

THE UNIVERSITY OF OXFORD
CONTINUING EDUCATION
OPEN ACCESS TERMS AND CONDITIONS



*PLEASE READ THIS DOCUMENT CAREFULLY. IT CONTAINS IMPORTANT
INFORMATION ABOUT YOUR CONTRACT WITH THE UNIVERSITY*

Contract with the University

1. The purpose of these Terms and Conditions is to set out the contractual basis for your relationship with the University, and to draw your attention to key terms.
2. Your contract with the University is made up of:
 - a. these Terms and Conditions,
 - b. the course description on the course web page which is available through www.conted.ox.ac.uk/courses/index.php (you should consider printing a copy of this page as a record of the information provided),
 - c. the University's Statutes and Regulations, and rules and policies made under them (see paragraphs 5 and 6 below).
3. You will enter into your contract with the University when you pay the full amount of the compulsory fees and charges for your course (see paragraph 9 below).
4. You will enter into this contract with the University even if your fees are paid by a third party on your behalf.

University Statutes, Regulations and Policies

5. By paying your fees you agree to comply with the University's Statutes and Regulations as amended from time to time and with the Statements and Codes of Policy, Practice and Procedure which are made under them. These include the University's Code of Discipline, and other regulations concerning your studies, conduct and behaviour including regulations relating to harassment, the use of IT facilities, health and safety issues and legislative requirements such as data protection.
6. The Department for Continuing Education's Policies and Guidelines which are set out at <https://www.conted.ox.ac.uk/students/currentstudents/policy.php> contain the key provisions which you need to be aware of.
7. You may be removed or suspended from the course if the University considers that you are in breach of any of these rules including the Code of Discipline.

Fees and Payment

8. Details of the fees and charges you will have to pay are set out on the course web page.
9. You (or a third party paying fees on your behalf) may pay your fees and other charges:
 - a. through the Pay Now link within the online enrolment process; or
 - b. by post with a written application. Details of how to pay are given on the application form. In this case your fees will be received and your enrolment accepted when the cleared funds enter the University's bank account.

10. It is your responsibility to ensure that the University's course fees and all other charges relating to the course (some of which may be subject to a separate agreement) are paid by the deadline notified. You are responsible for any non-payment even if your fees are being paid by a third party.
11. The University reserves the right to refuse you admission to your course if you have not paid all compulsory fees and other charges before the course starts.
12. All payments must be in GB Pounds Sterling. You must pay any currency conversion costs or other charges incurred in making the payment or in processing a refund.

Cancellations and refunds – within 14 days

13. You have the right to cancel your contract at any time within 14 days of its commencement. You will receive a full refund of any payments you have made.
14. If you choose a course that is due to commence within 14 days of purchase and then wish to cancel after your course has started, you will be required to pay for any part of your course which has already taken place and for any course materials which have been provided to you.
15. To cancel within 14 days please inform us in writing, either by email to the course administrator or in writing to: University of Oxford Department for Continuing Education, Rewley House, 1 Wellington Square, Oxford, Oxfordshire, OX1 2JA, United Kingdom. Please write the name of your course in the subject-line of your email or on the envelope. You may use the cancellation form provided with the acknowledgement email or letter if you wish, but you are not obliged to do so.

Cancellations and refunds – after 14 days

16. If you cancel your place on a course at any time after expiry of the 14 day period you will not be entitled to a refund, except in exceptional circumstances, at the discretion of the University. If a refund is made an administration fee may be charged.
17. In exceptional circumstances you may be able to transfer your enrolment to a different Continuing Education course, or substitute a different student onto the same course, subject to any administration fees. Course fees already paid can be transferred to the new course, and any outstanding balance must be paid in full before the place can be confirmed. No refund will be given if the new course costs less than the original course.
18. To cancel after 14 days, or to ask to transfer or substitute someone else, please write to us either by email to the course administrator or by post to: University of Oxford Department for Continuing Education, Rewley House, 1 Wellington Square, Oxford, Oxfordshire, OX1 2JA, United Kingdom. Please write the name of your course in the subject-line of your email or on the envelope. You should include all the relevant details including your and any substitute's names, and the name of any course you wish to transfer to.

Cancellation by us

19. Where there are good reasons to do so the University may cancel your course by giving you notice in writing at any time before the course is due to start. The University will refund all fees paid by you and will endeavour to offer a transfer to another course as an alternative, subject to payment or refund of any difference in purchase price.
20. The University's liability when it cancels a course will be limited to a refund of any fees or charges paid for the cancelled course, and to a refund of received University accommodation fees (if booked through the Department for Continuing Education). For partial cancellation of a course, such refunds will be made on a proportionate basis.

Changes to Courses

21. The University will seek to deliver each course in accordance with the description set out on your course web page.
22. However, there may be situations in which it is desirable or necessary for the University to make changes in course provision, either before or after enrolment. The University therefore reserves the right to:
 - a. make reasonable changes to the timetable, location or academic staff specified for a course; and
 - b. make reasonable changes to the content and syllabus of a course.
23. In exceptional circumstances we may need to suspend, discontinue or combine courses. This may be because of academic changes within subject areas, or as a result of low student numbers on a course.
24. The University will not be liable to you in any manner whatsoever for any failure or delay, or for the consequences of any failure or delay, in performance of any of its contractual obligations with you if such delay or failure results from events, circumstances or causes beyond its reasonable control, such as: industrial action, acts of god; acts of terrorism, the unanticipated departure or absence of key members of University staff, failure by third party suppliers and subcontractors or where the numbers recruited to a course are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.

Discount vouchers

25. Voucher discounts do not apply to accommodation or catering that you may book as part of your course registration.
26. Vouchers cannot be used in conjunction with any other offer and only one voucher may be used per term for Day and Weekend events.

Personal Data

27. The University will collect and use information about you in accordance with the principles set out in the University's Student Privacy Policy at <https://www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/student/>. This includes ensuring that your data will only be used in a way which is fair, lawful and secure.

Complaints Procedure

26. If you have a complaint you should follow Continuing Education's Complaints Policy available at https://www.conted.ox.ac.uk/mnt/attachments/complaints_and_appeals_policy-mt-2017.pdf

Jurisdiction

27. Your contract with the University and any dispute arising from it (including non-contractual disputes) shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English Courts.