



## **Terms and Conditions of Tribe Term-Time Courses Programme** **(Please retain for your own records)**

### **Contractual Agreement & Right to Cancel**

If you wish to cancel this agreement you may do so within 14 days of its start date, by notifying us via email if you wish to cancel. Any sessions attended prior to your cancellation request will be charged for. All programme fees are payable monthly by Direct Debit which are taken on the 1<sup>st</sup> of each month. If you do not cancel within the 14-day cancellation period, you will be committed to the programme fees for an initial period of one term (i.e., you will not be able to cancel the agreement during that time). Thereafter you may terminate your payments by giving the University one calendar month's notice in writing to expire on the last day of the relevant month. Should you fail to meet the payments for the minimum contract term of 1 term as detailed on the programme, you will be invoiced for the balance outstanding at the date of termination.

### **Calculation of Monthly Fee (Variable Direct Debit)**

The cost of the monthly payments is calculated by multiplying the number of sessions to take place that month by the cost of an individual session. For example, if month X has 4 sessions that month at a cost of £7.50 per session, the amount charged on the 1<sup>st</sup> of month X would be £30. The amount will vary per month dependant on the number of sessions that month. The monthly breakdown for each term will be communicated in advance of direct debit set up and can be found on the Tribe Term Time Courses Programme.

### **Annual Rates Increase**

Programme fees will be reviewed annually, with new fees introduced on the first of August. If this results in an increase in fees, customers will receive at least one month's notice of such increase. We also reserve the right to increase fees outside of this time and any increases will be communicated at least 1 month before the increase is due to start.

### **Cancellation of Sessions**

The University may need to cancel sessions without notice or on short notice in exceptional circumstances- (although the University will always provide as much notice of any cancellation or change as possible). The University will only cancel a session if it really has to, due to circumstances outside of the University's control. This could include for example the following type of situation: -

- If a member of staff is unexpectedly unavailable and a replacement cannot be found in time for the session.
- If the facility was to be unfit for use due to some essential works that had not been foreseen.
- If the University was closed due to severe weather conditions

### **Refunds**

You will receive a refund for any sessions that are cancelled by the University (refunded on a pro rata basis). This will be refunded to you via a reduction in the following month's direct debit collection.

The University will normally try to inform you of any closures/cancellations either via email or phone. During severe weather conditions, if the University is closed or likely to be difficult to access, a message will be recorded onto the voicemail of The Tribe office which can be picked up by dialling 01225 386915. All members are advised to ring and check whether sessions are taking place in the event of severe weather conditions to avoid unnecessary travel in such circumstances.

### **Cancellation of a programme**

If the University wishes to terminate a programme, all members will be notified in writing two months in advance of the final session.