

Sable Orchard Learning Centre - Access and Booking Addendum

Addendum 2 | Effective 10 September 2027

1. Access requests and assignments

This fictional addendum applies to the autumn short courses at Sable Orchard Learning Centre. It complements the Autumn Course Guide. It gives access-request and cancellation rules without changing the published teaching rooms.

Access requests are reviewed by the access coordinator. Registration handling remains under the course guide. A participant sends an access request with their course confirmation code so staff can identify the booked course.

From 10 September 2027, the access contact desk is in room D-1. Before 10 September 2027, it was in room B-3. The contact desk room is distinct from the ceramics teaching room.

An access request received at least five working days before the first session is reviewed before that session. A later request is reviewed as soon as practical, with no guarantee of completion before the first session. The first course session anchors the timing rule.

The addendum's filing code is SOL-AB-02. It is quoted in the access-request register. Course confirmation codes remain those described in the course guide.

This addendum does not specify the purchase cost of an adjustable teaching stool. It covers request handling, not equipment procurement. The facilities desk keeps the purchasing record.

Sable Orchard Learning Centre - Access and Booking

Addendum

Addendum 2 | Effective 10 September 2027

2. Cancellation and transfers

If a participant cancels at least ten calendar days before the first session, the centre refunds the course fee in full. If a participant cancels fewer than ten calendar days before the first session, the centre refunds half the course fee. The first session is the timing anchor for both conditions.

A transfer to a different course is allowed only if the destination course has an available place. A transfer does not guarantee a matching teaching time or room. The registrar confirms a transfer by issuing an updated confirmation message.

If the centre cancels the entire course, participants receive a full course-fee refund. This rule is distinct from a participant's cancellation. The registrar sends the course cancellation notice.

A refund is processed within eight working days after the registrar approves it. Approval by the registrar starts the processing window. The original registration date does not start it.

The addendum charges no administration fee for a permitted course transfer. An unavailable destination place still prevents the transfer. The absence of an administration fee is not a promise of availability.

The registrar records participant cancellations under case prefix SOL-CX. Access requests use SOL-AX. Staff choose the prefix according to the request, not according to the room being used.

Sable Orchard Learning Centre - Access and Booking Addendum

Addendum 2 | Effective 10 September 2027

3. Access records and follow-up

Access-request records are retained for six months after the final session of the relevant course. The final session is the retention anchor. This is a different record category from the attendance sheets described in the course guide.

The access coordinator reviews an unresolved request with the tutor before the first affected session when the timing permits. The tutor plans classroom arrangements, while the coordinator records the request outcome.

The addendum does not name the manufacturer of the portable hearing loop. It mentions the device only as equipment that can be requested. The device asset register is outside this addendum.

A portable hearing loop is reserved if the coordinator confirms its availability for the booked session. A request alone does not reserve the device. The confirmation records the session and the equipment asset tag.

The autumn access briefing was held on 8 September 2027. That briefing date is historical context, not the addendum's effective date. The coordinator keeps the briefing attendance record separately.

Questions about an approved refund go to the course registrar. Questions about an access decision go to the access coordinator. The welcome desk routes a query to the role responsible for its subject.