

Essex County FA- Booking Terms & Conditions (Coaching & Safeguarding Events)

When booking any ECFA course, workshop, seminar or conference (referred to as 'Events' throughout)– you are agreeing to the following terms & conditions.

Please read these terms and conditions carefully before booking any of our Events.

1. PRICE AND PAYMENT

The price of any of our Events are available on our website. Prices listed are inclusive of VAT (if VAT is applicable) unless otherwise stated.

Prices are liable to change at any time, but changes will not affect bookings already confirmed via a Booking Confirmation, except in cases of obvious error.

You may pay for your booking online by credit or debit card. Credit and debit card payments made online through our Website are processed by a secure payment collection service.

Payment is required at the point of booking (prior to the commencement of the Event).

2. CONFIRMATION OF BOOKING

After making a booking you will receive an e-mail from us acknowledging that we have received your booking. Please note, your booking is not confirmed until full payment has been received.

Should there be a limited number of places at each Event, these will be allocated in order of receipt of bookings.

3. PRE-EVENT INFORMATION

You will receive a pre-event email confirming timings and venues once your booking has been processed. If you have not received this one week prior to the event, please contact us. Prior to contacting us, please ensure you have checked your email inbox as well as your spam and junk-mail, just in case any correspondence have been sent to these inboxes by your email client.

If you have a disability or medical condition that requires special arrangements to be made, please notify us of your requirements when making your booking.

4. CANCELLATIONS/TRANSFERS/SUBSTITUTIONS

Please notify us immediately if you wish to cancel a place on an Event. Cancellations received in writing, 7 days or more before the Event, will be entitled to a full refund.

No refunds will be made for cancellations less 7 days prior to an event or for non-attendance.

Transfer of an Event place (an individual transferring from one event to another) can be made at any time – up to 48hrs prior to an Event taking place.

The outcome of cancellations where exceptional circumstances apply, will be decided on a case by case basis.

Substitution of an Event place (another individual taking your place) received in writing can be made at any time, provided that the substitute attendee meets any applicable eligibility criteria for the relevant Event.

We reserve the right in our absolute discretion, to cancel your booking where we need to do so due to circumstances outside of our control (including, but not limited to, situations where sufficient numbers have not booked for the Event or the staff are unavailable). We shall have no liability for losses or costs which you may incur due to such cancellation. You will be entitled to a full refund or an offer of an alternative Event if one is available.

5. COURSE/EVENT CONTENT/VENUES

We reserve the right to make changes to the published programme of an Event (but not the overall content), for example to timings and/or staff. In such cases, you will not be entitled to a refund if you cancel your place (in line with cancellation terms above).

Events are held at various venues across Essex. You acknowledge that we may have to change the published venue for the event, for reasons beyond our control and in such cases, you will not be entitled to cancel unless the change in venue represents a significant disadvantage to you.

You are liable for any loss or damage which you may cause to our premises or that of the external venue and agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at any venue.

If you have a disability or medical condition that requires special arrangements to be made, please notify us of your requirements when making your booking.

6. PUBLICITY/IMAGES/VIDEO

We often take photographs/video at events for marketing purposes. By attending an event, you are giving us permission to use images/footage in which you may be present. In addition, images/footage may be shared and stored on third-party platforms. Should you not wish to appear in any images or footage, please notify ECFA prior to the event or upon arrival.

7. RIGHTS IN MATERIALS

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our Events (including, without limitation, course notes, slides, documents, articles or case studies) are the property of ECFA or of our guest speakers. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

8. OUR LIABILITY

Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings. We do not accept any responsibility for any loss (including, without limitation, theft) of any property brought on to our premises or at external venues.

ECFA and its staff/agents are under no liability in respect of personal injury while taking part in any event activity.

9. OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

We have the right to revise and amend these terms and conditions from time to time to reflect changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our general processes.