

Terms and Conditions for Leisure Learning Courses

Enrolment and Course Fees (Evening Classes)

Payment of the full course fees must be made in advance and should be made at the time of placing a booking. A place may be reserved by phone or email and will be held for a maximum of five working days. If payment has not been received in that time, the reservation will be cancelled.

To qualify for a concessionary fee you must be eligible at the time of enrolment and be prepared to provide supporting evidence. To qualify for a reduced rate members' fee, your subscription to the Ipswich Institute must be maintained throughout the length of the course.

It is not possible to attend a course unless payment has been received.

We accept payment by credit or debit card, cash or cheque, but cannot take payment by phone or direct bank transfer.

Enrolment and Course Fees (Day Classes)

Payment of the full course fees must be made in advance and should be made at the time of placing a booking. A place cannot be reserved without payment.

To attend a Day Course, your subscription to the Ipswich Institute must be maintained throughout the length of the course.

It is not possible to attend a course unless payment has been received.

We accept payment by credit or debit card, cash or cheque, but cannot take payment by phone or direct bank transfer.

Cancellation & Refunds

Cancellations must be made in writing by post, or by email to library@ipswichinstitute.org.uk

A refund of fees paid will be granted, subject to the following charges:

- Cancellations more than 14 days before the start date will be charged **10%** of the course fee.
- Cancellations within 14 days or less before the start date and up to 6 days after the start of the course will be charged **20%** of the full course fee.

If the participant fails to attend the course without a written cancellation before the second week of the course the full course fees are payable and no refund will be given.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("Consumer Contracts Regulations"), a booking may be cancelled within a period of 14 working days beginning on the day after the booking is confirmed, with a full refund. However, if the course begins within this fourteen day period, the refund will be subject to a fee in proportion to the number of classes completed at the time of cancellation.

Delegate Substitution

No delegate substitution will be allowed.

Transfer

Requests to transfer to an alternative course or date may be made, and will incur no additional fee. However, transfers are subject to availability and the Ipswich Institute is not obliged to ensure suitable alternatives are available.

Course content

Ipswich Institute reserves the right to change the content, timing, date, venue or instructor of the course in order to provide a high quality service or where it is necessary for reasons beyond our control.

The Ipswich Institute reserves the right to cancel a course up to and including the date of the course if insufficient bookings have been received and will strive to give as much notice of this as possible. Individuals booked onto a cancelled course will be given the option of a full refund or of transferring the booking to an alternative course.

We may be required to cancel an individual class at short notice. Wherever possible we will endeavour to offer the class at a later date. If it is not possible to rearrange this class or you cannot attend the new date, a partial refund will be given.

Where additional materials costs are indicated on the brochure, or web site, these are payable directly to the class tutor on the night, or as directed at the start of the course.

Ipswich Institute will not be liable for the refund of fees to students or any other financial penalty should classes be cancelled due to war, fire, strike, lock-out, industrial action, tempest, accident, civil disturbance, or any other cause whatsoever beyond its control.

Acceptable Behaviour

In the interests of all course participants, Ipswich Institute reserves the right to refuse admission or enforce the removal of any participant whose behaviour or demeanour is, in their view, considered inappropriate or unacceptable. No refund or partial refund will be offered.

Age Restrictions

No persons under the age of 16 years will be able to book to attend any Leisure Learning course at the Ipswich Institute unless their application is signed by a parent or guardian. The Institute reserves the right to turn down an application from a person under the age of 16, or to request that they be accompanied by an adult who has also booked to attend.

Criminal Convictions

Having a criminal record does not necessarily prevent you from attending a leisure learning course at the Ipswich Institute but we encourage participants to disclose criminal convictions so that we can fairly assess any risks and meet our duty of care to ensure safety and wellbeing of all students, staff and visitors. If you have a criminal conviction which is not spent, please contact us before you make a booking and we will be able to send you a Self-Disclosure Form.

Data Protection

Any personal information you give to us will be processed in accordance with the General Data Protection Regulation (GDPR). We will use the information to process your booking, to provide the course and to inform you about similar courses which we provide, unless you tell us that you do not want to receive this information. Any personal data you provide may be held on computer files.

Complaints

The Ipswich Institute makes every effort to ensure you enjoy your course of study. In the event that you have a complaint about any aspect of the Institute's Leisure Learning provision this should be made in the first instance via email to library@ipswichinstitute.org.uk. In the event that an issue is not resolved to your satisfaction by the General Manager, you have a right to take your complaint to the Trustees of the Ipswich Institute.