



CLAS - Online Courses - Terms and Conditions of Use

1. Definitions

The following terms and conditions apply to individuals ("you") who apply to attend an online course organised and provided by the **Calligraphy & Lettering Arts Society - CLAS** ("we" or "us"). CLAS is Registered Charity No 1046526. Please make sure you have read and understood these terms and conditions before enrolling on one of our online courses.

If you have any queries the correct contact email for CLAS Online courses is liveonline@clas.co.uk

2. Acceptance of Terms and Conditions

When you complete the registration form for an online course by us, you are applying for a place and you agree to be bound by the following terms and conditions. The courses will be run via the web application Zoom or any other video conferencing software determined by CLAS that may be used from time to time, and to take part you need to ensure you have an up to date version of this on your computer/electronic device.

3. Data Protection

When completing your registration, you will provide us with data about yourself. We will store this data and use it to contact you, provide you with details of the courses you have applied for and otherwise as required during the normal provision of the course. We will not pass any personal data onto anyone outside of CLAS and we will be compliant with the requirements of the Data Protection Act 2018 and such other legislation that may apply to use of your information and/or data.

Some courses may be recorded and/or the contents shared online and/or streamed. By taking part in the course you consent to use of this media in such manner. If you do not consent to this you must inform CLAS as soon as possible before any course commences. You may also if you wish turn off your video camera and/or mute your microphone during the course.

4. Acceptance on a Course

CLAS places a limit on the number of students per course so we cannot always guarantee you a place. To be accepted on to a course you need to complete the registration form and submit full payment in advance of the course commencing. Once registration and payment have both been received by CLAS you will receive enrolment confirmation by email. Only once confirmation has been issued will you have a place on a specified course.

If you are applying for more than one course, each application will be dealt with as a separate offer. Acceptance on one course will not mean that you are automatically accepted on other courses you apply for.

The CLAS host has the right to refuse entry and/or remove anyone from the course as a result of any unreasonable and/or unacceptable behaviour

5. Payment

The fee for attending an online course will be as advertised by us on our website and/or publicity materials, and it will be stated on your registration form. The online course fee will cover tuition and handouts but

will not include materials (unless expressly stated otherwise). You will be responsible for supplying your own materials.

Payment will be made through PayPal either through your account, or by credit or debit card please use your full name as reference to make it easier to recognise your payment.

CLAS will provide you with confirmation of your place once your payment appears in our records.

6. Refunds

If for any reason, you need to cancel your booking, you must notify us as soon as possible by email liveonline@clas.co.uk Our refund policy is as follows:

- For cancellations 30 days or more before the starting date of the online course, we will refund the full fee.
- If you cancel between 30 and 15 days before the online course starting date, CLAS will refund only 50% of your payment to cover the costs of finding replacement attendees and administration costs and overheads.
- No refund can be made for cancellations 14 days before the starting date of the online course, but you can transfer your place to another person as long as this is **before** the link to the online meeting and the tutor's resources have been delivered to you. To make effective your transfer, you must inform us of the details of the new attendee by email liveonline@clas.co.uk and arrange the payment of the fee to you by the new attendee.
- No refund can be made for cancellations 2 days before the starting date or after the link for the online session and course learning materials have been delivered to you.

Your cancellation date will be the date you email us with your intention of cancelling your booking.

7. Variations to the Course

It is our commitment to run online courses as advertised, but we reserve the right to change the tutor running the course. All our tutors are CLAS Accredited and we will ensure any replacement tutor will have the requisite skills and knowledge to run the course

If we need to postpone the start of an online course we will notify you as soon as possible of the change and will transfer your fee to the new date. If you are unable to attend the new date you should notify us of this by email and we will make a full refund of your payment.

In the event of technical difficulty which results in the course not going ahead or being abandoned, the course will be rescheduled where practicable.

In the event of technical difficulty which results in the course not being fully completed, we will make arrangements to partially reschedule where practicable.

Although CLAS is only able to offer IT advice and will email a helpful hints document about how to download and operate the basics in Zoom, CLAS is unable to provide full technical support.

If there are any other changes to the course you book, we will inform you as soon as possible.

8. Copyright and Access to our online courses' resources

Every tutor is the owner of the copyright of their resources, including handouts, presentations and recordings of the course. You must not share, reproduce or transfer any of the study materials in part or in full to another person.

To share or transfer details of the online course (as video-sessions, links to join a class and passwords) is strictly prohibited.

Videos of the online sessions will be available only to the attendees, for up to two weeks after the course finishes. After that, the video will be removed from our streaming and/or file sharing system. Any videos are made available for your own personal use only and at all times CLAS owns and/or retains ownership of all intellectual property relating to such material.

Any violation of copyright and unlawful use of tutor's resources will be a breach of civil or criminal law on intellectual property, and we will pursue appropriate legal action

9. Governing Law

All these terms and conditions shall be governed by English Law. By accepting them, you submit to the exclusive jurisdiction of the English Courts.