

## **England Athletics (EA) Terms & Conditions**

### **Booking Process**

Candidates may only book onto England Athletic (EA) courses by completing the official Application and supplying a passport quality photograph and the required course fee. If a candidate is having the fee paid by a third party this fee must be supplied at the time of booking and an invoice request form should be included with the booking which states their agreement to pay within 30 days of the course and is signed by the third party.

### **Booking Confirmation**

Your place on a course is **only** confirmed once you receive an official confirmation email from EA. We will not reserve places for individuals and cannot verbally confirm places over the phone. We will input your details onto the relevant course within 48 hours of receiving your Application, payment and appropriate photograph.

### **Closing Dates**

Applicants are advised to book early and we cannot accept any Applications received after the published closing date.

### **Terms and Conditions of Booking a course**

Should you miss any session(s) of any course you sign up to without prior written notice being given EA reserve the right to remove you from the course and no refund will be given. However in exceptional circumstances candidates may be offered the opportunity to attend the missed session(s) on another course should availability allow. EA reserve the right to charge you accordingly to recover any associated costs.

You will respect the course tutor, course venue and other candidates and their points of view and you will understand that if your behaviour, language or conduct is deemed 'unacceptable', 'offensive' or 'harmful' for any reason, EA and the venues reserves the right to exclude you from continuing on your chosen course and if necessary, from future courses.

### **Specific conditions for booking on Athletics Coach Courses**

All candidates must hold a minimum of a Level One qualification (and have been actively involved assisting at Club coaching sessions for at least 3 months) / or the Coaching Assistant award (Candidates must have been qualified at this level for at least 3 months) as a minimum requirement to attend these courses. Course bookings will not be taken after the closing date for these courses to ensure candidates have adequate time to prepare for the course and complete pre-course study.

March 2011 – Applicable from 1 April 2011

### **Cooling Off Period**

Candidates have the right to cancel their place on a course at no cost within seven days of receipt of their Application by EA. Such cancellation must be in writing via email to [coach-ed@englandathletics.org](mailto:coach-ed@englandathletics.org). In the event of a cancellation under this heading, reimbursement of any fees paid will be made in full, wherever possible within 30 days of receipt of the cancellation request.

### **Coach Education Cancellation Policy**

You may withdraw from a course and cancel your allocated place at any stage. You must notify EA in writing if you wish to withdraw. EA adheres to a strict cancellation policy. For all course cancellations candidates are entitled to refunds only to the sum of:

- Booking cancelled more than 6 weeks before start of the course: **80%** of the course fee
- Booking cancelled 4 - 6 weeks before start of the course: **70%** of the course fee
- Booking cancelled 2 - 4 weeks before start of the course: **50%** of the course fee
- Booking cancelled less than 2 weeks before the start of the course: **NO REFUND**

Consideration will be given to candidates who, for health reasons are unable to attend and require a transfer to another course. A letter from a doctor or medical professional may be requested in these circumstances.

### **Coach Education Transfer Policy**

Should you wish your Application to be transferred from one course to another (of the same type and value) then an additional £30 administration fee will be charged. However, the request to transfer must be received on or before the closing date for Applications for the requested course.

### **EA Refund Policy**

Should a course that you have registered on be cancelled or postponed by EA then a full refund will be issued.

Should you cancel your registration and request a refund, then all cancellations must adhere to the EA cancellation policy stated above.

### **Notification of cancelled / postponed course**

EA will contact all candidates by telephone initially using the preferred contact number stated on the Application to inform them of a cancelled or postponed course. This will be followed up by email to confirm either details of alternative courses or that a refund has been requested.

**Over-subscribed courses**

EA will notify all candidates, within 48 hours of receiving an Application, if they apply for a course that is already at capacity. Candidates will be offered alternative courses and if none are available EA will hold applications on file for a maximum of 3 months. After this period forms and cheques received will be destroyed.

Please note England Athletics (EA) does not accept any responsibility for the loss, or damage to, candidate property or for personal injury however caused whilst attending one of our courses.