



Terms and conditions for booking a course with Herefordshire FA

Please ensure that you read and fully understand the following Terms and Conditions before booking a course with Herefordshire County FA. If you have any questions regarding the below please email jess.shuttleworth@herefordshirefa.com

Cancellation Policy

Should a learner wish to cancel their attendance on a course, learners must inform Herefordshire FA immediately in writing to jess.shuttleworth@herefordshirefa.com. All our courses are in high demand and, by not advising us, you are preventing other learners from attending. The following criteria will apply for all cancellations:

| Working Days' Notice Given | Refund (minus £10 Admin fee) | Transfer available (£10 fee) |
|----------------------------|---------------------------------------|------------------------------|
| 28 days or more | Yes (minus £10 administration fee) | Yes |
| 14-27 days | 50% | Yes |
| 0-13 days | No | No |

Consideration will be given to learners who, for health reasons are unable to attend and require a transfer to another course. A letter from the doctor or medical professional must be supplied.

Enrolment of U18 Learners

All learners, including 14-17 year olds, registered to attend any Hereford County FA Coach Education Course are responsible for their own wellbeing before, during and after the course. If a situation arises where this can't be met prior to or during the course, learner/carers should notify Hereford County FA or their tutor immediately.

Prices and Payment

Full payment must be received before a place is confirmed. Herefordshire County FA reserve the right to change the prices of any course at any given time.

Missed sessions

Learners are required to attend all dates and times associated to the course they have booked onto. Failure to attend all dates and times will result in non-qualification. Charges starting from **£35.00 per missed session** may apply which will only be considered on a case by case basis. Failure to attend Day 1 of your course will result in none completion with no refund.

Pre-requisites

All learners must ensure they meet the pre requisites of the course PRIOR to booking. This can be found under course information. Failure to do so will result in the qualification not being complete. Please note that should a course be booked by mistake, learners must refer to the cancellation policy; please ensure that you read the course information before proceeding to book.