any course/class.
- We reserve the right to change the delivery of a classroom based course to remote learning via an online platform, should COVID-19 local restrictions make it necessary, and subject to the course being suitable for online delivery. Courses which are not suitable for online delivery may be temporarily paused. In such circumstances no refund of course fees will apply, unless the course is cancelled by us.
- If a course is cancelled due to low enrolments you will receive a full refund.
- If a class is cancelled due to circumstances out of our control, an extra class will be added to the end of the course and no refund will be available.

Please Note:

- We do not acknowledge individual enrolments, so unless you are informed that your chosen course is full or cancelled you should attend the first session.
- If we offer the same course on more than one day each week it is not possible for you to swap lessons due to non-attendance. Please only attend the class on which you are booked.

Your contact details:

Your contact details will be shared, in confidence, with your tutor. These will be kept securely by your tutor for the duration of the course, after which they will be destroyed. The purpose for this is so that the tutor is able to contact you in the unlikely event that there is an issue with your course at short notice, where the tutor has not been able to inform the Adult Learning office.

Data Protection - How we use your information

Adult Learning at Sawston Village College is part of the Academy Trust called Anglian Learning. For the purposes of Data Protection legislation, the Anglian Learning is the Data Controller. This means it is responsible for the personal data that is held about you. For more information as to how we process and keep your personal data safe then please refer to the Trust's Customer Privacy Notice that is available on our website:

<http://www.sawstonadulted.org/wp-content/uploads/2018/12/Privacy-Notice-for-Adult-Learning-Customers-Dec-2018.pdf>

Further Information

Further information on the Centre's policies and procedures which learners should adhere to can be found in the Learner Information Leaflet which will be given to you at the start of your course.