

## Sport Structures Education and Training

### Booking Terms and Conditions

Please read the Sport Structures Education and Training Terms and Conditions carefully before making a booking. This document contains details regarding the following:

1. Bookings, learner eligibility and course requirements
2. Invoicing and payments
3. Course confirmation and details
4. Cancellations, transfers and refunds
5. Additional fees and charges

Our terms and conditions can be found on our website on all course pages and on our [policies page](#).

Should you require further information regarding anything in this document, please contact [education@sportstructures.com](mailto:education@sportstructures.com). Please note our opening hours are:

Day	Time
Monday – Thursday	9am – 5pm
Friday	8.30am – 4.30pm
Saturday, Sunday and Bank Holidays	Closed

To find out more about Sport Structures, please visit our [website](#).

#### 1. Bookings, Learner Eligibility and Course Requirements

- 1.1 Before booking a course, it is the responsibility of the individual completing the booking to read the course description carefully to ensure the course will meet their needs or those of the individual(s) they are booking on behalf of, and that any stated pre-requisites can be met and evidenced by the learner(s).
- 1.2 It is the responsibility of the individual completing the booking to make Sport Structures aware of any additional learner needs. Sport Structures will aim to put measures in place to best support the learner and may contact the individual who completed the booking prior to the start of the course for further information.
- 1.3 By booking a course, the individual completing the booking is agreeing that the learner(s) will abide by all of Sport Structures' [policies](#) and the Sport Structures Education and Training Terms and Conditions.

#### Online Courses

- 1.4 Sport Structures will provide access to relevant training platforms in order for learners to attend a course. It is the responsibility of the individual completing

the booking to check that the requirements for accessing our digital courses and virtual classrooms can be met by the learner(s) prior to booking onto the course and cancel within the required timescales if these cannot be met.

- 1.5 Access to Sport Structures' online learning platform is valid for one year, unless otherwise stated. If an extension is required, learners must provide one week's written notice by contacting [education@sportstructures.com](mailto:education@sportstructures.com). A fee of £15 per learner will be payable before an extension to access is granted.
- 1.6 Sport Structures will not be responsible for failures to connect to virtual classrooms or our online learning platform 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.

### Group Bookings

- 1.7 Course organisers are responsible for checking that venues they identify for courses meet all of the stated requirements for the course (such as practical space, seating, equipment, changing facilities, etc), and for completing a risk assessment to confirm the venue is a safe location to run a course and that all equipment to be used is in good working condition.
- 1.8 The course organiser is responsible for making Sport Structures aware of any on-site risks that could impact the safety of the learners or workforce, and the mitigations that have been put in place. If this requires a change in venue, Sport Structures must be notified with at least 48 hours notice. Notification with less than 48 hours notice will result in the course being postponed if Sport Structures deem it unsafe to go ahead with the course.
- 1.9 Any costs associated with booking a venue for a course are to be paid by the course organiser. Sport Structures shall not accept any liability for hire fees or cancellation fees incurred.
- 1.10 Course organisers are responsible for returning the register template provided by Sport Structures with all learner details completed no later than five working days prior the start date of the course. Course organisers accept responsibility for any delays created to the course administration process or course delivery caused by missing data and agree to pay any associated administration fees related to late submission of registers or missing data.
- 1.11 Course organisers supplying their own qualified workforce are responsible for ensuring workforce have been registered with the relevant Awarding Organisation by Sport Structures and have received the relevant qualification orientation from Sport Structures. Course organisers are also responsible for ensuring all staff are eligible to work in the UK, are DBS checked and have in-date safeguarding training.
- 1.12 Course organisers are responsible for making learners aware of the course they are booked onto, relevant dates, venue address, pre-requisite evidence required, equipment, and anything else the learners will need to attend and complete the course.

## 2. Invoicing and Payments

- 2.1 For individual learner bookings, course fees are payable in full upon booking, unless Sport Structures have provided a payment plan option, whereby the learner agrees to the terms of our Flexible Payment Scheme.
- 2.2 Payments for individual learner bookings must be made by debit/credit card.
- 2.3 Any eligible promotional discounts must be redeemed at the point of booking and cannot be applied to a booking retrospectively.
- 2.4 Promotional discounts may be subject to additional terms, such as limited timeframes for redemption or specific eligibility requirements, that must be adhered to for the discount to be applicable. Any discounts claimed where additional terms are not met will require the learner to pay the difference in cost to the full price before a booking will be confirmed.
- 2.5 Sport Structures reserves the right to change prices advertised on the Sport Structures website at any time, without notice.
- 2.6 If an organisation is paying on behalf of an individual, it is not possible to request an invoice to be sent to the organisation.
- 2.7 Where an organisation books a course for a group of learners (minimum learner numbers apply and vary dependent on the course), an invoice can be issued to the organisation. The individual making the booking is responsible for providing invoicing details at least five working days ahead of the course start date, along with any references/PO numbers required for the invoice to be processed by the organisation.
- 2.8 Once an invoice has been sent to an organisation, this will become payable under all circumstances, unless the course has been cancelled, as per the cancellation process.
- 2.9 All invoices are payable within 30 days by bank transfer.
- 2.10 Where an invoice or any outstanding instalments of an agreed payment plan are not received in full within 30 days, Sport Structures will:
  - 2.10.1 Apply interest to the outstanding balance.
  - 2.10.2 Withhold learner certification.
  - 2.10.3 Refuse or cancel future bookings from the same learner or organisation.
- 2.11 Where an invoice becomes substantially late, Sport Structures reserves the right to pass the account to a debt collection agency. When we do this, the agency will add fees and charges to the invoice which will become the responsibility of the individual or organisation to pay.

