

## Hertfordshire Business School

### General Terms & Conditions – Professional Qualifications & Short Courses

#### Cancellations

**By University** – if a course fails to attract sufficient enrolments, the University reserves the right to cancel it. Every effort will be made to give applicants reasonable notice of cancellation. In such cases a full refund of fees will be made.

**By applicant** – written notification of withdrawal must be received by the University not less than 10 working days prior to the scheduled course start date. In such cases, an administrative charge of £100 will be deducted from any refund.

If the applicant gives less than 10 working days' notice of any booking cancellation, there will be no entitlement to a refund.

#### Refunds

Full or partial refunds are not payable in any circumstances other than those specified above.

After the course has commenced delegates will not be eligible for a refund if they do not attend for any reason.

#### General Terms

Unless otherwise stated, courses will take place at the Business School, de Havilland campus.

The course fee covers the cost of tuition and facilities and does not normally include materials.

Delegates and Students will comply with the University's rules and regulations. Information concerning the University's rules and regulations is available on request.

Unless specified, the fee does not include refreshments/lunch etc. The University regrets that the Refectory is not normally open during the evenings and weekends although there are a number of cafeterias on site. There are also a number of Cafés and Restaurants in the Galleria shopping centre which is a short walk from the campus.

All bookings are subject to the University of Hertfordshire Terms and Conditions of Business for Short Courses. Copies of these standard terms and conditions are available at <http://www.herts.ac.uk> or on request from the Corporate and Professional Development Unit on 01707 285552 or by email on [cpdu@herts.ac.uk](mailto:cpdu@herts.ac.uk).

Replacement student ID cards are available for a £20 charge. If the card was stolen a crime reference number needs to be given for the charge to be waived.

### **Other Information**

Further details on the arrangements for each course and any additional information will be sent to the students prior to the scheduled start date.

If you are unable to attend a course that you are registered for, or will arrive late or leave early please inform the course tutor or the short course office in advance.

If you have any questions regarding enrolment, please contact:  
Corporate and Professional Development Unit on 01707 285552 or email  
[cpdu@herts.ac.uk](mailto:cpdu@herts.ac.uk).