

## FULL TERMS AND CONDITIONS BRISTOL FOLK HOUSE

The Bristol Folk House reserves the right to refuse any enrolment requests.

Places are booked on a first-come-first-served basis upon receipt of full payment. We cannot hold spaces on courses.

On booking and paying for a course or workshop you will receive a booking and payment confirmation by email.

### **Further details**

- You will need to have paid in full for your course or workshop to guarantee your place. We do not accept deposit or part payments.
- Courses and workshops are becoming increasingly popular, so please book early to guarantee your place. If you want to take advantage of our early enrolment day, please become a Bristol Folk House Member.
- You must be over 18 years old to attend a course or workshop at the Bristol Folk House.
- All our courses and workshops are non-accredited and will not receive a certificate for attending.
- Course fees are based on reaching the minimum class number. We may need to postpone or cancel a course or workshop if we do not recruit this number. We will contact you 48 hours before it is due to start to let you know. If a class does not reach its minimum number, we will offer you a full refund or transfer to another course or workshop.
- Some courses may involve additional costs for materials. Some costs will be included in the course fees; others will be outlined on the website under the materials list section.
- If a course has already started please call the office as it may be possible to join after the start date. This may only be possible if the course is not already full, if it is not disruptive for the other students and you are aware that you have missed a percentage of the course and the tutor will not have time to catch you up. This will be at the discretion of the Folk House. We run our courses termly, so it might be best to start at the beginning of the course.
- You must make sure you can attend the full course. Please do not commit to a course or workshop if your circumstance may change e.g. work commitments, childcare issues, moving away etc. Missed classes cannot be made up or refunded. Some tutors may offer homework for missed sessions.
- Waiting lists are used to indicate your interest in a course but it does not guarantee you a place and you are not obligated to enrol. People on waiting lists will be informed when a course is planned or when an enrolled student cancels. We will contact you via telephone.
- You may transfer to another course or workshop up to 14 days before the start date. A 15% admin fee will occur. We can only transfer you to a course that has space available and we can only transfer courses within the current term. If the course or workshop is more expensive you will need to pay the difference.
- You can transfer your booking to another person at any time before the course or workshop has started, a 15% admin fee will occur.

- If you think that your course is the wrong level for you, please speak to your tutor as soon as possible. If we agree that the level of the course is too high or too low, we will try to transfer you to a more suitable course at any time, as long as one is available.
- If you would like to speak to a tutor before enrolling to make sure the course or workshop is right for you, please contact the office. Tutors are not responsible for enrolments and will only be able to advise you on the course content not on availability.
- We may need to contact you before or during your course. Please make sure you inform us if your contact details change. Only if you give us permission will we add you email to our emailing list. Your tutor may need to contact you before or during your course. This will be via email or by phone.
- Class sizes are kept small to allow students to gain the most out of their class and for health and safety reasons. Once the class has reached maximum capacity, we will not allow anyone to join the class.
- If you have any additional needs, please let us know in advance so we can make arrangements for you.
- Carers are allowed to attend for free as long as they are not participating in the course or workshop. Please make sure this is stated when the student enrolls. The carer will be added to the register for fire safety reasons. Please make the office and tutor aware if the carer attending will change throughout the course.

## **FEES**

We are committed to keeping our course prices low. We do offer concession rates for anyone over 65, Student, NHS or claiming Benefits. As we are a self-funded organisation, we receive no financial support to offer these rates. Proof of these will be required when you attend your first class. If you cannot provide evidence, you will be asked to pay the full fee or asked to leave the course.

### **Benefit Rate**

The concessionary rate is for those whose sole source of income is from a state benefit. We accept Universal Credit, Income Support, Job Seeker's Allowance and Employment and Support Allowance. Please show a recent letter or statement stating your benefit when enrolling. We will need to see these proof of benefit each time you enrol. If you can afford to pay the full price, please do not ask for a concession as we are a charity and rely on student fees to keep us going.

