

FREQUENTLY ASKED QUESTIONS (AND OUR ANSWERS) REGARDING THE VOLKSUNIVERSITEIT AND THE CORONAVIRUS

The situation (and measures) with regard to the corona virus is constantly changing. Every change raises new questions. We have therefore made an overview of frequently asked questions. Do you have a question to which you have not yet found an answer? Please do not hesitate to call or email us!

QUESTION

What is the Volksuniversiteit doing to prevent the spread of the corona virus?

ANSWER

De Volksuniversiteit adheres to the measures as advised by the RIVM. In addition, the Volksuniversiteit follows a protocol that has been established together with the sector organization CultuurConnectie and the Ministry of Education, Culture and Science. Below you will find an overview of the most important aspects of this:

- Students and staff members disinfect hands upon entering the building and / or the classroom;
- We ask students to sign a health declaration (on the attendance list);
- We have arranged the classrooms in such a way that the students are 1,5 m apart of each other;
- Teachers, staff members and students wear a face mask. This is not mandatory, but an urgent advice!;
- When busy, such as on course evenings, we guide students when entering and leaving our building in order to prevent crowds and congestion and to ensure that our visitors cross each other as little as possible on the corridors and the stairwell;
- Our staff members work from home as much as possible;
- In case of a cold or related symptoms, teachers, staff employees and students are not admitted to our building;
- Our building is cleaned extra;
- Ventilation of the rooms is provided;
- Our foyer is temporarily closed and no coffee and tea is served.

QUESTION

Is it safe to take classroom courses now?

ANSWER

Yes. But safety does not give a 100% guarantee that no contamination can take place. We do our utmost to ensure the safety of our students. Our building is designed in such a way that we can follow the measures and the protocol.

QUESTION

Am I obliged to wear a face mask at your location?

ANSWER

There is urgent advice for wearing a face mask in a public spaces. This is therefore not (yet) an obligation. We support this advice, especially when walking through our location. Once in the classroom at your table, you can remove your face mask. Also your teacher may ask you to wear a face mask, we urgently advise you to do so.

QUESTION

Someone in my household or I have / has corona. I am or have to be in quarantine and cannot take my course. Can I cancel my course and get my money back?

ANSWER

Unfortunately, our terms and conditions apply in this case and we cannot accommodate you. This is because we hire our teachers based on course registrations. If a course is canceled after the start, the costs have already been incurred by us. As a foundation, the Volksuniversiteit does not have large reserves to absorb this. That does not alter the fact that we like to think along with you in creative solutions; talk to your teacher about homework assignments and get ppt slides sent to you to keep up. Sometimes there are more possibilities than you might expect.

QUESTION

Is there not a possibility that I "reschedule" my course and follow it at a different time, because I would like to follow it, but I do not think it is safe right now.

ANSWER

We respect your choice to stop attending classes, but we cannot be of service to you with following this course at any other time. A course is started based on the number of enrolled students, if you would leave the course now and start again in the spring, we can no longer fill in your place on the current course. Unfortunately you will owe the course fee again for a possible new course.

QUESTION

During the press conference, the Prime Minister spoke about a worrisome situation surrounding the corona virus and new measures have been taken. I am very careful because in my environment I deal with people who belong to the risk group. I would like to ask what the possibilities are to follow the lessons online?

ANSWER

Unfortunately, we cannot meet your request. In most cases it is not beneficial to the quality of the lessons if the teacher teaches both online and offline at the same time. We take all possible measures in our building to comply with the measures set by the RIVM. From disinfection to various walking routes in the building. If a course group makes a complete switch from offline to online, there are options, but it is an absolute requirement that all students and teacher are behind this decision. You submit a joint request, giving permission to continue the lessons online.

QUESTION

I want to register for a course and I wonder what it would be like if the course (painting) could not take place due to, for example, new measures. Will the course fee be (partially) refunded?

ANSWER

According to our general terms and conditions, the force majeure rule will come into effect:

In case of force majeure: If a course cannot take place on location due to a force majeure situation, the Volksuniversiteit reserves the right to:

- Continue the course or lecture online in a digital environment;

- Move the course or lecture to another location, within a radius of 3 kilometers from the main building at Heemraadssingel 275;
- Move the course or lecture to a different date and time.

QUESTION

I would like to cancel my registration for a course that has yet to start. The reason that I cancel is that I travel by train and metro, but now prefer not to do so due to the new corona measures.

ANSWER

We understand your caution, but whether or not to use public transport is beyond the influence of the Volksuniversiteit. Just like theaters, cinemas, catering and educational institutions, volks universiteiten will also remain open. The lessons continue and we follow the rules of the RIVM and the protocol. When entering into the course agreement, the responsibility of the Volksuniversiteit starts at the front door, how you reach us is your responsibility. However annoying it may be, using public transport entails risks, it is your decision to take those risks, not those of the Volksuniversiteit.

QUESTION

I am taking a course at the Volksuniversiteit, but I notice that not all my fellow students adhere to the measures, I find it difficult to say anything about this. What should I do now?

ANSWER

The teacher is a protocol keeper and must supervise the enforcement of the measures in the classroom. Do not hesitate to speak to your teacher about this, this is often even appreciated by him / her. In the unlikely event that you cannot come to an agreement with the teacher, or if the teacher is the one who does not follow the measures, please contact us immediately.

Cancellations general

Cancellation of a registration for a course or a workshop must always be made in writing. Oral cancellations do not apply.

From one month before the start of the course / workshop, a quarter of the course price with a maximum of € 70 will be charged. After the course / workshop has started, no refunds are possible. You can find our general terms and conditions on the website: www.volksuniversiteitrotterdam.nl