



DEVON COUNTY FOOTBALL ASSOCIATION

CANCELLATION & TRANSFER POLICY

Cancellation of place on a course

Learners must give a minimum of **14 days notice** to cancel their place on the course they are booked on and to receive a refund of the course fee. **An administration fee of £20 will be taken from the amount to be refunded.** If they cancel inside the 14 days they will **not** be entitled to a full refund. If clubs have not yet paid an invoice for the course fee this will still have to be paid. This policy applies to all courses including Safeguarding Children, First Aid and Welfare courses.

Refunds will **not** be made to any learner who fails to turn up for the start of the course, or who withdraws during the course without notice to Devon FA. There is also **no** transfer option available.

If a learner has received an FA bursary towards the course fee, then the **bursary is cancelled** and the **whole course fee will become payable** and we will recoup the bursary monies from the learner/club.

Transfer to another course

If a learner cancels their place on the course they are booked on within the 14 day cancellation period we may, at our discretion, offer a transfer to a future course, room permitting. **A transfer fee of 50% of the new course fee will be payable** before booking a place on a future course.

A learner will only be permitted to make **one** transfer per specific course. If a learner then wishes to transfer to a further course, **the full course fee** will become payable.

Level 1 candidates – Complete a session on another course

If a learner is unable to attend one or more of the practical sessions as part of their Level 1 course, they may complete these sessions on another course, room permitting, but this will incur a fee of **£20 per session** to be paid in advance. If the learner cannot attend the Safeguarding Children or First Aid session as part of the Level 1 course then they can book on another course but they will have to fund the course fee themselves.

If they wish to transfer completely to another course then a **transfer fee of 50% of the new course fee** must be payable upfront. If they then ask to be transferred to another course then the **full course fee** will be payable again upfront.

Level 2 candidates – Complete a session on another course

Once booked on a Level 2 coaching course, if a learner is then unable to attend one or more of the sessions as part of their Level 2 course, they may complete these sessions on another course, room permitting, but this will incur a fee of **£30 per session** to be paid in advance.

If they wish to transfer completely to another course then a **transfer fee of 50% of the new course fee** must be payable upfront. If they then ask to be transferred to another course then the **full course fee** will be payable again upfront.