## 3. Course Confirmation and Details

- 3.1 Learners will receive pre-course information details via email (unless requested otherwise) during the week prior to the course start date to the email address provided at the point of booking.
- 3.2 Pre-course information can be sent to a course organiser for distribution to learners on request. It will become the course organiser's responsibility to ensure the relevant information is provided to learners in a timely manner.

- 3.3 It is the responsibility of the learner/course organiser to check their junk email and to contact Sport Structures if they have not received any pre-course information via email, rather than assume a course might be cancelled.
- 3.4 If an individual has booked on behalf of a learner, it is their responsibility to advise the learner to expect pre-course information and to check their junk email.
- 3.5 For face-to-face courses, we advise that accommodation, train tickets, etc, should not be booked until the pre-course confirmation email 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.
- 3.6 Sport Structures reserves the right to 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.
- 3.7 Certificates and learner resources may be issued in electronic or hard copy format depending on the requirements of each course and the format that Awarding Organisations provide.
- 3.8 Electronic resources and certificates will be issued to the learner email address provided to us at the point of booking. It is the responsibility of the learner to check their junk email for any resources or certificates not received and advise Sport Structures if their email address changes during the course.
- 3.9 Where hard copy resources or certificates are issued, these will be sent to the learner or course organiser address provided at the point of booking. It is the responsibility of the learner or course organiser to inform Sport Structures if their address changes after the booking is made.
- 3.10 Circumstances which require the re-issue of electronic or hard copy resources or certificates will be subject to the relevant costs (see section 5).

## 4. Cancellations, Transfers and Refunds

### Individual Learner Bookings

- 4.1 All requests for cancellations or transfers must be received in writing to [education@sportstructures.com](mailto:education@sportstructures.com) confirming the name of the learner, the full title of the course, and the date the course booking was made. If the learner did not make the booking, please also include the name and email address of the individual who placed the booking.
- 4.2 Changes to a booking will become effective on the date of written confirmation being received.
- 4.3 For cancellations, the amount of the course fee that can be refunded is determined by the notice period provided, as shown in the table below. This excludes extenuating circumstances where decisions regarding refunds are at the discretion of Sport Structures. Refunds will be processed within 10 working days.

Cancellation Notice Period Before Course Start Date	Percentage of Course Fee Refundable
More than 28 days	95%
28 - 15 days (inclusive)	50%
14 - 8 days (inclusive)	25%
7 – 1 days (inclusive)	0%
Failure to attend the course	0%
Failure to complete the course	0%

- 4.4 For courses without a set start date where a learner may book and start their course on our online learning platform at any time, the amount of the course fee that can be refunded is determined by the notice period provided, as shown in the table below. This excludes extenuating circumstances where decisions regarding refunds are at the discretion of Sport Structures. Refunds will be processed within 10 working days.

Number of Days After Receiving Access to Course	Percentage of Course Fee Refundable
Up to 5 days	95% minus costs*
6-10 days	50% minus costs*
11 days or more	0%

\*Costs may include fees applicable to the online learning platform, learner registration with an Awarding Organisation, transaction fees and staff costs.

- 4.5 In the event of a learner wishing to transfer their place to a different learner, this will be accepted on the condition that written notification of the substitution has been sent to [education@sportstructures.com](mailto:education@sportstructures.com) up to 8 days prior to the course start date. Transfers will only be processed once acknowledged and agreed by Sport Structures and a fee of £15 has been paid.
- 4.6 In the event that a learner cannot attend their course and cannot or does not wish to transfer their place to another learner but instead wishes to transfer onto the same course with a different start date, the below transfer fees will apply. This excludes extenuating circumstances where decisions regarding transfers are at the discretion of Sport Structures.

Transfer Notice Period before Course Start Date	Transfer Fee (per learner)
More than 15 days	No fee
14 - 8 days (inclusive)	£25
7 – 1 days (inclusive)	No transfer available
Failure to attend	No transfer available
Failure to complete the course	No transfer available

- 4.7 Learners are only permitted to transfer to a new course start date or a learner substitution once per booking. After this the full course fee will be charged.

