



We have set some standard terms of booking for all participants to ensure that courses remain viable, and we are able to fulfil our contractual commitments to our Tutors. Please note that in booking a place on these courses, you will be committing yourself to the following conditions:

- Courses are open to everyone aged 16 years and over.
- To secure your place, courses must be **booked** and **paid for in advance** of the course start date. Your application will be held with others until we know that course will run.
- Courses must be **booked as a whole course** as denoted by an ALF Code and cannot be booked as individual sessions. Fees are **non-transferable** and **cannot be carried forward** from course to course.
- We do not offer refunds and any missed sessions in a course **cannot be refunded** separately.
- Cancellations by one or two people can mean the cancellation of the whole course; we have reluctantly introduced a policy that means cancellations within 14 days of the start of a course or 'no shows' will normally be charged at the full course fee.
- Places are **subject to availability** and given the popularity of certain courses, you may be put on a waiting list.
- If you are unable to attend a course, your space cannot be guaranteed at the same class on a future course, but you are always welcome to re-apply.
- We will normally notify you of the outcome of your application; however, if you don't hear from us, please assume you are on the course.
- **Due to emergency or unforeseen circumstances we may need to re-schedule the date, day of the week or time of a session at short notice. We will always do our best to contact you in advance.**
- Any changes to a course will be made on our website – **please ensure you keep an eye out for these.**
- If classes in the library must be cancelled due to coronavirus consideration will be given to converting to **Zoom** where this is practical.
- In accordance with ALF's published policy, when running a class the Tutor may ask the class for permission to make a recording, solely for the purpose of enabling students who have paid but missed the session to catch up.