Hertfordshire FA

Terms and Conditions – Courses from May 2021

By enrolling onto a course organised by Hertfordshire FA you confirm that you have read, and agree to be bound by, these Terms and Conditions.

You agree to attend all dates and times associated with the course and acknowledge that failure to do so will result in non-qualification.

If You Need to Cancel

Hertfordshire FA operates a strict cancellation policy. The following will apply to all course cancellations in relation to the start date of each course

- No refund of the course cost if notice of 10 days or less is given
- 50% of the course cost will be refunded if notice of between 10 and 21 days is given
- Where notice of more than 21 days is given, the full cost minus a £20 administration charge will be refunded
- Supporting workshops and CPD events will follow the rules above, except where notice of more than 21 days is given, in which case 75% of the cost will be refunded

Learners unable to attend courses or individual course dates they have booked are not permitted to switch between courses or transfer their place to another individual. Learners will need to cancel the course and rebook onto a new course which they are available to attend. The course cancellation policy would still apply.

If We Need to Cancel

Hertfordshire FA reserves the right to cancel courses at any time due to insufficient numbers needed to make the course viable. As much notice as possible will be given.

FA Affiliate Tutors have the right to cancel a course if they deem the venue to be inappropriate for whatever reason. Hertfordshire FA works closely with Tutors and venues to ensure that this should not happen. However, if it does Hertfordshire FA will reorganise the course and transfer the learners to the rearranged course or an alternative course.

If the course is cancelled for by Hertfordshire FA prior to its commencement, a full refund will be given or the opportunity to transfer to another course where possible.

Your Participation on the Course

Tutors have the right to decline a learner's entry to the course if they arrive late. Each learner is advised to be actively engaged throughout the length of the course and may be asked to leave by the Tutor if their behaviour is considered to be unacceptable.

All learners are required to comply with any requirements of the venue necessary to attend and complete the course. This could include, but is not limited to, temperature checks, social distancing, COVID-19 lateral flow tests, wearing of face masks etc.

Should a learner refuse to abide by the requirements of the venue or Tutor, they may be refused entry and unable to participate on the course.

Previous Injury or Illness

Learners are obliged to declare, in writing, any relevant, current or previous, disabilities, injury or illness that may limit or hinder your participation in the course. We must also be advised, in writing, if you have ever been diagnosed as asthmatic, diabetic or epileptic, or suffer from any allergies that the staff running the course may need to be aware of.

Please note that a declaration of any injury or illness does not automatically preclude you from any course. However, should candidates choose not to disclose information, we shall not be held liable for candidates being unable to complete the course.

Communicating With You

Please be advised that all our courses are delivered using the English language. You are therefore required to have a sound understanding of English, both oral and written, in order to participate fully in the course.

If you are unable to understand or speak English, you will be required to provide a translator for the duration of the course at your expense. If you are bringing a translator, you will be required to advise Hertfordshire FA in advance of the course start date.