

## Course Registration Terms and Conditions

### Booking details

1. Before confirming your booking, please ensure you have read the course description to ensure the course will meet your needs and that you are able to meet pre-requisites, where stated.
2. If the booking is completed by an individual other than the named learner, it is the responsibility of the person placing the booking to ensure point 1 above is met.
3. You will receive confirmation of the course at 2 weeks prior to the start date.
4. We advise that accommodation / train tickets should **not** be booked until the pre-course confirmation letter is received or a Sport Structures member of staff confirms that the course is definitely going ahead. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

### Invoicing and Payments

1. Course fees are payable upon booking unless a valid, authorised purchase order is provided and accepted. Failure to pay prior to attending the course will result in place(s) not being confirmed.
2. Invoices will be sent via email to the name and address provided on the course registration / booking form and **must be paid** within 30 days of the invoice date or not later than 1 working day prior to the start of the course, whichever date occurs soonest (the "due date").
3. It is the responsibility of the individual completing the course registration/ booking form to ensure a valid invoice address and contact number is provided. Clause 2 above will apply. Invoices are still required to be paid if an individual fails to attend the course. If individual fails to provide a valid invoice address, they will still be liable for paying the course fee.
4. Payment must be made by cheque, credit/debit card or BACS.

### Course Confirmation and Details

1. Learners will receive pre-course information details via email (unless requested otherwise) to the email address provided on the course registration form. It is the responsibility of the individual to contact Sport Structures if they have not received any pre-course information via email rather than assume a course might be cancelled.
2. It is the responsibility of the individual completing the course registration form to ensure pre-course information details are received. If the pre-course information is not received, it is the responsibility of the individual who completed the course registration form to contact Sport Structures to arrange for them to be reissued.
3. Failure to attend the course will result in the full cost being incurred
4. No certificate(s) shall be issued whilst there is an outstanding balance due to Sport Structures.

5. The certificate will be sent to the address on the course registration form. It is the responsibility of the individual completing the course registration form to inform Sport Structures if there are changes to address details.
6. In the event that a replacement certificate has to be re-issued, there will be a fee of up to the value of £12.
7. In the event of a tutor not being able to tutor a course at short notice due to an emergency, Sport Structures will contact you to inform you immediately and re-organise the course. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.
8. If Sport Structures cancels the course, you will have the option to request a full refund or transfer on to the next available course. Please note you will be expected to confirm with Sport Structures which option you wish to take within 10 working days of receiving the cancellation email. If this is not adhered, Sport Structures will take no further action.

### Cancellations / Transfers

1. All requests for cancellations and/or transfers must be received in writing
2. Changes will become effective on the date of written confirmation being received.
3. The appropriate cancellation charge will apply based on the cost of your booking, as shown below. This excludes extenuating circumstances which will be charged at Sport Structures discretion.

Calendar days notice before the course start date	Charge applicable
Between 20-16 working days (inclusive)	10% of course fee
Between 15-8 working days (inclusive)	50% of course fee
Between 7-1 working days (inclusive)	No refund will be given
Failure to attend	No refund given

4. In the event of an individual named on the course registration / booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £10 has been paid.
5. In the event of an individual name on the course registration / booking form cannot attend and cannot or does not wish to transfer their place to another learner but wishes to transfer onto another course, the following transfer fees will apply;

*When requesting a refund please note there will be a deduction of a 5% booking fee from the refunded amount.*

Calendar days notice before the course start date	Transfer fee to a new course
Between 20-16 working days (inclusive)	No fee
Between 15-8 working days (inclusive)	£10 fee
Between 7-1 working days (inclusive)	£25 fee
Failure to attend	No transfer available. No refund given.

6. Learners are only permitted to one course transfer or substitution per booking. After this the full fee, will be charged.
7. If an individual does not wish to transfer, this is deemed is a cancellation.
8. If an individua requests to transfer, yet there are no courses available at the time, this will be treated as a refund.
9. In the event of there being insufficient numbers booked onto a course Sport Structures reserves the right to cancel or postpone the course.
10. In the event Sport Structures cancels or postpones a course, we will endeavour to inform all learners five days before the course is due to take place via email, although please be aware that this time-scale is not always possible due to matters out of our control. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.
11. If you are unable to attend any of the course due to extenuating circumstances, you must inform Sport Structures in writing.
12. If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.