

## Salford Languages

### University Wide Language Programme (not for credit) Terms and Conditions 2016/17

1. In these terms and conditions the following expressions have the following meanings:

"UWLP"	The non-credit bearing option of the University Wide Language Programme
"Programme"	The entire product catalogue offering within the University Wide Language Programme
"course"	Refers to the 24 week language participants book onto
"booking"	The online process to book onto the programme/course
"group"	A class defined by the language, stage and day/time of the session
"stage"	"Each course is taught at four different levels called 'Stages'. Stages are allocated based on previous experience and/or qualifications in the language.
"language"	Each course is described by the language in which the practical skills are taught at different levels
"participant"	Refers to the learner participating in the Programme
"Course Fee"	The fee for the Course which you accept when booking onto the UWLP
"class"	Refers to the session each week to deliver the course
"Fees"	The fees which are payable to us under these Terms;
"Salford Languages"	Salford Languages is the University of Salford's English Language and Modern Foreign Languages teaching Centre;
"Terms"	These terms and conditions;
"We/us"	Salford Languages;
"Working day"	Monday to Friday excluding bank and public holidays in England.

### Booking

- Bookings for UWLP Courses must be made online by submission of an online booking form via the Salford Languages website.
- Payment, or part-payment must be received within one week of the Course starting to remain eligible to attend classes. One week of the Course starting is defined as the end of the first week of classes, following one week of induction/taster.

4. Each booking is subject to availability and is only binding if we send you confirmation by email that your booking is accepted.
5. All staff and students at the University of Salford are able to participate in the Programme providing they have agreement with their line manager / Personal Tutor that participation in the Programme will not negatively impact on their work, academic performance or other University commitments.

#### **Statutory right to cancel and refunds**

6. Where you have booked the Course online we must remind you of your statutory right to cancel the booking within 14 days starting on the day after we send you a booking confirmation ('cancellation period').
7. To cancel, you must send a clear statement by email to [salfordlanguages@salford.ac.uk](mailto:salfordlanguages@salford.ac.uk). We advise that you contact us to confirm receipt of your cancellation by calling 0161 295 5990. Cancellation is only confirmed once cancellation confirmation has been sent.
8. Cancellation after that statutory cancellation period will incur a £25 charge to cover our administration costs.
9. We will refund (in full or pro-rata) any Course Fees you have paid within 14 days after the day on which we receive notice of your decision to cancel the Course. If you cancel before the Course starts we will give you a full refund. If you cancel during the Course, we will only refund the difference between the full Course Fee and the amount we calculate to reflect the proportion of the Course which has taken place (minus a £25 admin charge); non-attendance at any class will not alter this proportion.

#### **Cancellation / Transfers of all Courses**

10. You may transfer to any other language Course up to the end of the second week of teaching on the Course/language classes.
11. Exceptionally, the transfer from one language to another may be authorised on academic grounds and depending on what experience participants already have of learning the language; up to the end of the fourth week of teaching. Authorisation must be given by the UWLP Coordinator and tutor/lecturer responsible for the language to which the participant is transferring.
12. In all cases you may transfer only if the following conditions are satisfied: (a) you pay the Course Fee by the original due date for payment; (b) you give us notice of your request in writing.
13. Transfers between languages will only be permitted on one occasion. If you request a transfer you must settle the original fee within the agreed due date before we will transfer your booking. Once you have transferred, you cannot transfer again.
14. We may withdraw you from the Course if you fail to pay the Fees in whole or in part; or you do anything unlawful, malicious or discriminatory or which causes nuisance, offence or annoyance to us, any participant or any other person or which damages the reputation of

Salford Languages and/or the University of Salford. No refund of Fees is payable where you are withdrawn on such grounds.

15. We reserve the right, without incurring any liability to you, to alter any or all of the content, lecturers, timing and venue for the Course for any reason beyond our control. We may occasionally also advise participants to change Stages to match their language learning level.
16. We may cancel, suspend or terminate the Course if any circumstances beyond our control prevent or delay its delivery (including but not limited to staff shortage) or if participant numbers fall below a sustainable/viable level. Apart from the return of the Fees you have paid for the Course where we terminate the Course, we will not have any liability to you for any loss or damage you may suffer or incur as a result of the cancellation, suspension or termination of the Course, including but not limited to any increased costs or expenses or any loss of profit, business, or contracts, or any special, indirect or consequential loss or damage.

### **Payment**

17. Payment, or part-payment must be received within one week of the Course starting to remain eligible to attend classes. One week of the Course starting is defined as the end of the first week of classes, following one week of induction/taster.

### **General conditions**

18. All intellectual property used or created by or for Salford Languages in the design and delivery of the Programme/Course (including but not limited to methods, techniques and processes) and in Course materials are the property of Salford Languages, and you undertake and warrant that you shall not copy or reproduce the whole or any part of it other than for your own study purposes, nor transfer the whole or any part of it to any person.
19. By booking on the Course, you are deemed to agree these Terms. These Terms constitute the whole agreement between you and Salford Languages regarding the Programme and all other terms are excluded. You have not been induced to make a booking by any statement which is not set out in the booking form, these Terms or elsewhere on our website. The booking will be governed by English law and all disputes relating to the booking will be referred exclusively to the English courts.
20. Notices from you under these Terms must be given in writing by email or post (contact details are accessible on our [website](#)). If any term is held to be invalid in whole or in part, then that will not affect the validity of the remaining part of such term or any of the other terms. No variation to these terms will be effective unless agreed in writing by Salford Languages. In these Terms words in the plural include the singular and vice versa.
21. Views and opinions expressed by tutors/lecturers during the Programme are the views and opinions of those tutors/lecturers only and do not represent the views and opinions of the University of Salford and we will not be liable for any loss or damage arising out of such views and opinions.

### **Complaints**

22. For the purposes of managing concerns and complaints, the UWLP follows the University's [Student Complaints Procedure](#).