## **COVID19 REFUND AND CREDIT POLICY**

**In the event, we have to stop running a course in the Bristol Folk House due to COVID19 or for any other reason, we will do one of the following:**

### **Move class Online**

- If we have to move a class from in-person to online and there is no break in the continuity of the course, no refund or credit will be given.

### **Postpone or delay**

- If we have to make changes to the course and we can make up the classes cancelled at a later date, or postpone the start date, a credit will be given to use at later date, if the student can not attend the new postponed date.

## Cancel

- If we have to cancel a class due to COVID19 a refund will not be given. You will receive Folk House credit to use at a later date. Please bear this in mind when booking.

## Refund Policy

### Cancellation (not COVID)

- If we have to cancel a class before the start date, and an alternative course or date can do be found, a full refund will be offered. We do ask those who can afford it to take credit instead to use at a later date.
- If a course is cancelled prematurely, and the classes can not be made up, a partial refund will be given.
- We aim to inform you 2 working days before the start date, or at least 24 hours before a day workshop if the course is cancelled.
- We process refunds as quickly as we can. Cancelled courses are prioritised. We will refund you using the same method of payment (if you paid with Credit or Gift voucher, a new voucher will be issued or your account will be credited).

### In the event that you have to cancel or stop attending your course or workshop:

- You must inform us up to 14 days before the start date of your course or workshop. In this case, you will receive a refund minus a 15% admin fee.
- If you give us less than 14 days' notice or your course or workshop has already started a refund will not be given.
- If you can no longer attend due to an illness, medical condition, disability or injury that will prevent you from participating in the course or you are the full-time career for someone and their health has enabled you to not attend, we will consider a pro-rata refund for the sessions you haven't attended or transfer you to a more suitable course.
- If you can no longer attend due to COVID19 (shielding, self-isolation, illness), you will need to provide an Isolation Note or medical note. We will only be able to refund classes missed.
- We consider all requests on an individual basis, depending on the circumstances and at the discretion of the General Manager. Medical notes/Isolation notes will need to be seen before we can make a decision.
- If your refund request doesn't fall within the areas listed above, it's possible that you're not eligible for a refund.
- We cannot give refunds for circumstances beyond our control e.g. war, terrorist activity, industrial dispute, bad weather, fire and flood.
- If your circumstances change e.g. due to work commitments, childcare issues, moving away etc. a refund will not be given.

- You may only request a refund for the current term. We can't offer refunds retrospectively for previous terms. Please contact us soon as you know you will

## LEVELS

We offer a range of courses at all levels and our tutors make every effort to accommodate your individual needs. Before choosing, please read the course descriptions carefully and keep in mind the following to help you decide which is the most appropriate level of course for you:

Beginners - if you have not done the subject before, or have only had a small amount of experience of the subject.

Intermediate - if you have some prior experience of the subject but do not yet consider yourself to be at an advanced level.

Advanced - if you have done a significant amount of learning in this subject already, and wish to further advance your skills. You can work with some independence within the subject.

All levels – for people at beginners, intermediate or advanced levels with support given appropriate to your level. Please be aware that the class will be made up of students of differing levels of experience.

To join all our courses you must be able to follow written and verbal instructions and you may be invited to take part in group discussions. Please look at the rest of the course outline carefully to decide if you may benefit from any additional support to help you to take part in this class. Please contact the office if you require any further information.

If you have a disability, learning difficulty or mental health issue which may affect your participation in your chosen course please contact the office prior to enrolling. If you will need to bring a carer or support worker with you to the class, please inform the office when enrolling so we can make arrangements.

## CHANGES TO THE PROGRAMME

The Bristol Folk House reserves the right to change tutors, courses, and times after the publication of the programme. We are unable to grant a refund or credit on the grounds of a change of tutor. The tutor may have different teaching styles; however, we guarantee consistency in the quality of the teaching. Make-up classes will be arranged if a tutor must miss a class. If this make-up class cannot be arranged, you will be given for this class. We will contact you by phone and email to let you know a class has been cancelled. If on the rare occasion we have not been able to contact you, we will offer you a hot drinks voucher for the cafe.

