

Terms and Conditions for attending Football Related Courses with the Royal Air Force Football Association (RAF FA)

Please read these terms and conditions carefully as they set out the contractual basis on which we agree to enrol you on a course (from here on known as a "Course") advertised on the RAF FA website.

- 1. Contracting parties.** When you enrol on a Course with RAF FA you will be contracting with the RAF FA Football Association referred to in these terms and conditions as "RAFFA", "we", "us" or "our".
- 2. Registration.** When registering or booking Courses, you agree to provide true, accurate and complete information about yourself. We reserve the right to cancel your booking if we discover you have provided us with inaccurate information.
- 3. Medical Information.** You are obliged to declare, in writing, any relevant, current or previous, 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. If you are on a regular course of prescribed medication, you must ensure that you bring sufficient amount of the medication to cover you throughout the course. Please ensure that any relevant medical information is attached with your Application form and that we are informed immediately should you later become aware of any relevant injury or illness following the submission of your Application form.
- 4. Personal Data.** You agree that all personal information (Rank, Service No, Email Address and Date of Birth and any other data collected from you during the application process may be stored by us electronically or as a hard copy in accordance with the current Data Protection Act. We'll use this information to keep you informed of future RAF FA Courses. Please note, if you don't wish to receive information re future courses, you have the right to ask us to remove you from our distribution list
- 5. Qualifications.** You can only apply to attend specific courses providing you already hold the appropriate qualifications to do so. Where applicable, this requirement will be highlighted in the course details. You must apply to us for approval to register on such courses. Once we have checked your qualifications and accepted your application we will confirm you've been allocated a place on the course and we'll send you Joining Instructions.
- 6. Course specifics.** All RAFFA courses will be conducted in English. The location and date of the course will be indicated in the course advertising poster and application form. Classroom refreshments and meals are not included in the cost of the course, however, military transit accommodation will be provided if requested in advance during the application process. Candidates must arrange their own transport to the Course venue. Candidates are expected to bring the appropriate and sufficient kit in order to participate in the course and comply with H&S guidelines. The course will be delivered by FA Licensed Tutors employed by RAF FA. You are responsible for completing the compulsory online elements of the course prior to attending the course. Please note certificates cannot be issued unless all elements of the courses including the online elements are fully completed.

7. **Pricing.** All prices are stated in pounds sterling and are valid until altered by us.
8. **Booking Procedure.** Once we receive your application form for your chosen course, we will check to ensure you hold the correct prerequisites and contact you if we discover any problems. The maximum course size will depend on the actual course you are looking to attend and the Tutor/Learner ratio for that course.
9. **Payment.** You may only pay the appropriate course fee over the telephone using a card (credit or debit).
10. **Cancellation by the candidate.** The course has to be registered and training material paid for a minimum of 28 days prior to the commencement of the course. Refunds cannot be made if a candidate withdraws after the course has been registered unless RAF FA or the Learner are able to find a replacement. Withdrawals for Service reasons' will require a support letter from Sqn Cdrs of at least Sqn Ldr rank. Refunds within 28 days for Service reasons will have the cost of the training material deducted from the refund because RAF FA cannot be out of pocket under any circumstances. We can never make a refund if you fail to attend the course without notice, or arrive sufficiently late (tutor's discretion) that the tutor refuses you a place on the course due to the amount of content missed. Under these circumstances, there will be no refund of any of your payment, however, depending on the reason for the late show, we may, at our discretion and as a gesture of good will, offer you the opportunity to attend another course providing it's done within a maximum of 12 months.
11. **Cancellation by us.** We reserve the right to cancel or rearrange a course at any time if the minimum number of candidates fail to book onto a course, or if a third party service provider cancels elements of the Course, or for any other reason which is outside of our control. In this event, we will provide you with as much notice as possible and you will have the option of either: (a) a full refund of fees; or (b) rebooking the same Course for a different date.
12. **Sub-licensing and Assignment.** You agree that we may sub-contract the provision of the Course and any elements connected with it to third parties. We may assign our rights or obligations under this agreement to any subsidiary company.
13. **Copyright in website content:** We or our licensees retain all intellectual property rights in the Course materials made available through RAFFA online. You may not copy, download, link or otherwise use the Course materials (including any graphical image) for any purposes other than as necessary for your own personal learning purposes. You must not remove or obscure logos, names or other proprietary or intellectual property marks showing ownership by us or any third party.
14. **Disclaimer of Warranties and Liability.** Nothing in these terms and conditions shall operate to limit or exclude our liability for death or personal injury caused by our negligence.
15. We do not accept liability for loss or damage to your personal possessions whilst you are attending a Course. Candidates may wish to take out insurance for any valuable possessions that they bring with them.