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

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.

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

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

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

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

1. **Cancellation & Refunds**

Cancellations must be made in writing by post or email ([library@ipswichinstitute.org.uk](mailto:library@ipswichinstitute.org.uk)).

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

* Cancellations made within 14 days of booking will receive a full refund. If your course starts within the 14-day period, you must pay for the value of the sessions and services you have received.
* Cancellations made after the 14-day cancellation period and no later than 7 days before the start date will be eligible for a refund minus 10% of the course price.
* Cancellations later than 7 days before the start date are not eligible for a refund.
* If you start your course and you find that it doesn’t match the description you were given, you can request a refund under the Consumer Rights Act.

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 later within the same term. If it is not possible to rearrange this class, or if the rearranged class is not in the same term and you cannot attend the new date, a refund equivalent to one week’s fee will be given.

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, pandemic, or any other cause whatsoever beyond its control.

Refunds issued as a cheque must be cashed within the time allowed by banks (usually 6 months), cheques will not be reissued after this period. Lost cheques (apart from those that are mislaid in the post) will only be reissued after the fee for the cancellation of the original cheque has been deducted (£5).

1. **Delegate Substitution**

No delegate substitution will be allowed.

1. **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.

1. **Course Content**

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

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.

1. **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.

1. **Age Restrictions**

No persons under the age of 18 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 18, or to request that they be accompanied by an adult who has also booked to attend.

1. **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.

1. **Data Protection**

Any personal information you give to us with be processed in accordance with the General Data Protection Regulation (GDPR) and our Privacy Policy. 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.

1. **Complaints**

The Ipswich Institute makes every effort to ensure you enjoy your course of study. If 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](mailto: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.

1. **Jurisdiction**

These terms and conditions will be governed and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction over disputes between a user and the Ipswich Institute arising out of the access or use of these websites. Omission by the Ipswich Institute to exercise any right under these terms and conditions will not constitute a waiver of such right unless expressly stated by the Ipswich Institute in writing.