

NOTES

1. If you have to cancel your booking for any reason, please let us know. If you cancel one calendar month or more before the course, we will refund your fee minus a £10 administration charge. No refunds will be given for cancellations received less than one calendar month before the course, but we will send you a receipt so that you can charge the fee to your accounts. (Courses may be an allowable expense for tax.)
2. Please send separate cheques if you are applying for more than one course, and a stamped addressed envelope for each course. (Note that some courses require a large envelope: see the application form for details.)
3. If you have applied for more than one course and would not wish to attend one if a place on the other was not available, please tell us when you apply.
4. Confirmation letters are usually sent out a month before the course. If you apply for a course that's already full, we will contact you to inform you of the situation.
5. If you are applying early and want to be sure that we have received your application, please send us a stamped addressed postcard (one for each item of post is sufficient) as well as a stamped addressed envelope (one for each course) and we will acknowledge receipt. Receipt of your postcard implies that you have a place on the course, but it does not guarantee that the course will run.
6. Courses occasionally have to be cancelled because we have too few bookings. We do all that we can to avoid this, but it is not possible to run a course if only two people have applied. If the number of bookings is this low, we will wait for some time after the usual closing date before cancelling the course, and this will mean that letters will not be sent out a month before the course. You will, of course, be informed if the course is cancelled.
7. **If you do not receive a letter you are expecting**, please phone the office to find out why – our letter (or your application) may have gone astray in the post.
8. **Please read the letter** when it arrives and check that the details are correct. Phone the office (020 8785 5617) at once if anything looks wrong.