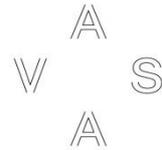


## **AA Visiting School (AAVS) Terms and Conditions**



### **1 Fees**

- 1.1 Full payment of the course fees must be received by the AA prior to commencement of the course and by the date specified on the individual programme website. Your place on the course is not guaranteed until full payment is received.

### **2 Cancellation by AAVS**

- 2.1 Courses have minimum attendance levels and may be cancelled if too few bookings are received.
- 2.2 The AA reserves the right to:
- amend or cancel courses
  - change course location
  - substitute lecturers and tutors
- Students shall have no claim against the AA in respect of any alteration made to the course.
- 2.3 If a course is cancelled the AA will give you at least 7 days' notice and you will have the option of transferring to another course or of having a full refund of the course fees only.
- 2.4 The AA will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of courses.

### **3 Cancellation by Participant**

- 3.1 If you wish to cancel or transfer your place on a course your request should be made in writing (via letter or email) to the Visiting School Office: [visitingschool@aschool.ac.uk](mailto:visitingschool@aschool.ac.uk).
- 3.2 If your written cancellation request is received less than three weeks before the course start date, the AA is not able to offer a refund, but can transfer your place to another course.

### **4 Non-attendance**

- 4.1 Non-attendance of classes due to illness or for personal or professional reasons does not provide the right to refund, extra tuition or a transfer.
- 4.2 However, in such an event the AA will consider all circumstances and take such action that is considered to be fair and reasonable.

### **5 Visas**

5.1 All participants travelling from overseas are responsible for securing any visa required and should have their own travel/medical insurance. It is recommended that you contact the embassy in your own country to check visa requirements before you book your course. The AA is not able to assist with visa applications.

5.2 Visa letters can only be issued after payment of the full course fees is received.

5.3 If you cannot attend a course because you have not obtained a visa to enter the country where the course is being held, a refund will be made upon evidence of an official letter from the embassy.

## **6 Insurance**

6.1 If you are in the UK for a course of less than six months you are not covered for National Health Service treatment. You are therefore required to obtain travel/health insurance from your own country.

## **7 English Language**

7.1 All students whose first language is not English should have a reasonable proficiency in the English language in order to fully benefit from the course.

## **8 Complaints**

A complaint is an expression of dissatisfaction with a service provided, academic or otherwise, or the lack of service that a student was led to believe would be provided. A complaint can be raised for dissatisfaction with, or lack of, a service which impacts directly and substantively on the student's programme of study.

8.1 Participants of Visiting Schools believing they have grounds for a complaint are encouraged in the first instance to discuss the matter with the Programme Head of the Visiting School, or the Head of the Visiting School, to establish if the matter can be resolved informally.

The following actions may be undertaken to resolve the complaint informally:

- The Programme Head will provide more information or a detailed explanation about the area of complaint that might explain or resolve the student's concern;
- A viable solution to the concern is suggested;
- An apology provided where it is appropriate to do so;
- The process for a formal complaint is fully explained.

8.2 If a resolution cannot be reached at an informal level, the student may submit a formal complaint within 7 days of exhausting the informal procedure. A formal complaint may be submitted in writing to the Head of the Visiting School: [visitingschool@aschool.ac.uk](mailto:visitingschool@aschool.ac.uk). If the course is in the UK, the Head of the Visiting School will meet with the student to discuss the details of the complaint, the expectations of the student, and the procedure and timeframes of the process. The student may nominate a named representative to communicate on their behalf.

8.3 Should the complaint relate directly to the Head of the Visiting School, the AA School Registrar will be requested to designate a different member of staff with no previous involvement in the matter, and for the purpose only of dealing with the specified complaint).

The AA School Registrar will confirm the person or persons who might be asked to contribute to the investigation of the complaint. In conducting the investigation, the AA School Registrar may also discuss, report or refer to another member of staff for a second opinion; the name of this member of staff will be provided to the student making the complaint. The AA School Registrar may deem it appropriate to convene a panel to consider the complaint; this panel will be composed of staff who are independent of the complaint and do not pose any conflict of interest. The names of the members of the panel will be provided to the student making the complaint. The investigation (in any of the above forms) will be conducted within 10 working days of receipt of the complaint. The student will be informed of the outcome, with reasoning provided for this outcome, within 5 working days of the completion of the investigation.