



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

**42 Queen Square, WC1N 3AQ  
&  
10 Great Turnstile, WC1V 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](http://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](mailto: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 and Transfers Policy**

The Centre wants its students to be on an appropriate course and to enjoy their learning. A full or pro rata refund or a transfer will be allowed in the following circumstances:

1. Where a student withdraws, for a valid educational reason, within three working days of the first meeting, from a course longer than four meetings.
2. Where a student gives 10 working days' notice before the course starts.
3. Where the Centre cancels, reschedules or closes a course.
4. Where the Centre cancels more than 20% of sessions of a course.

### **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](mailto: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](mailto: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**

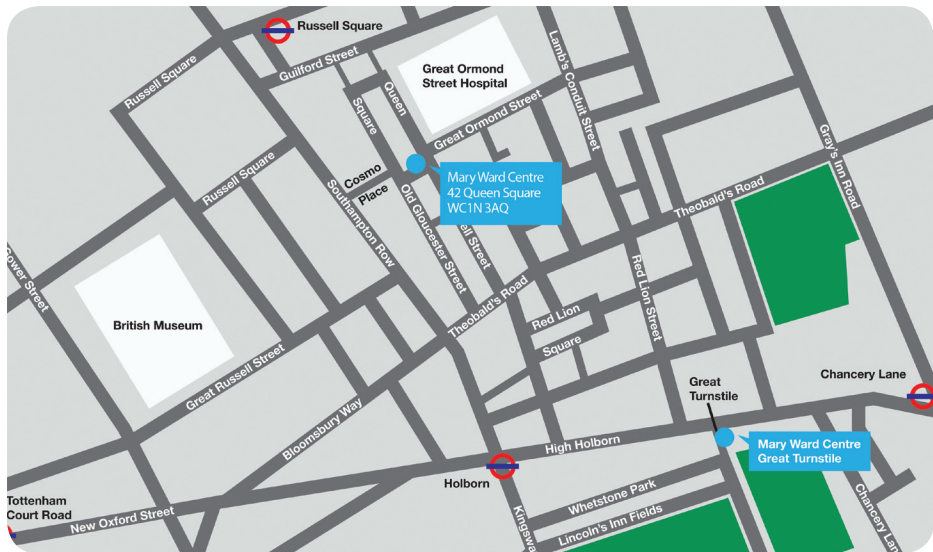
# How to find us

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**