




Bottisham Village College

Adult Learning

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TERMS AND CONDITIONS 2023-2024

Course Fees

- Course fees are payable in full at the time of booking. Bookings and course fees must be made at least 5 working days before the start of the course.
- For courses of 30 weeks or more, payments can be made by instalments, either via Wisepay or in person.
- If you are paying by instalments and you choose to withdraw from a course, the full fee remains payable.

Concessionary Fees

Concessionary fees (discount of 25%) are available if you are in receipt of certain Means Tested Benefits – Universal Credit, JSA, ESA, or the 'Guaranteed Credit' element of the Pension Credit, evidence of which must be available on booking.

Refunds

- We cannot offer a refund if you decide to cancel your booking 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.

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 numbers or other circumstances, you will receive a full refund.
- If a class is cancelled, an extra class will be added to the end of the course where possible.

Please Note:

- We do not acknowledge individual bookings/payments, 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.

Data Protection - How we use your information

Adult Learning at Bottisham 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:

https://www.bottishamvc.org/images/uploads/documents/Privacy_Note_for_Adult_Learning_Customers.pdf