



Bath Spa University short course terms and conditions

The terms and conditions that relate to completing a non-credit bearing short course at Bath Spa University.

Introduction and definitions

These terms (the "Terms") apply to individuals undertaking non-credit bearing short courses offered by Bath Spa University, which is referred to in these Terms as "BSU".

Individuals attending Short courses at BSU are referred to in these Terms as "participants".

Additionally, in these Terms the expressions set out below have the corresponding meaning:

Ticket Source: the third-party service through which Participants may register for and pay Fees for Short courses.

Fees: the fees paid by a Participant to register for and attend a Short course.

Tutors: the tutor or tutors teaching or leading a Short course.

Website: www.bathspa.ac.uk/courses/short-courses/

Please note: Participants on Short courses are not BSU students and do not thereby become members of the University. Accordingly, BSU Statutes, Ordinances and Regulations and Policies do not generally apply to Participants.

Although Participants are not BSU students, many BSU policies do apply as if participants were students.

Some Short courses have their own specific provisions around e.g., cancellation which override these Terms. In the event of any conflict between these Terms and any specific provisions in a Short course description on Ticket Source, the specific provisions in a Short course description on Ticket Source shall take precedence.

Booking a course

Participants must be aged 18 or over to book a place on a course.

Places on short courses should be booked through Ticket Source, by following the procedure stipulated by Ticket Source. Participants who have difficulty using Ticket Source should contact shortcourses@bathspa.ac.uk

Ticket Source is a service provided by an independent third party, and BSU cannot accept any responsibility or liability for any problems that Participants may have with Ticket Source (including but not limited to the unavailability of Ticket Source service for any reason).

Cancellation, postponement, transfer and substitution

Cancellation by Participants

- Participants may cancel their place on a short course up to 10 working days prior to the day the short course is scheduled to commence. In this case Participants have the choice of: transferring their booking to the next available start date for the same short course or any other available short course (subject to paying any additional applicable Fees); or receiving a full refund minus the booking fee as per the terms and conditions found here <https://www.TicketSource.co.uk/kb/terms-of-use/terms-and-conditions#refunds>

Cancellation by Bath Spa University

- BSU may cancel a short course for any reason no later than 72 hours prior to the short course commencing, for example, if there is insufficient demand for the short course.
- BSU may cancel the short course at any time if an event outside BSU control makes it impossible or impractical to provide a short course (including unavailability or illness of a Tutor where BSU is unable to secure a suitable replacement).
- Where BSU cancels a short course, Participants have the choice of either transferring their booking to the next available start date for the same short course or any other available short course (subject to paying any additional applicable Fees); or receiving a full refund.

Postponement

- BSU may postpone any sessions that form part of a short course if an event outside BSU control makes it impossible or impractical to run that session (including unavailability or illness of a Tutor where BSU is unable to secure a suitable replacement).
- Where it is necessary to postpone a session BSU shall use its reasonable efforts to reschedule that session or add the hours missed onto future short course sessions.
- Where BSU postpones two or more consecutive short course sessions and a Participant is unable to attend the rescheduled sessions, they may request a pro-rata refund of Fees attributable to those postponed sessions.

Other Costs and Expenses

- Please note other than in connection with the repayment of Fees in the circumstances set out above, BSU is unable to offer reimbursement or compensation for any other costs or expenses incurred by Participants in connection with short courses for any reason, including as a result of any changes to the contents of a short course, or the postponement or cancellation of individual sessions and/or a short course as a whole.

Communication

Communications from Participants

Communications from Participants relating to short courses should generally be directed to shortcourses@bathspa.ac.uk

For the avoidance of doubt, this includes all communications relating to cancellation of short courses by Participants.

Communications from Bath Spa University

All communications from BSU relating to short courses will be sent to the email address provided by Participants when the short course was booked.

It is Participants' responsibility to ensure their email address is working and checked regularly.

Participants should check their junk folders regularly in case short course communications have been misdirected there.

Participants' obligations

- Abide by BSU policies and procedures
- Obey reasonable instructions issued by BSU and its Tutors, or other staff or representatives.
- Be polite and courteous at all times, and not act in a manner likely to cause offence or nuisance to Tutors, other Participants, or any third parties.
- Refrain from using audio or visual recording equipment without permission.
- Not copy, modify or adapt short course contents or materials (except in the normal course of attending the short course), or share these with any third parties. Short course materials provided by BSU remain the property of BSU and/or the short course Tutor.
- Keep any login details provided secure and not share these with any third parties.
- Only use any BSU facilities and equipment provided during short course sessions and in accordance with the directions of their Tutors.
- Not engage in any behaviour or undertake any action intended or likely to cause damage to or impair the normal operation of BSU buildings, facilities or equipment.

Where short courses take place online, Participants additionally must:

- Have suitable equipment, up-to-date software and a reliable internet connection to enable them to attend and participate in the short course.
- Find a suitable private location from where to attend the short course.
- Ensure no third-party attempts to listen to or participate in the short course (except where this has been agreed in advance by BSU).

Exclusion from courses

BSU may exclude Participants from a short course under exceptional circumstances.

For the sake of clarity, where BSU excludes Participants from a short course, no refunds of any Fees will be provided.

Course details

BSU will use its reasonable efforts to provide short courses in accordance with the short course description and timetable as set out on the website or as otherwise notified to Participants but reserves the right to make changes to the schedule.

The details of any Tutors provided in any description of the short course are merely indicative of the level of qualifications and/or experience of Tutors likely to be teaching short courses. BSU does not offer any guarantee that any specific Tutors will teach any particular short courses.

Short course timings are listed in UK time, so any Participants attending courses delivered live and online should be conscious of any time difference and check when sessions will run in their local time.

Any joining and login details will be emailed to Participants before the course is due to begin.

Reasonable adjustments

BSU is committed to creating an inclusive and accessible environment and will make reasonable adjustments to ensure Participants with a long-term health condition, specific learning difficulty or disability can undertake short courses to the best of their ability. Participants should get in contact to discuss any relevant requirements either prior to or as soon as possible after booking a short course.

Complaints

Any complaints relating to short courses should be addressed to shortcourses@bathspa.ac.uk