

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

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

From time-to-time attendees 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**

The course fee covers the cost of providing the course including administration, teaching, and the venue. In certain cases, it also includes the cost of staff and volunteer time or purchased equipment.

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.

NHSN courses are open to both members and non-members. NHSN members receive a significant discount upon booking as a membership benefit.

## **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 not normally offer a refund of student fees due to administrative costs.

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.

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.

2.3 If you decide to withdraw from a course before you start, or part way through, fees are not refundable.

## **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.

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

There may be circumstances when it is necessary for NHSN to cancel a class (e.g. tutor illness, extreme weather, etc). In such circumstances, the course tutor will arrange with most 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 if a student is unable to attend the rearranged class the student will not be entitled to a refund for this missed class.

NHSN will endeavour to contact all students via email as far in advance as possible to advise them of a class cancellation. Please ensure your email contact details with the NHSN office are up to date.

*Last Updated: December 2022*