**UPDATE: COVID19 - It is difficult for us to plan during this time. We will work towards opening and staying open, however, we do not know what the next 6 months will look like.**

We aim to run as much as we can at the Bristol Folk House, with some additional courses running online.

If we must make changes to the programme due to COVID19, we will contact you via phone or email to let you know.

1. If we must move a class for in-person to online and there is no break in the continuity of the course, no refund or credit will be given.
2. If we must change the tutor and there is no break in the continuity, no refunds or credit will be given.
3. If we can make-up the classes cancelled at a later date; credit will only be given if the student cannot make the make-up class.
4. If we must cancel the remaining classes, a partial credit will be given.

## **ACCESSABILITY**

If you need any additional support, please let us know in advance so we can make arrangements for you.

Carers are allowed to attend for free as long as they are not participating in the course or workshop. Please make sure this is stated when the student enrolls. The carer will be added to the register for fire safety reasons. Please make the office and tutor aware if the carer attending will change throughout the course.

### **Building Accessibility**

The Bristol Folk House currently has no level access.

We have been successful with a planning application to add lifts, ramps, and accessible facilities to our building. Due to COVID19 this, unfortunately, has been delayed. We do hope to get the building work commencing in 2021.

These plans will be available to view once the work is underway.

We have a video walkthrough of the current building layout available to view on YouTube. <https://www.youtube.com/watch?v=FVMIKkKcWGI>

If you would like more information about accessing our building please contact [admin@bristolfolkhouse.co.uk](mailto:admin@bristolfolkhouse.co.uk) or call 0117 926 2987, we would be happy to help.

Accessible Toilets

Currently, we do not have accessible toilets. These are part of Stage 1 of the development in 2021.

## Guide Dogs and Hearing Dogs

They are more than welcome in the building. If you require any assistance, please speak to a member of staff.

## Deaf, hard of hearing

Currently, we do not have Induction Loops in our reception or classrooms. These are part of Stage 1 of the development in 2021.

Some classrooms have been fitted with red flashing light fire alarms.

## Parking

We have no onsite car parking but there are many paid parking spots in the area. Please ask us for details on parking, bus and bike routes or visit our 'Contact Us' page for more details. Blue badge holders can park on Park Street. Please see the latest information on the Bristol Gov website. <https://www.bristol.gov.uk/parking/where-you-can-park>

## Attending Courses and Events

If you have any access requirements, please do get in touch with our Administration team. We can make specific arrangements, including reserved seating, building/room tours, contact with the Tutor/organiser before the course or event, large print etc.

## **FURTHER INFORMATION**

- All artwork and pottery must be taken home at the end of term. We do not have any storage facilities for students. Pottery which is not collected by the end of the following term will be recycled.
- Please ensure that your mobile phone is switched off, or is on silent, during the class.
- We have no changing or shower facilities however you may use the toilets to change in for exercise and dance classes.
- All students are asked to show respect to all staff, tutors, and other students, and behave in a responsibly and safe manner at all times. You may be asked to leave if these standards are not met.
- We are unable to accept responsibility for any damaged to or loss of personal property. Anything left in the building will be placed in our secure lost property in reception.
- Under no circumstance will a child be allowed in a classroom. We are an adult education centre, and we are not covered for anyone under the age of 18. Please respect this. If you do bring a child into a class, the tutor or member of staff will ask you to leave.

- We also ask that no dogs are allowed in the building except for guide dogs and assisted dogs. They are welcome in the courtyard. You are responsible for your dog at all times and may be asked to leave if seen to be antisocial.
- No smoking / vapour/ e-cigarette is allowed in any part of the building we have a courtyard garden and balcony where smoking is allowed.

