



**A warm welcome to the
MARY WARD CENTRE**
The Friendly Place to Learn

**42 Queen Square, WCIN 3AQ
&
10 Great Turnstile, WCIV 7JU**

**We hope you find your experience
enjoyable & rewarding.**

Please take a moment to read this leaflet. If you require this or any other information document, in another format such as large type, Braille, audio, or digital, please ask.



The friendly place to learn

Your tutor will do her or his best to make you feel at ease. Classes are friendly and informal; there's no sitting in rows. Part of the fun in coming to classes for adults is meeting a variety of people of different ages, from all walks of life.

Information and advice

Information and advice about Mary Ward courses and other adult education courses in London is available from reception staff.

Enrolments

It's always best to enrol as soon as you can. Many of our courses fill up rapidly for all three terms. (Please note that although you can enrol in person at 10 Great Turnstile, cash enrolments cannot be accepted there.)

Online enrolments

If you are a full fee payer, you can enrol on most of our courses on our website: **www.marywardcentre.ac.uk**. Online enrolment is quickest. Some courses may need permission from the department, please see website for more information.

Financial help

If you are on a low income, we may be able to help with fees, childcare, materials and equipment. Ask for the Student Support Fund leaflet at reception.

The membership fee?

The membership fee you paid with your first enrolment helps to keep course prices as low as they can be.

Support for learning

If you need any help on your course, please ask your tutor, or mention your concerns to reception. We can give you specific help; i.e hearing loop, large print, step-free access, please ask at reception for details. You can discuss your needs directly with Sahara Williams on **020 7269 6030** or email **sahara.williams@marywardcentre.ac.uk**

Wrong course?

Sometimes students find themselves on the wrong course. If this is for a valid educational reason then you may be entitled to a refund at the discretion of the department. See the section on *Refunds* for more information

Refunds

Full or partial refunds and transfer of fees already paid to another course may be permitted under certain circumstances:

1. where a student withdraws, for a valid educational reason. This must be done within three days of the start of the course (in the case of a course longer than four meetings);
2. for any reason, provided that 10 days' notice is given before the course starts;
3. when the Centre cancels, reschedules or closes a course.

In the case of 1 and 2 above, requests should be submitted in writing or by emailing refundrequest@marywardcentre.ac.uk

Except under 3, above, an administration charge is made for refunds (£10 or £5 for concessions). Full details of how we process refunds are available on the enrolment form.

Donations

If you would like to contribute to the Fund, to help other students in need, please speak to someone in reception, or donate via the website.

Feedback and solving problems

We hope your experience at Mary Ward will be an enjoyable and positive one. Student feedback sheets can be found around the building for you to tell us what you like about the centre and what we can do to improve. If you experience any problems at the centre or with your course talk to your tutor or someone at reception as soon as possible and they will try to resolve them as quickly as possible. However, if you need it, our formal complaints policy and procedure can be found on our website.

We miss you if you don't turn up!

If you know you will miss a class, please let us know by phoning the absence line: **020 7269 6086** or by emailing studentabsence@marywardcentre.ac.uk

Keeping you safe

At the Mary Ward Centre we aim to provide a safe and secure environment for all our students. We promote values of mutual respect and tolerance of difference. We want our students to feel able to discuss their concerns with a member of staff they can trust. If you want to discuss a concern you may also talk to the nominated safeguarding person for the service, Sue Craggs: T. 020 7269 6071 E. sue.craggs@marywardcentre.ac.uk

Vegetarian Café at 42 Queen Square

Our café serves a range of hot and cold food, and is open during term time:

Mondays - Thursdays: 09:30 - 20:45

Fridays: 09:30 - 20:00

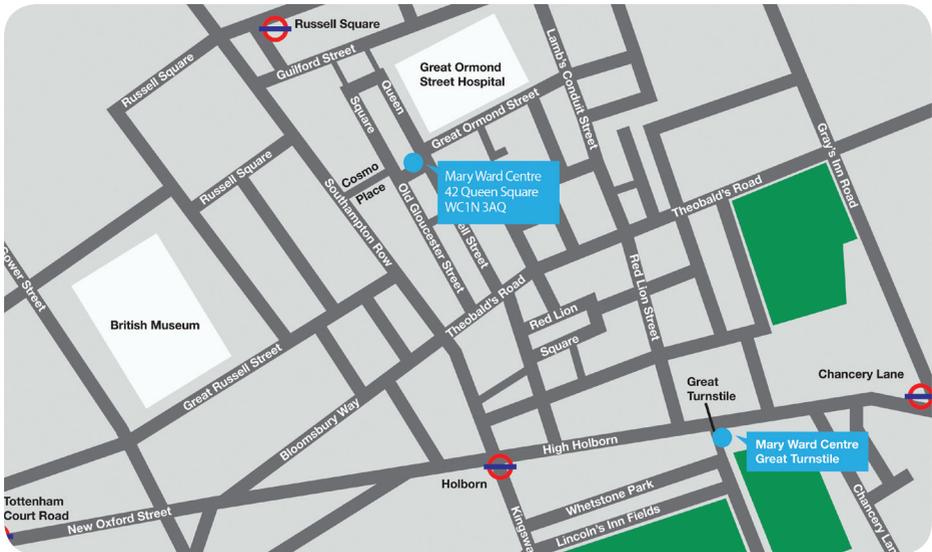
Saturdays: 09:30 - 16:00

How to find us

The Centre at 42 Queen Square is off Southampton Row via Cosmo Place. The nearest tube stations are Russell Square and Holborn. Cars enter Queen Square via Great Ormond Street or via Old Gloucester Street, but parking is difficult and expensive, except after 18.30 weekdays or 13.30 Saturdays.

Our Great Turnstile building is located in a small lane, second right off High Holborn approx 8 minutes walk from Holborn Tube.

See map below.



Bus Network to Mary Ward Centre

59, 68, 91, 168, 188 stop on **Southampton Row**
1, 171, 243, 501, 521 stop on **Kingsway**
19, 38, 55 stop on **Theobald's Road**
8, 25, 242 stop on **High Holborn**
25, 98 stop on **Red Lion Square**