

Correct use of DCFA Discount Code – for Charter Standard Clubs

The Charter Standard Discount Code is for use by Derbyshire Clubs Only – incorrect use of this code will result in the additional payment being requested and paid, or could result in your booking being cancelled.

Course Cancellations & Transfers:

Should a candidate wish to cancel or transfer their place on a course, they need to notify DCFA as soon as possible by emailing the Football Education Department –

FootballEducation@Derbyshirefa.com

Course Cancellation:

Our courses are in high demand and, by not informing us that you are unable to attend, you are preventing another candidate from attending the course.

The following charges will apply to all cancellations:

- If cancellation is made more than 10 working days* prior to the course start date a refund will be given of the total course fee less a 10% of this fee to cover for an administrative charge.
- If between 3-10 working days* notice is provided a 50% refund will be given of the total course fee paid.
- If less than 2 working days* notice is provided no refund will be given.

Course Transfers:

If a candidate wishes to transfer to a different course the following charges apply:

- If notification is provided more than 15 working days* prior to the start date of the course no fee will be charged.
- If notification is provided between 10 – 15 working days* prior to the start of the course there will be a 10% (of the total course fee) administrative charge.
- If notification is provided between 3-10 working days* prior to the start of the course there will be a 50% (of the total course fee) administrative charge.
- If notification is provided less than 2 working days* prior to the start of the course the candidate will not be able to transfer. They will lose their course place on the course and will need to re-book on to another course at full cost.

*DCFA defines working days as the days in which the Football Education department of DCFA are open, which is currently Monday to Friday.

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