

AA Visiting School (AAVS) Terms and Conditions

1 Fees, Deposit, and Membership Requirements

- 1.1 All participants in AA Visiting School programmes are required to pay a holding deposit of £60 and hold a valid AA Membership. Unless otherwise stated, the published course fees include the deposit fee and for those without a membership, the deposit also counts towards the £60 AA Digital Membership. The deposit payment is non-refundable.
- 1.2 The £60 AA Digital Membership fee is non-refundable under any circumstances, regardless of a participant's membership status.
- 1.3 Participants who are already AA Members are still required to pay the £60 deposit, which will not be used toward renewing their membership, but instead will act solely as a non-refundable deposit fee for the course.
- 1.4 Scholarships, where available, apply only to the tuition portion of the course fees. They do not apply for the AA Digital Membership fee or any deposit payments. Membership fee and deposit payments do not have any discounts. All scholarship recipients, regardless of AA Membership status, are required to pay the scholarship-reduced tuition fee, plus £60 for the AA Digital Membership/deposit.
- 1.5 Full payment of the course fees must be received by the AA by the deadline specified on the programme's official webpage or communications. A participant's place on the course is not confirmed until full payment has been 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 always aim to give at least 7 days' notice unless an exceptional event or issue occurs that is beyond the control of the AA and results in the course no longer being possible or feasible to be held, 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 because 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 must be made in writing via email to the Visiting School Office at: visittingschool@aaschool.ac.uk. Verbal cancellations will not be accepted.
- 3.2 If your written cancellation request is received less than eight (8) weeks before the course start date, the AA will be unable to offer any refund due to the financial commitments made in planning the course.
- 3.3 For cancellation requests received more than eight (8) weeks in advance of the course start date, a refund may be granted at the discretion of the AA, subject to a £60 deduction, which covers the non-refundable AA Digital Membership/deposit fee.
- 3.4 No refunds will be issued after the course has begun, regardless of attendance or participation.

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 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.

6 Insurance

- 6.1 For Visiting Schools taking place in the United Kingdom, 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.
- 6.2 For Visiting Schools taking place outside of the UK, all attendees are responsible for ensuring they have appropriate travel and health insurance for the trip; you will not be

covered by the AA School insurance policy.

7 English Language

- 7.1 All students whose first language is not English should have a reasonable proficiency in the English language 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 students' 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:

visitingsschool@aaschool.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.