

Terms and Conditions

Covid 19 Update

Due to the current situation with Covid 19 Adult Learning has adapted its courses.

Some courses will start as online courses and some courses are planned to start at Stoke Lodge and St Pauls.

All courses will be subject to changes in national and local health and safety advice and restrictions.

This may mean:

- If your course is planned to start at Stoke Lodge or St Pauls it may move to online delivery at short notice. Refunds will not be given due to the changed format.
- Courses starting online may move back to 'in person' delivery at Stoke Lodge or St Pauls should restrictions allow. Refunds will not be given due to the changed format.
- It is a learner's responsibility to ensure they have adequate internet access before the start of a course. Refunds will not be given for technical failure of a learner's home computer or their internet access.
- The layout of your classroom may be different to usual. Your classroom will be set up to ensure adequate social distancing and the safest possible format.
- There will be no access to refreshments at Stoke Lodge. This will be reviewed in year.
- Access to some classroom resources or equipment may be restricted or subject to additional safety measures.
- Whilst mask wearing is not currently mandatory for classes, we reserve the right to request that all learners wear face coverings should advice change.
- Any learner showing symptoms should not attend 'in person' classes and any illness or symptoms should be reported immediately.
- We will be working alongside track and trace arrangements and will notify you should any member of your class test positive for Covid 19.

Enrolment

Fees must be paid in full at the time of enrolment. If you are interested in a course that has started, it may be possible to join late or part way through, please contact us to discuss.

Enrol and pay online

The quickest and easiest way to book a place and pay by credit or debit card is directly on our [website](#)

You can also:

- Enrol and pay over the phone - You can contact us on 0117 903 8844 to enrol and pay by credit or debit cards.
- Enrol and pay in person - You can enrol in person at Stoke Lodge and pay by credit or debit card or cash.

Office and telephone opening hours

Stoke Lodge is open 9am to 5pm Monday to Thursday and 9am to 4pm on Friday. We try to deal with calls quickly but at peak enrolment times we are quite busy, so we appreciate your patience.

Concessionary fees

If you are in receipt of income-related benefits you may be entitled to apply for a concession on the full cost of your chosen course(s). Concessions are available on course fees only and do not apply to materials or exam fees.

If you pay online or over the phone you will need to pay the full fee at the time of enrolment. You will then need to provide original evidence of your entitlement to concessionary fees before the start of your course to receive a concession refund.

If you enrol in person with original evidence of entitlement you may enrol at the concessionary fee. Please note: photocopies will not be accepted.

If you receive one or more of the following benefits you will be entitled to apply for concessionary fees.

- Universal Credit (and/or the benefits it replaces listed below)
- Income support
- Income-based jobseekers allowance
- Housing benefit
- Guaranteed Pension Credit

Or if you receive Guaranteed Pension Credit or if you are an asylum seeker in receipt of government means tested support

Learners who receive a pension do not qualify for the concessionary rate unless they also receive an income-related benefit.

Course Cancellations and Refunds

If we have to cancel your course your fees will be refunded in full. We are unable to reimburse the cost of materials you may have bought for the course.

If you cancel your course booking a week (7 days) or more before the start date we will refund your fees minus an admin charge of 20%.

If you cancel with less than a week (7 days) before the start date or after the course has started, we will not be able to refund your fees.

Transfers will incur a fee of 10% and must be requested 7 days or more before the start of a course unless you are transferring to another course because your original course was cancelled.

If you are due a refund you must contact the office within 3 months of the course to arrange payment as we do not keep card details.

When attending an online course, it is a learner's responsibility to ensure they have adequate internet access before the start of a course. Refunds will not be given for technical failure of a learner's home computer or their internet access.

Getting it right

We try to ensure the accuracy of the information in all our publicity, but sometimes we get it wrong. Although we aim to deliver courses as advertised, occasionally changes might have to be made.

We reserve the right to cancel, combine or re-schedule courses or to make changes to course details and delivery format advertised. In this instance we will contact enrolled learners as soon as possible.

Complaints and comments

Should you have any concerns about your course once it has started, please discuss these concerns with your tutor as soon as possible in the first instance.

If you have a wider complaint or comment we are happy to receive your feedback and suggestions, please talk to a member of staff or email at stokelodge@bristol.gov.uk

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit [fraud-prevention-and-detection](#)