

# Terms and Conditions | CEIS Courses



## TERMS & CONDITIONS

### Payment of Fees:

1. By enrolling on a course, you are agreeing to pay the total price for the whole course duration. Course fees will be payable termly.
2. To secure your place on a course, all fees must have been paid in full via PayPal on our website ([www.community-options.org.uk](http://www.community-options.org.uk)) or by cheque or cash in person at, Community Options Central Office in Bromley. Cheques should be made payable to 'Community Options.'
3. Any additional costs for exam fees (if relevant) will be notified by your tutor.
4. Where there are outstanding fees we may refuse entry to the class until such fees have been paid.

### Refunds/Transfers:

5. If your chosen course is cancelled before it starts, we will refund your fees in full. Where courses are closed after they commence and we cannot offer an alternative, a pro-rata refund will be made to any participant attending at that time who has attended at least 80% of their sessions.
6. If you change your mind within ten working days of enrolling and before the course starts, we will refund your fee minus an administration charge of £25. The method of refund will be dependent on the way in which you paid for your course i.e if you booked and paid online, you will be refunded electronically into your bank account. If you booked and paid in person via cash or cheque, we will refund monies by the same methodology.
7. If you withdraw from a course once it has started, you may be eligible for a refund. This will be given at our discretion and you may be required to supply supplementary information to support your withdrawal i.e. A Doctors letter or certificate.
8. It may occasionally be necessary, for reasons beyond the control of Community Options, to change the course tutor, make slight changes to the timing or content of the programme, or move the course to an alternative venue within a reasonable distance of the advertised venue. No refund will be given under these circumstances. Where a session is cancelled, for reasons beyond the control of Community Options, such as staff illness or extreme weather conditions, and a replacement session is offered, no refund will be given.
9. If a class does not reach its minimum number, we may offer you the opportunity to reduce the number of weeks with no corresponding reduction in fee, or we may increase the fee as an alternative to closing the class.

### Course Fees:

10. Course fees are based on reaching the minimum class number. The class may be closed if we do not recruit the minimum number.
11. Some courses may involve additional costs for materials and or tools. These will be outlined on the course overview on the website.

### Data:

12. Our fees are for learners aged 18 and over. The personal information you provide is only for the use of Community Options and will not be passed to any third party.

### Attendance:

13. If you book via our website you will be sent a confirmation email. If you book and pay in person your receipt will be proof of acceptance on the course (subject to any cheque payments clearing). If you do not hear from us to the contrary, please assume that your course will be running.
14. All learners are required to be punctual for their class and to attend regularly. If you are unable to attend a session, please let us know. If we do not hear from you, staff will try to contact you. If you are absent for 3 weeks without contact with us, you will be withdrawn from the course and your place may be offered to someone else.

### General:

15. All learners are required to complete a 'Learners Declaration Form' at the beginning of their course.
16. All learners are required to show respect for staff and other learners and to behave responsibly and safely at all times.
17. We are unable to accept responsibility for any damage to or loss of learner property (including motor vehicles) or work.
18. All items/artworks produced during the course belong to the participant. They should be taken with the learner at the end of the course. If learners wish to donate the items/artwork to the project they may do so and may be sold to raise funds for the project.
19. By enrolling on a course and paying in full via our website or in person at our Central Office, you will be deemed to have accepted these Terms & Conditions.