

Terms and Conditions applying to bookings of OUPS events

Our Role: The role of the Open University Psychological Society (OUPS) is to advance public education in psychology amongst members of the Open University who are taking, have taken, or are preparing to take courses in psychology or cognitive subjects with the Open University. OUPS is a registered charity (No 282744) run by its members. The management of the society is carried out by members elected to the Executive Committee who are unpaid volunteers. They are supported in their administrative tasks by a part-time Business Administrator. Any correspondence should be addressed to: OUPS, PO Box 404, Bromley BR1 2WW.

Booking Events : To make a booking please complete a booking form making sure that you include all dietary/special needs and course details. This will help us in making sure that the event runs to your satisfaction. If you book more than 6 weeks before the event , the booking will only be accepted if accompanied by a booking fee of £40. For bookings received within the 6 weeks prior to the event, the booking fee is the full price. On receipt of your booking fee we will send you a written confirmation. You will have 7 days to change your mind and cancel. To cancel you must give notice in writing. In such circumstances we will refund any money paid.

Your cancellation: If after the 7 day cancellation period you decide to cancel, you will need to inform us in writing. If we receive this notice with more than 6 weeks to go before the event is due, we will refund all money paid minus £40 to cover the administrative costs involved. However, if notification is received within 6 weeks of the due date of the event, then OUPS will have incurred substantial costs. In such cases refunds will not be given except where the Executive Committee consider the circumstances to be exceptional.

Changes (or cancellation) to event: We will do everything we can to ensure that the advertised programme is carried out to your satisfaction. If what the committee consider to be only minor changes have to be made to the programme, it will go ahead at the advertised cost. In the unlikely event that the event has to be cancelled or we are forced to make what we consider to be major changes to the programme, you will be notified as soon as possible. You will be offered the option of having a full refund or having the booking transferred to an alternative event. In cases of significant alteration to the programme you might also be offered the option of attending at a reduced cost.

What to expect : The accommodation we use for events is single study bedrooms, in student halls of residence within a University campus. Standard rooms have shared bathrooms for approx 6 people along the corridor and communal kitchens, while ensuite rooms have private bathrooms and coffee/tea making facilities. Rooms are allocated on a first come first served basis on arrival. If you would like to be co-located with friends please arrive together. The food supplied is in a student refectory. The campus is open to public access and some facilities may be shared with other groups or organisations. We will do our best to ensure your safety and enjoyment but there are many factors that are outside our control (and other people/organisations on which we are dependent) and we cannot therefore accept liability for injury, loss or inconvenience arising from such factors.

What we expect of you: We would expect you to take care of your property, avoid bringing unnecessary valuables with you and to take sensible precautions regarding personal security. We also expect you to take responsibility for your own behaviour and do nothing to harm the enjoyment of other participants or users of the facility. The Executive Committee reserve the right to expel delegates whose behaviour seriously impacts on the enjoyment of the event by others, and the right to subsequently refuse bookings from those concerned.

What to do if you encounter problems: If you have problems at the event please tell an OUPS officer as soon as possible. This will give us a chance to sort out the problem. If you are still unhappy, it is worth making a written note and passing this to the Weekend Officer or another member of the OUPS committee. Hopefully the problem can then be resolved. However, if we are not able to satisfy you at the event, the matter can be put in writing to the OUPS Executive Committee (at above address). Your complaint will be dealt with in a sympathetic manner and we will send you a written response as soon as possible.

Assisted Places: OUPS allocates an agreed number of assisted places at the Revision Weekends and the mini Summer Schools for those unable to pay the full fee. These places are administered by OUPSET within criteria consistent with the OUPS constitution.

Disabilities: We will endeavour to meet your needs. However we must be informed of the specific support you need before the event to allow us to make adequate arrangements.

OUPS reserves the right to refuse applications.

Exclusion of liability: OUPS, it's officers and Executive Members shall not be liable for any loss or damage incurred by its members, howsoever caused, occurring at or during the Society's activities from any activity connected with the Society, its facilities or equipment.