



## Sussex County Football Association Education Course Terms & Conditions of Booking

Please read the following terms and conditions carefully before enrolling on a course and ensure that you are able to meet any specified pre-requisite criteria.

We recommend that you download and keep a copy of these Terms & Conditions for future reference. By enrolling on any course or workshop you understand and accept these Terms & Conditions. Should you require any further information or clarification of the content of this document, please call 01903 766855.

### 1. Receipt of Booking and Payment

- 1.1 All courses are available for booking via our online booking system on our website
- 1.2 Referee courses can only be booked online and only once the pre requisite open evening has been attended, the FA Safeguarding Children qualification has been completed and the Criminal Records Check (CRC) is in progress, if required.
- 1.3 An invoice payment can be arranged for multiple bookings only, please provide full details of contact name and address with telephone number to whom we should address and send the invoice. Please include course details. Sussex County FA will raise an invoice and accounts must be settled in full within four weeks of receipt by the purchasing client. Sussex County FA reserves the right to charge interest on outstanding accounts at a rate not exceeding 2% per month.

### 2. Course Confirmation

- 2.1 Receipts for online bookings are emailed direct from the system once the booking has been completed.
- 2.2 Confirmation of enrolment and full course details are provided no later than seven days prior to course commencement.

### 3. Cancellations & Refunds

- 3.1 A cancellation charge will be issued if the booking is cancelled by the Learner or sponsor as follows:
  - More than twenty-eight days prior to the confirmed course start date: **Full refund**
  - Twenty-eight days or less, but more than fourteen days prior to the confirmed course start date: **75% refund of course fee paid**
  - Fourteen days or less prior to the confirmed course start date: **No refund**
- 3.2 Learners who cancel due to medical reasons **must** provide a medical note/ certificate to receive a refund.
- 3.3 Cancellation fees may be waived in exceptional circumstances and upon written appeal to Sussex County FA. The Appeals procedure is available on request.

#### 4. Cancellation by Sussex County FA

Sussex County FA takes all reasonable measures to ensure it fulfils its obligation with regard to confirmed course provision. However, if on or before the date of the course and owing to either unforeseen circumstances, force majeure or an emergency, Sussex County FA shall exercise the right of absolute cancellation.

In such a case, the total fee for the course shall be refunded.

Sussex County FA shall not be liable to pay any compensation to Learners or any other person(s) in respect of the cancellation.

If Sussex County FA is rendered wholly or in part unable to carry out a confirmed course obligation by reason of force majeure, then Sussex County FA will give notice and therefore be released from those obligations which can no longer be fulfilled.

#### 5. Discounts & Reductions

- 5.1 Some courses have discounts available for Sussex County FA Charter Standard Club Members. Please check the courses page on our website for details.
- 5.2 Learners in receipt of a state benefit such as Jobseekers Allowance or Universal Credit may be eligible for a reduction in fees. Further information is available by calling Development on 01903 766855. Evidence will be required.

#### 6. Important Information

- 6.1 Please be aware that Level 1 and Level 2 coaching courses now include mandatory online/internet based modules which must be completed in order to pass the course. Learners must therefore have access to a computer.
- 6.2 Sussex County FA courses will be conducted in English. Learners therefore must be able to communicate competently in English, both verbally and in writing.

#### 7. Attendance of Learners

- 7.1 Please be aware that you are required to attend your course in full and as such, cannot bypass days or transfer between days to another course. Please check your availability to attend all days of your chosen course before enrolling.
- 7.2 In **exceptional circumstances** consideration may be given to an individual to complete their course of education however, this will be based upon receipt of a written request and evidence to support the request.  
Any changes to your course registration will incur an administration fee of £35
- 7.3 Only the person originally booked on the course can attend. No other person may attend in place of you should you be unavailable.