



# TERMS & CONDITIONS: LEISURE & LANGUAGES



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## TERMS & CONDITIONS (LEISURE & LANGUAGES)

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Reviewed: Sept 2023  
Date of next review: Sept 2024

### LOW ENROLMENTS

All leisure and language courses run subject to meeting the minimum enrolment number. If enrolments are low and the course is not viable, it will either be cancelled or the duration amended to prevent cancellation. We will do this either by shortening the duration of sessions (e.g. 2 hours to 1.5 hours) or by cutting the number of weeks over which the course will run. Where a course is cancelled due to low enrolments you will be contacted and you may request a full refund or transfer your payment towards another course(s).

### REFUND POLICY

Most providers do not offer refunds because it affects the viability of their programmes. Each course depends on the amount of fees collected to cover the costs of the course and decisions regarding whether the course will run are taken at least 48 hours prior to the commencement of the course or programme.

In the event of a student being unable to commence the course, **the following notice periods apply:**

- 28+ days prior to start of course – Full refund
- 27 – 8 days prior to start of course – 75% refund
- 7 days or less prior to start of course – No refund

We are unable to provide a refund if you decide to withdraw after your programme of study has commenced. Students who withdraw from their programme at any time from 7 days prior to course commencement will remain liable for full course fees.

### ONE-DAY WORKSHOPS

We require 7 days written notice prior to the commencement of your one-day course for either a transfer or a refund. This is because we need to make a decision to employ the tutor 7 days prior to the workshop taking place and one day workshops can often run with lower numbers.

### TRANSFERS

There is no administrative charge for transfers between similar AHED courses. Requests for a transfer should be made via email to Registry [ahed.registry@psc.ac.uk](mailto:ahed.registry@psc.ac.uk) before, or within, 7 days of the commencement of the course. *The transfer of fees or substitutions between learners is not permitted.*

If there is a medical reason why you cannot commence or continue the course please write to the Leisure Head of Curriculum enclosing a Doctor's Certificate, to ask for special consideration: Head of Curriculum (Leisure), Peter Symonds College, Adult & Higher Education Division, Stoney Lane, Weeke, Winchester SO22 6DR

**We do not offer refunds for circumstances out of our control.** If a class is cancelled, due to circumstances beyond our control, we will endeavour to offer an alternative session to make up the lost class. If a student is unable to attend the alternative session, we regret we are unable to offer a refund. A refund will be made only if we are unable to offer an alternative session.

#### PLEASE NOTE

The acceptance of a course fee payment should not be regarded as a guarantee that the course will run.

We reserve the right to delay or change start or finish dates. If there is a need to do so, a refund will only be offered if the amendments include a change of day, i.e. from a Monday to a Tuesday, or a change of venue.

If the college needs to cancel a course prior to it starting, for example, due to insufficient enrolments, we will offer possible alternatives, but will refund the full cost of the course fees if these are not acceptable. If the course has to be cancelled once it has started, we will only refund partial costs to cover the remaining cancelled sessions.

- **Fee paid by credit/debit card:** For immediate refund please contact Registry on 01962 889547 and provide your credit/debit card details as these details are not held on our systems.
- **Fee paid online** – Registry can issue a secure refund without contacting with you
- **Fee paid by cash or cheque:** Fees will be refunded automatically via cheque within 10 working days of the date of cancellation.

#### ADMINISTRATION CHARGES

**Instalment Plans:** Students may pay in up to three instalments where a course fee is in excess of £100 and is longer than 12 weeks. **A non-refundable £25.00 administration fee** will be charged for instalment arrangements and will also be raised each time a chosen method of payment is declined.

No individual member of staff has authority to vary conditions of enrolment.

**Instalment Payment:** An initial payment equal to one third of the tuition fee is paid on enrolment. The second instalment, one third of the tuition fee, will be collected on the fifth of the 2<sup>nd</sup> month after the course start date (i.e. if course starts in September, the second payment will be collected on 5<sup>th</sup> November.) The final instalment, final third of tuition fees, will be collected on the 5<sup>th</sup> of the 3<sup>rd</sup> month after the course start date (i.e. if course starts in September, the 3<sup>rd</sup> payment will be collected on 5<sup>th</sup> December)

Paying by instalments is subject to the following terms and conditions: Students who withdraw from their programme remain liable for full course fees.

#### Change of details:

Please notify Registry immediately of any change of address, email or mobile phone number on [ahed.registry@psc.ac.uk](mailto:ahed.registry@psc.ac.uk). We use these details to contact you in case of changes to your class.