

## **NHSN Education Courses: Terms & Conditions**

The Natural History Society of Northumbria (NHSN) strives to provide high quality adult education courses in the natural sciences. We work hard to ensure that students enjoy their studies and want to go on to learn more. Towards the end of all courses we provide students with the opportunity to give us feedback about their experiences and we know from this that student satisfaction is very high.

From time to time students may have problems attending a course they have booked or there may be circumstances beyond our control that prevent us from delivering a class or course. In order for us to deal with such situations fairly, consistently and transparently we have set out below our policy regarding course fees, cancellation and refunds:

### **1. Course fees and Concessionary Rates**

The course fee covers the cost of providing the course including administration, teaching and the venue. If your course includes field trips you will be required to make your own way to the meeting point and the costs of transport are not included in the course fee nor are any entry fees.

A concessionary discount of roughly 20% is available for people over 60 years of age, with a registered disability or claiming unemployment benefits (the exact concessionary fee is provided for each course). If you wish to claim the concessionary rate you may be required to provide evidence of this either at the time you make payment or when you start the course. If you cannot provide valid evidence then we would have to charge you the full course fee.

### **2. Refunds policy**

NHSN is a small charity and we incur costs associated with taking the payment and processing the enrolment for each student. As a result we would normally deduct the costs we have incurred enrolling a student (administration fee) and then calculate the remainder of any refund based on how many weeks the course still has to run. The administration fee is £15 per person. Any refund that NHSN agrees to pay will be paid to the student within 3 weeks of our decision to make a refund.

2.1 If you sign up for a course and it is cancelled before classes start or up to and including week 2 of the course, you will get a full refund (you will not incur the administration fee).

2.2 If a course has been running for more than two weeks of study when it is cancelled, you will get a proportion of your fee back depending on how many weeks the course has run for (you will not incur the administration fee).

2.3 We will give partial refunds if you have to stop taking the course for a medical or employment related reason. The amount of refund will be less the administration fee and proportional to the number of weeks remaining of the course from the point when you stopped attending.

2.4 If you decide to withdraw from a course before you start, or part way through, we will decide whether you can have a partial or full refund. This depends on when you have let us know you don't want to continue and why you don't want to go on. If we have already processed your enrolment then any refund will be less the administration fee.

### **3. Students unable to attend a class.**

Students who are unable to attend a class due to illness, extreme weather or any other personal circumstances beyond the control of NHSN will not be entitled to a refund for a missed class. Students who have to stop attending their course due to health reasons should see 2.3 above.

### **4. NHSN unable to deliver a class.**

There may be circumstances when it is necessary for NHSN to cancel a class (eg illness to teacher, extreme weather, etc). In such circumstances the course teacher will arrange with the majority of students a convenient time to reschedule the missed class. Unfortunately we regret that NHSN cannot guarantee that the rescheduled class will be convenient to all students and in the event that a student is unable to attend the rearranged class the student will not be entitled to a refund for this missed class. In the rare event that NHSN is unable to reschedule the class then students would be entitled to a partial refund.

NHSN will endeavour to contact all students as far in advance as possible to advise them of a class cancellation. If NHSN is unable to contact a student before they have set off and the student has incurred costs of travelling to the class by public transport then the student will be entitled to reclaim the cost of this travel providing they can show a valid receipt / ticket for the journey. Unfortunately we are unable to refund any costs of travel by car.

### **5. Changing Course**

We discourage students from changing courses once they have started due to the difficulties this causes. If you wish to change course after 1 or 2 teaching sessions we will decide whether to allow this. This depends on when you have let us know you want to change and why. If the course you wish to change to has a higher price you will be required to pay any shortfall. If the course you wish to change to has a lower price you will not be entitled to any refund.

You will not be allowed to request to change to another course after three teaching sessions of the course you are enrolled on have taken place.

If you wish to request a refund please contact us on 0191 208 2790, via email [nhsn@ncl.ac.uk](mailto:nhsn@ncl.ac.uk), come to the office between 10-4 Mon-Fri or write to us at Great North Museum: Hancock, Barras Bridge, Newcastle, NE2 4PT.