

1st4Sport Level 2 Award in Instructing Cycle Traininganna.clooke@sirjohnhunt.plymouth.sch.uk -

Booking Terms and Conditions

Booking details

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.

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 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”). 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. Payment must be made by PayPal 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 the Plymouth School Sports Partnership 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 the Plymouth School Sports Partnership 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 the Plymouth School Sports Partnership.
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 the Plymouth School Sports Partnership if there are changes to address details.

6. In the event that a replacement certificate has to be re-issued, the fee will be £12.

7. In the event of a tutor not being able to tutor a course at short notice due to an emergency, the Plymouth School Sports Partnership will contact you to inform you immediately and reorganise the course. The Plymouth School Sports Partnership 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 the Plymouth School Sports Partnership 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 the Plymouth School Sports Partnership which option you wish to take within 10 working days of receiving the cancellation email. If this is not adhered, the Plymouth School Sports Partnership will take no further action.

Cancellations

1. All requests for cancellations 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 the Plymouth School Sports Partnership's discretion.

Calendar days notice before the course start date	Refund Applicable
Cancellation up to 28 calendar days	95% of course fee
Between 15-28 calendar days (inclusive)	50% of course fee
Between 8-14 calendar days (inclusive)	25% of course fee
Between 1-7 calendar days (inclusive)	No refund will be given
Failure to attend	No refund will be 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 / 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.

8. In the event of there being insufficient numbers booked onto a course, the Plymouth School Sports Partnership reserves the right to cancel or postpone the course.

9. In the event the Plymouth School Sports Partnership 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. The Plymouth School Sports Partnership 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.

10. If the Plymouth School Sports Partnership cancels a course, learners are entitled to a full refund.

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