



Terms and Conditions 2019/20 Season Bookings

- All course bookings must be done via our website www.liverpoolfa.com using a valid credit or debit card for payment.
- Learner bookings will only be reserved on receipt of full payment.
- Liverpool County FA can issue invoices to certain organisations and clubs but not individuals for coach education payments. This will need to be agreed with our Head of Centre prior to booking. Payment via this method is required 7 days before a course starts. If payment is not received within this time frame those learners who were booked onto that respective course will be removed. This will also result in that organisation not being eligible for invoice payments for future courses.
- Where clubs or other organisations have credit with the LCFA (e.g. Nike Bursary Scheme) authorisation must be given from the club secretary or nominated person to use these funds. Liverpool County FA will send the club or organisation updated account information.
- Learners will receive a receipt of payment via email when booking is complete. If an organisation or club makes payment they will receive the receipt.
- Learners will receive written confirmation and further course information 7 days minimum prior to the course starting.
- All learners must disclose any medical issues, disabilities or any other specific requirements that Liverpool County FA should be aware of when booking onto one of our courses. If not disclosed Liverpool County FA will not be responsible for non-completion of courses, refunds or transfers as a result of any learner issues.
- **Learners MUST attend and complete all aspects of the course including any online modules associated with said course to be eligible for certification.**

Cancellations

- If a learner wishes to cancel their place on a course and wants a full refund then notification needs to be received more than 14 days before the scheduled start date of the course.
- Any cancellations received less than 14 days before the scheduled start date of the course will not be eligible for a refund. Learners can transfer to a different course of the same value but this must be done more than 7 days before the scheduled start date of the initial course.
- Any learner who fails to attend an induction and fails to inform Liverpool County FA will not be eligible for a refund or to transfer between courses.

Transfers

- If an individual wishes to transfer to an alternative course we need notification to be received more than 7 days before the scheduled start date of the initial course. If notification to transfer is received less than 7 days before the start date of the initial course then the transfer will not be allowed to happen and no refund will be given.
- If a club or organisation wishes to transfer or replace a learner notification must be received more than 7 days before the scheduled start date of the initial course. If notification to transfer is



received less than 7 days before the start date of the initial course then the transfer will not be allowed to happen and no refund will be given.

- A learner may only transfer once between courses. Learners who have transferred between courses will not be eligible for a refund if they are unable to attend even if this is more than 14 days before the start of the new course.

Course Changes and Cancellations

- Liverpool County FA reserve the right to change the programme, tutors, and venue or to reschedule an event without prior notice. Candidates will be advised of these changes as soon as possible. When notified of these changes candidates may either withdraw or transfer to another course of equal value.
- If there are insufficient learner numbers for courses Liverpool County FA reserve the right to cancel the course in advance or on the specified day of the course taking place.
- I understand that Liverpool County FA their servants, agents and employees are not under any liability whatsoever in respect of personal injury, loss or damage however caused while taking part in any activities of the Association.

External Course Bookings For Clubs and Other Organisations

Please refer to all points raised above including the following:

- All external course bookings must be made through Wayne Wardle.
- Full payment for the course is required 28 days before the scheduled start date of the course.
- If the course is cancelled 28 days before the scheduled start date and payment has been made then a full refund will be given.
- If the course is cancelled less than 28 days before the scheduled start date and payment has been made then no refund will be given.
- No refunds will be given or transfers allowed for non-fulfilment of places. This will be contained in the SLA that will be sent out.
- All learner enrolment forms must be submitted 14 days before the scheduled start date of the course and returned to Karen Langley.
- Learner transfers & replacements will be allowed 24 hours before the scheduled start date of the course but Karen Langley must be informed and new learner enrolment form submitted.

Appeals

- Please refer to our website for the appeals and complaints procedure.

In the event of extenuating circumstances before or during the course please contact Karen Langley via Telephone on 0151 523 4488 ext. 106 or Email karen.langley@liverpoolfa.com for further assistance.

Alternatively you can contact Head of Centre Wayne Wardle via Telephone on 0151 523 4488 ext. 113 or Email wayne.wardle@liverpoolfa.com