

Weekend Courses and Creative Writing Retreats Booking Terms and Conditions

Eligibility

Our weekend courses are open to participants over the age of 18 and courses are taught at approximately first-year undergraduate level. No academic qualifications are required and most courses are suitable for students who are new to the subject. Please ensure that you complete any required reading listed in your course materials before the course starts to enable you to fully participate and get the maximum enjoyment out of your course.

Language requirements

To get the maximum benefit from studying with us if your first language is not English, you will need to be confident understanding and following discussions presented in written and spoken English at University level and will need to satisfy yourself that you have the appropriate level of English language proficiency. As a guide, we would suggest you need near-native command of the language, with levels around IELTS 6.5 or TOEFL iBT 92. Please contact us if you are unsure.

Accessibility for students with support requirements

We make every effort both to anticipate and to make reasonable adjustments to meet the needs of students with support requirements including those with unseen disabilities, including mental health conditions, and specific learning difficulties, such as dyslexia. Please ensure you let us know about any support requirements at the time of booking so that we can offer you the support and advice you require before and during your course(s).

Course allocation

If your preferred course is full at the time of booking, you can add yourself to a waiting list. You will be notified, by email, if a place becomes available. Please note course changes cannot be made once a course has started.

Course cancellation by PACE

Whilst every effort is made to avoid changes to our programme, the University of Cambridge Professional and Continuing Education (PACE) reserves the right to withdraw any course. In such circumstances, we will endeavour to provide a substitute of equal standing. Should a course have to be cancelled due to very low enrolment, or last-minute unforeseen circumstances, any participant enrolled on that course will be contacted immediately, and, if possible, an alternative course place arranged. If an alternative course cannot be provided, participants will be refunded any payments already made.

Except in the case of cancellation by PACE, course places cannot be transferred to other people or to an alternative weekend. If you are no longer able to take up your place please contact intenq@pace.cam.ac.uk

Fees and payment

- Our preferred payment method is credit/debit card through your PACE account, via our secure online booking system. Unfortunately, we are unable to accept cheques or Amex.
- A deposit calculated as 15% of the total booking value - tuition/meals plus (where relevant) B&B accommodation - before any bursaries or discounts, applies to all courses. It is possible to secure a booking by paying the deposit; however, this only applies when booking early.
- Fees must be paid in full 14 days before the start of the course.
- For bookings received later than 14 days before the start of the course, fees must be paid in full.

Concessions

We offer a range of concessions for our Weekend Courses:

- **State School Teacher Concession:** 25% reduction of tuition fee for any teacher with Qualified Teacher Status working in a UK state-funded school or Further Education institution
- **Benefits Concession:** 25% reduction of tuition fee applicable to recipients of a UK state benefit. Such as Universal Credit, Job Seekers' Allowance, Income Support, Housing Benefit, Employment and Support Allowance, Personal Independence Payment, Disability Living Allowance, Carer's Allowance or Attendance Allowance, or Pension Credit
- **University of Cambridge staff concession:** 25% reduction of tuition fee applicable to employees who hold a contract of employment with the University
- **Cambridge Alumni (CAMCard) concession:** 10% reduction of tuition fee applicable to Cambridge University Alumni only.

You will be asked to upload current proof of status for all concessions when booking. If you are applying for the Benefits Concession, you must be in receipt of the benefit at the time of booking and documents must be dated within the last 12 months.

Late Bookings

Whilst we accept late bookings, for sustainability reasons we cannot always accommodate complex dietary/allergen requirements if bookings are received or dietary requirements are notified after the booking deadline. Please consider this if you are asking to book after the deadline and have special dietary requirements.

Cancellations and refunds policy

To cancel a course booking, you must inform us by emailing intenq@pace.cam.ac.uk and clearly state your intention to cancel your booking. To meet the cancellation deadline, it

is sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired.

You may cancel your course booking at any time. **However, should you cancel for any reason ((including illness or changes in plans) *after* the 14-day cancellation period has expired, the standard PACE course cancellation policy (as specified below) will apply.** Please be aware that in these circumstances you would not be entitled to a refund, or to a course transfer.

Please note: Cancellations due to an unsuccessful visa application are not eligible for a refund.

Cancellation Period	
Cancellations received within 14 days of booking your place on the course	Full refund*
Cancellations received after the 14-day cancellation period and earlier than 14 days before the start date of the course	Refund after deduction of 15% of the full booking fee for tuition/meals and (where booked) B&B accommodation
Cancellations received after the 14-day cancellation period and later than 14 days before the start date of the course	No refund

* Fees refunded as part of the Cancellation Terms and Conditions can be transferred to another course of the same type by emailing intenq@pace.cam.ac.uk

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