



Courses at York Associates during COVID-19

York Associates is committed to taking all necessary steps to protect the health, safety and welfare of our participants, staff and local community. Our COVID-Safe Charter provides detailed information about the steps we are taking to ensure our building is a clean, safe and comfortable environment for you. You can see the York Associates COVID-Safe Charter [here](#).

We hope the following information will provide answers to any questions you may have about coming to learn in York.

Before you arrive:

- We will ask you to complete a simple health questionnaire and return it to us by email 48 hours before the start of your course
- We will send an induction and useful information document to you by email on the Wednesday prior to the beginning of your course. This will give you more information about your time in the training centre
- You will have to wear a face covering on all public transport, in airports, train stations and in taxis. Face coverings are also required in shops and indoor spaces such as museums. You can purchase disposable masks in many shops in the UK, but you may prefer to bring washable cloth masks with you. You could be exempt from wearing a mask if you have certain medical conditions – if you think this might apply to you, please let us know and we can advise you
- Social distancing guidance in the UK recommends that you maintain a distance of 2 metres from others wherever possible, and 1 metre if other protective measures, such as masks, are available. If maintaining a distance of 1 metre, you should keep the interaction short

Travelling to York:

- If we have arranged your taxi transfer, you can feel assured that the taxi company meets all legal requirements for hygiene, the vehicle will be regularly cleaned, and hand sanitiser will be available for you to use. You will be asked to sit in the back of the taxi, and not beside the driver
- If you travel by train or bus to your accommodation, be aware that you will need to purchase your ticket in advance. Some seats will not be available for you to sit in, these will be clearly marked. You will need to wear a face covering for your whole journey unless you are exempt

Accommodation

- All York Associates homestay providers have received updated health & safety advice prior to accepting a participant
- You will be the only participant in your homestay, unless you are travelling with a family member and have specifically requested to share
- Your homestay may provide hand sanitiser, but you may also like to bring your own supply. Additional cleaning measures will be in place throughout the home
- If you choose hotel or self-catering accommodation, we will send you information specific to the provider and the steps they are taking, at the time we confirm your accommodation reservation
- You will need to make your own arrangements if you are required to quarantine on arrival to the UK. It will unfortunately not be possible for your homestay address to be used for this purpose

Course:

- Your lessons will either be in a small group (maximum 6 participants) or one-to-one with your trainer. In either case, social distancing measures will be in place in your training room. We have reduced the maximum capacity of all our training rooms in line with UK guidance. You will not sit face to face with your trainer, and when weather permits, some lessons may take place outside on the York Associates terrace

Social programme:

- Although some attractions may be closed or restricted, we will continue to offer a social programme for participants wherever possible. We will carefully risk assess all excursions to ensure that social distancing and other measures can be maintained. The programme may change at short notice, but we will do our best to keep you informed

If you feel unwell:

- If you develop any symptoms of Coronavirus, even very mildly, you must not attend York Associates. The symptoms are:
 - A new continuous cough
 - A high temperature
 - A loss or change to your sense of smell or taste
- If you develop any of these symptoms, avoid all contact with others. Arrange a Coronavirus test as soon as possible, we can advise you how to do this. If your test is positive, you, and everyone in your household, must stay at home for 14 days.
- If someone else in your accommodation becomes ill, you should stay at home for 14 days, even if you feel well and have no symptoms.

Your course and accommodation if you must stay indoors:

- If you are unable to attend York Associates because you, or a member of your household, has a confirmed or suspected case of Coronavirus, we will arrange for your lessons to continue online, using a combination of virtual lessons with your trainer, and self-study materials. We recommend that you bring your own laptop or tablet with you in case you need it to join lessons remotely during your stay. No refund or voucher will be available in this case
- If you need to extend the duration of the period of your accommodation due to you or a member of your household being required to self-isolate, you will be responsible for covering the cost of any additional nights' accommodation. This should be paid to York Associates and not directly to your host; we will make these arrangements for you as required
- York Associates will unfortunately not be able to take responsibility for any costs you may incur if you need to change your travel arrangements due to COVID-19, either to shorten or extend your stay in York

If you need to cancel your course:

- We understand that your plans may change quickly during this unprecedented time. If you need to cancel your course, we will not charge any cancellation fees on tuition, as long as you notify us that you are cancelling by 16:00hrs on the Friday before your course begins

- If we have arranged homestay accommodation for you, we will not charge any cancellation fees if you notify us at least 48 hours before you are due to arrive. If you notify us with less than 48 hours' notice, you will need to pay for three nights' accommodation
- If we have arranged hotel or self-catering accommodation for you, the cancellation conditions will vary according to the type and location of the accommodation and we will confirm them to you individually when we send your accommodation details
- If you need to leave your course early for any reason, we will offer two options:
 - You may continue your course online using a combination of virtual lessons with your trainer and self-study
 - In some cases, particularly where the total course duration exceeds four weeks, we may decide to cancel your programme and refund your course fees for any unused weeks
 - In other cases, we will issue a voucher for any unused complete weeks, for you to return to York Associates at a later date
- If you need to leave your accommodation early, we will require a minimum of 3 days' notice. After this, all accommodation fees will be refunded to you

Enrolling at York Associates:

- When you confirm your enrolment at York Associates, you are agreeing that you will comply with all set procedures to reduce the spread of Coronavirus whilst attending training and in accommodation arranged by us. You also agree that you will follow all UK public health guidance as required during your stay
- You also agree that York Associates, our staff, trainers, or accommodation providers, will not be held responsible for any financial costs, personal injury or illness incurred whilst in the UK
- If you have any concerns regarding COVID-19 policies and procedures, we encourage you to raise these without delay to the designated COVID-Safe staff members by email: Richard Hawker (Managing Director) (Richard.hawker@york-associates.co.uk) or Linda Simi (Operations Coordinator) (linda.simi@york-associates.co.uk) in the first instance. All concerns will be taken seriously, and corrective actions taken if required