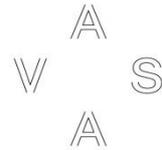


AA Visiting School Global Terms and Conditions



1. Fees

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

2. Cancellation by AAVS

- 2.1 Please note that courses have minimum attendance levels and may be cancelled if too few bookings are received.
- 2.2 We reserve 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 we cancel a course we shall 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. Refunds can take up to three weeks to clear.
- 2.4 We 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 the 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@aa-school.ac.uk.
- 3.2 If your written cancellation request is received within eight weeks of the course start date, we are not able to offer you any refund.

4. Non-attendance

- 4.1 Non-attendance of classes due to illness or for personal or professional reasons does not provide the right to refunds, extra tuition or a transfer.
- 4.2 However, in such an event we will consider all the circumstances and take such action that we consider 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. We recommend you contact the Embassy in your own country to check visa requirements before you book your course. We are unable to assist with visa applications.
- 5.2 Visa letters can only be issued after we receive payment of the full course fees.

6. Insurance

- 6.1 If you are in the UK for less than six months, please note you are not covered for National Health Service treatment in the UK. 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 Procedure

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. It is not possible for the Visiting School student to refer the case externally as the course is not at Higher Education level. This procedure applies to any current students of the Visiting School.

8.1 Global Visiting Schools

Visiting School participants of global 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 they are taking part in 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.

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. The Head of Visiting School will contact the student, address the details of the complaint, and offer a viable solution.

8.2 UK Visiting Schools

Visiting School participants of UK 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 they are taking part in or the Head of 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.

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

(Should the complaint relate directly to the Head of the Visiting School, the 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 Head of 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. The 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 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 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.