## **GIFT VOUCHERS**

Gift Vouchers can be purchased from the Bristol Folk House reception or by calling 0117 926 2987.

- Gift vouchers are valid for one year from date of purchase.
- They can only be used on courses and workshops. They cannot be redeemed in the café or for music nights.
- Gift Vouchers can be purchased for an amount of your choice or you can book someone onto a course or workshop of your choice.
- Gift Vouchers cannot be exchanged for cash.
- Gift Vouchers cannot be returned or refunded.
- Each voucher will have a unique code and will be listed under the recipient's name.
- Please allow 5 working days for delivery if you have requested them to be posted. A cost of £1 will be applied for postal deliveries. They can be collected from the reception free of charge.
- Gift Vouchers may be used to purchase a course of a higher price than the value of the Gift Voucher the difference will need to be settled. If the course is of a lower value, with the difference can be used at a later date.
- Under no circumstances can you extend the validity period of the voucher.
- If a course you purchased with a Gift Voucher is cancelled, you may transfer to another course. We may offer you a refund in the form of a new Gift Voucher.
- If you booked someone on to a course or workshop and they are unable make the dates, our general terms and conditions apply.

## **FEEDBACK AND COMPLAINTS**

If you would like to give us feedback or are not satisfied with any aspect of our service, please click [here](#). We aim to listen to your comments and complaints as best we can and take action where necessary.

## **DATA PROTECTION AND PRIVACY STATEMENT**

The General Data Protection Regulation (GDPR) is a new EU legislation relating to data protection, which applies from 25th May 2018. It replaces the Data Protection Act 1998 (DPA) and introduces greater protections for how personal data is used and stored. Although it is a European law, GDPR will be transferred to the UK statute books upon the UK's exit from the European Union and thus will remain in force.

Compliance is crucial due to the impacts personal data processing can have upon people's lives. GDPR revises and enhances the requirements on organisations to consider data protection and accountability,

providing individuals with new rights over how their data is used. You can find out more about how we use your data and your rights here.

## COVID19

To support NHS Test and Trace, we will hold records of your attendance for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of or deleted.

Records which are made and kept for other business purposes do not need to be disposed of after 21 days. The requirement to dispose of the data relates to a record that is created solely for the purpose of NHS Test and Trace. All collected data, however, complies with the General Data Protection Regulation and is not be kept for longer than is necessary.

## Customer Data

The Bristol Folk House uses an online ticketing service provided by Monad Ticketing.

## Monad Ticketing Privacy Policy

Monad Ticketing is a software development company headquartered in the UK. We provide a cloud based SaaS box office ticketing solution to theatres, arts centres, and other event organisations.

### How we use your data

In addition to interacting with our customers to process transactions and provide support, we distribute a monthly newsletter in email format. New customers and interested parties who sign up will receive regular monthly emails from us, along with occasional special announcements. On signup, your name and email address will be stored in a mailing list.

Website usage information is collected using cookies (see below).

We retain support requests, queries and resolutions indefinitely for training and quality purposes.

Monad Ticketing will not share any of your details with any third parties.

### Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

### Changing your preferences

You can use the links included at the bottom of every newsletter to change your subscription preferences or unsubscribe from Monad Ticketing updates at any time. When you unsubscribe, you will no longer receive the monthly newsletter and your details will be removed from our database within three months.



## Changes to our Privacy Policy

We will review our Privacy Policy regularly and update this page to reflect any changes. Our Privacy Policy was last updated on 29/05/2018.

## How to contact us

If you have any questions about our Privacy Policy or how we use your data, you can email us at [sales@monadticketing.com](mailto:sales@monadticketing.com).

## WEBSITE

On this website, we use cookies\* to enable us to monitor the use of our site and whether visitors are new or repeat users. We do not store personal information. You can manage cookies by editing your browser preferences (check the advanced features).

\*Cookies are the files which enable us to hold information on the times and dates visitors have used our website.