

## **Bookings policy**

An opening date for bookings will be clearly displayed in the course information and around The Richard Attenborough Centre.

Bookings will be taken on a first-come, first-served basis. The Centre is moving towards a fully computerised facility, where student information is entered directly onto the database. In the meantime, paper student booking forms should be marked with the number that they correspond to, to ensure that classes are not oversubscribed.

Courses will be reviewed two weeks prior to the beginning of term and the decision for them to run or not will be made by the Friday one week prior to the beginning of term.

## Waiting lists

Some courses at The Richard Attenborough Centre are extremely popular and sell out quickly. Early booking is always advised.

Students unable to enrol onto a course due to it being fully subscribed can put their name onto a waiting list for the following term. The Centre operates a waiting list on all its courses; however the waiting list is limited to one third of the class size; eg for a class size of 15, the waiting list will be limited to five places.

Students on the waiting list will be contacted by the Centre at least one week prior to bookings and offered a priority place. Places must be secured with full payment as per the usual booking process.

Students will remain on the waiting list for one term only and will not automatically be transferred onto subsequent terms.

## Cancellations

Occasionally some of the Centre's courses are cancelled due to low booking numbers. If this occurs, students will be given a full refund. Wherever possible, we aim to let students know of cancellations at least one week before the course start date.