

# Short Courses Terms & Conditions

Please read carefully this document and keep it safe for future reference. It covers, among other things, bookings and refund policy.

For courses other than short courses (more than 24 hours of lectures in total) refer to document LSSP042 which can be downloaded from [www.londonschoolofsound.co.uk](http://www.londonschoolofsound.co.uk)

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### (1) Reserving a place

**Places can be reserved only when these two conditions are met:**

- 1) the course fees are paid in full
- 2) the registration form has been filled

When you apply for a course online you can choose between various methods of payment. If you choose to pay by card (or with paypal) you will be redirected to the registration-form page immediately after making a payment. If you choose to pay by cheque or bank transfer we will send you the link to the registration form by email.

#### **Do I really need to fill the registration form now?**

The registration form is where you specify the date you have chosen for your course: refer to our website to see which dates are available (and if in doubt contact us). Entering a date that doesn't correspond to an existing class will simply put your registration on hold until we have had the opportunity to clarify. Your credit will be valid for six months: if by the end of this time we have been unable to contact you the booking will be considered void.

#### **Can I give a course to someone else?**

The details of the person paying for the course and the person attending the course can be different, for instance when an employer or family pays for your training. However, the application form *must* be filled by the person attending the course. Once the application is submitted the registration is strictly personal and not transferrable.

#### **What if the date I want is not available anymore?**

In the unlikely event that a place on the date of your choice is not available by the time your application is submitted (because the class has reached its full capacity or if for any reason the course is cancelled) your registration will be automatically moved to the next available class. We will contact you to confirm the new date and you will be able to accept it, ask for a different date, or get a refund.

#### **Time limit for advance bookings**

LSS does not accept bookings for short courses occurring more than six months in the future. Any course must be started within six months from receiving the first payment (be it a deposit, the first installment or the full amount). If your course start date has been changed (see below) the new starting date must still fall within the six-month period from the original payment. Failing to arrange the start date for a course within this time means forfeiting any amount paid.

### (2) Refunds Policy

### **Refunds**

Refunds will be issued only for cancellations requested up to fourteen calendar days ahead of the scheduled start of the course. The request must be in writing and it is your responsibility to ensure that we receive it on time. The amount refunded will be the full amount paid minus any eventual bank, card processing, or reseller fee. Refunds can only be issued to the bank account from which the original payment was made. Booking a course within two weeks from its start means that no refund is possible (although it might be possible, entirely at the school management's discretion and subject to a transfer fee of £200, to transfer the booking to a later date or even a different course).

### **Withdrawal / Dismissal**

In the eventuality that for whatever reason you don't complete the course no refunds (full or partial) can be issued. It might be possible however, entirely at the school management's discretion to be booked on to another class, subject to a transfer fee of £200.

### **What if the class is cancelled**

In the unlikely event that a class is canceled or postponed you will have the option of obtaining a full refund or having your registration moved to another date. LSS will not accept any responsibility for damages or expenses incurred due to the course being cancelled.

### **What if the course is too easy or too difficult?**

When applying for a course the first thing you should do is to check if there are any specific entry requirements and in general if the course is the right one for you; this information should be clearly available on the LSS website but if you are in doubt give us a call during office hours. While nothing stops you from applying for a course where you don't meet the minimum requirements, this might result in a disappointing experience; in this case the school has no obligations to refund what you paid and moving to another class will incur additional charges

### (3) **Changing Date**

Any request to move your course to a later date must be made in writing and arrive to LSS not later than fourteen calendar days from the scheduled start of the course. In this case you will be moved to the date of your choice free of charge, subject to the availability of places and provided that the date you choose doesn't fall outside the six-month period from the day the original payment was made. Requests arriving after this time will incur a £200 administrative fee.

### (4) **Privacy**

LSS respects your privacy and your personal details will not be passed to third parties without your consent.

Certain courses require the disclosure of personal details to the accrediting body (for example Apple requires all its training centres to communicate personal details of those attending an Apple Certified course): you are advised to check with our office if you have any concerns about your privacy. Accepting these terms and conditions indicates your implicit consent to the treatment of personal data as required for each specific course.

### (5) **Non-European Students**

LSS welcomes students from any part of the world.

The course fees are the same for British, European and non-European students.

It is the student's responsibility to arrange for travel, documents and accommodation in order to attend the course. No refunds will be issued if, for example, your flight is cancelled or your travel documents didn't arrive on time.

It should be noted that short courses **do not** qualify for an Adult Student VISA.

*If you require a Student VISA to enter the UK you can apply for a Visitor Student VISA, in which case a small charge may apply to cover for administrative costs (contact the school's office for up-to-date details).*

(6) **Definitions**

- a. A Short Course is defined as any course which comprises of a total of 24 hours or less of total scheduled lectures, not including any supervised or unsupervised practical time, regardless of the number of days over which the lectures are spread and the time elapsed between the first and last lecture.
- b. The terms 'you' and 'student' are used interchangeably throughout this document to signify the person attending a course; in this context they are synonymous of terms such as 'trainee', 'delegate', 'customer' and others.
- c. The terms 'London School of Sound', 'LSS', 'school', 'we', 'us', are used interchangeably throughout this document and are all meant to represent London School of Sound limited.

(7) **Miscellaneous**

- a. By accepting these terms & conditions you also accept to abide by the Student's Code of Conduct which can be requested freely from the school's office.
- b. The London School of Sound reserves the right to change these terms and conditions as well as course names, details, content, length and times without notice. Any such changes will be promptly be made available on the LSS website and from that moment become effective.
- c. The London School of Sound and its staff cannot be held liable for any damages or loss incurred as a consequence of a course cancellation or change (including but not limited to: change of course content, class times and dates).
- d. The opinions expressed by LSS staff during the lecture are not necessarily those of the London School of Sound and cannot be quoted as such.

By accepting these terms and conditions you enter in to an agreement with London School of Sound which regulates the relationship between you and the school.

If any part of this agreement is held invalid or unenforceable, that portion shall be construed in a manner consistent with applicable law to reflect, as nearly as possible, the original intentions of the parties, and the remaining portions shall remain in full force and effect.

If you need to contact London School of Sound:

telephone 020 7354 7337 (office hours 10.30 to 18.30, Monday to Friday excluding public holiday)

email [info@londonschoolofsound.co.uk](mailto:info@londonschoolofsound.co.uk)