

Booking Terms and Conditions

1. Before booking onto the course, 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 your booking is completed by an individual other than the named learner, it is the responsibility of the person placing the booking to ensure the learner is suitable for the course and has the relevant experience.
3. You will receive confirmation of the course at 1 week prior to the start date.
4. For face to face courses, 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.
5. For online courses, we will provide access to relevant training platforms in order for you to attend a course. Prior to booking onto the course, please check eligibility requirements for accessing our digital courses. Delegates should check these and cancel within the required timescales if these cannot be met.

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. If you are a learner and an organisation is paying on your behalf, please ensure you seek authorisation prior to submitting their invoice details.
3. Invoices will be sent via email to the name and address provided on the course registration / booking form and must be paid within 7 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"). Although your booking will be classed as confirmed, your place will be provisional until payment has been received. If an organisation is paying for an individual and they fail to pay in the specified time, the individual will become liable for the payment.
4. It is the responsibility of the individual completing the course registration / booking form to ensure a valid invoice address is provided. Clause 2 above will apply. Invoices are still required to be paid if an individual fails to attend the course. If an individual fails to provide a valid invoice address, they will still be liable for paying the course fee.
5. Once an invoice has been sent, this will become payable under all circumstances, unless the place has been cancelled, as per the cancellation process.
6. Payment must be made by cheque, credit/debit card or BACS.
7. Where an invoice becomes substantially late, we reserve the right to pass your account to a debt collection agency. When we do this, the agency will add fees and charges to the invoice which will become your responsibility to pay.

Course Confirmation and Details

1. Learners will receive pre-course information details via email (unless requested otherwise) to the email address provided at the point of booking. 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 / booking form to ensure pre-course information details are received by the learner. If the joining instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact Sport Structures to arrange for them to be reissued.
3. Sport Structures reserves the right amend any advertised content for courses without notice. This may be done due to matters out of our control, advice from relevant awarding organisations or to continually provide a high-quality service.
4. Failure to attend the course will result in the full cost being incurred
5. No certificate(s) shall be issued whilst there is an outstanding balance due to Sport Structures.
6. 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
7. In the event that a replacement certificate has to be re-issued, there will be a fee charged. This varies from course to course but can cost up to £25.
8. 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 reorganise 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.
9. 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:

- Cancellation up to 28 calendar days: Refund applicable: 95% of course fee
- Between 15-28 calendar days (inclusive). Refund applicable: 50% of course fee
- Between 14-8 calendar days (inclusive). Refund applicable: 25% of course fee
- Between 7-1 calendar days (inclusive) Refund applicable: No refund will be given
- Failure to attend: No refund given

Please be aware that when requesting a refund there will be a deduction of 5% amount to cover administrative costs

4. In the event of an individual named on the course registration process, 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;

Calendar days' notice before the course start date:

- Between 15-28 calendar days (inclusive). Transfer fee: No fee
- Between 14-8 calendar days (inclusive). Transfer fee: £25
- Between 7-1 calendar days (inclusive). Transfer fee: No transfer available. No refund given
- Failure to attend: No transfer available and 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. Learners must confirm the course they wish to transfer to with 3 working days of submitting a transfer request.

8. If an individual does not wish to transfer, this is deemed is a cancellation.

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 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 Sport Structures cancels a course, learners are entitled to a full refund.

12. If you are unable to attend any of the course due to extenuating circumstances, you must inform Sport Structures in writing.

13. If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

14. For online courses, Sport Structures will not be responsible for failures to connect to the course due to software or hardware requirements, internet drop-outs or failures, issues with firewalls or being unable to download the required software due to internal security policies.