- 4.8 Changes from one course to a different course are not permitted.
- 4.9 Learners must confirm the course start date they wish to transfer to in writing to [education@sportstructures.com](mailto:education@sportstructures.com) within three working days of submitting a transfer request.
- 4.10 If an individual does not wish to transfer, this is deemed as a cancellation.
- 4.11 For courses/workshops delivered via virtual classroom where there are no assessment criteria, learners are required to attend the whole virtual classroom session to be certificated. Sport Structures reserves the right to deny entry to virtual classrooms where learners attempt to log in late and therefore will not be able to meet the certification requirement. In this circumstance, no transfer or refund will be provided. This excludes extenuating circumstances where decisions are at the discretion of Sport Structures and will be made on a case-by-case basis.
- 4.12 In the event of there being insufficient numbers booked onto a course, Sport Structures reserves the right to cancel or postpone the course.
- 4.13 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. Please be aware that this timescale is not always possible due to matters outside 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.
- 4.14 If Sport Structures cancels the course before the start date, learners will have the option to request a full refund or transfer on to the next available course. Please note learners 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 to, Sport Structures will take no further action.
- 4.15 In the event of a tutor or assessor not being able to attend a course at short notice due to an emergency, Sport Structures will contact learners by email to inform them immediately and re-organise the affected part(s) of 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.
- 4.16 If a learner is unable to attend any part of the course due to extenuating circumstances, they must inform Sport Structures in writing by emailing [education@sportstructures.com](mailto:education@sportstructures.com) as soon as they are able. Any such circumstances will be considered by Sport Structures on a case-by-case basis.
- 4.17 If a learner is unable to attend any part of their course due to illness and wishes to transfer to another course date they must provide evidence in the form of a doctor's note. If no alternative is available, Sport Structures will consider appropriate action on a case-by-case basis.

### Group Bookings

- 4.18 All requests for cancellations or postponements must be received in writing to [education@sportstructures.com](mailto:education@sportstructures.com) confirming the name of the organisation, start date of the course, and the full title of the course.

- 4.19 Changes to a booking will become effective on the date of written confirmation being received.
- 4.20 In the event of a change of course date, where Sport Structures has provided workforce, the course organiser accepts that workforce may not be available to change dates once the course has been confirmed. Sport Structures will endeavour to find alternative workforce but cannot guarantee this will be possible. In the event that workforce cannot be confirmed for an alternative date, the course will be postponed no later than one week before the start date of the course.
- 4.21 The following fees will apply to changes to group bookings:

Circumstance	Notice Before Course Start Date	Fee
Change of learner(s)	5 working days or less	£25
Late receipt of register	Less than 5 working days	£25
Resubmission of register with changes to or missing data added	5 working days or less	£25
Change of course date(s)	21 working days or more	No fee
Change of course date(s)	20 -10 working days	£25
Change of course date(s)	10 working days or less	£50
Cancellation	11 working days or more	No fee
Cancellation	10 – 6 working days	£50
Cancellation	5 working days or less	£100

- 4.22 No refunds or transfer of places will be given if learners:
- Fail to attend the whole or any part of the course.
  - Do not pass any assessment element of the course.
  - Fail to complete the course.
  - Leave the employment of the course organiser.
- 4.23 If a learner is unable to attend any part of the course due to extenuating circumstances, the course organiser must inform Sport Structures in writing by emailing [education@sportstructures.com](mailto:education@sportstructures.com) as soon as possible. Any such circumstances will be considered by Sport Structures on a case-by-case basis.
- 4.24 In the event of a tutor or assessor not being able to attend a course at short notice due to an emergency, Sport Structures will contact the course organiser by email immediately and reorganise the affected part(s) of 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 venue hire, transport costs, accommodation, etc.

## 5. Additional Fees and Charges

- 5.1 Where a learner is undertaking a course with assessment criteria identified by an Awarding Organisation which must be met in full in order for the learner to be certificated, learners will be required to pay a fee if they require re-assessment. Fees will be applied at the discretion of Sport Structures with the sole aim to cover any costs incurred by Sport Structures, such as (but not limited to) additional assessor time, travel expenses, or fees applied to Sport

Structures by an Awarding Organisation. Fees will be determined on a case-by-case basis.

- 5.2 For courses regulated by an Awarding Organisation with a defined certification period within which a certificate must be claimed, all relevant timescales will be identified on the Sport Structures website. If a learner requires certification close to the end of or outside of the specified timescale, the following fees and charges will be applicable:

Circumstance	Fee
Fast-track assessment (assessment materials submitted less than 20 working days before end of registration period)	£25
Late certification (certification after end of registration period)	Fee applied by the relevant Awarding Organisation plus a £25 administration fee
Extension past end of registration period (where applicable in-line with Awarding Organisation criteria)	No charge

- 5.3 Other fees and charges include, but are not limited to:

Circumstance	Fee
Certificate re-issue	£25 if supplied by Sport Structures, Awarding Organisations may charge different amounts
Re-sending of hard-copy resources	£10 plus postage Awarding Organisations may charge different amounts

- 5.4 Sport Structures will contact the learner directly regarding the payment of any additional fees.
- 5.5 All additional fees will be payable by debit/credit card via a payment link.
- 5.6 All additional fees must be paid within 30 days.
- 5.7 Sport Structures will not re-assess, re-register or certificate learners, or re-send resources, until payment has been received in full.