

Suffolk FA Course Term & Conditions



1. How to book your place online

You can enrol on to a Suffolk FA Learning Course online at SuffolkFA.com. Making an online booking is the cheapest and most convenient method for participants to enrol on to a Suffolk FA Learning Course.

Once a course booking has been made, you will receive a course booking confirmation including details of the booking and details about the course. Participants will then receive a reminder email prior to the course taking place.

2. How to book a place for someone else online

Whilst this option is available, we encourage learners to enrol themselves onto courses, this is to prevent double bookings and system miscounts.

To do this, please ensure you have the candidate's FAN and password. Once logged in please pay in the normal manner using your own, or the club card. **Please note, should you book a place in your name and request a switch you will be refunded (minus the transaction fee). You must book using the attendee's FAN and password.**

Bookings made in this way are subject to the same cancellation terms as all other booking types.

3. Offline bookings

We don't any bookings offline.

4. Course Numbers

Maximum Numbers: This figure is set by The FA, not ourselves and can in NO WAY be exceeded

5. Course Pre-requisites

Some of our courses require participants to hold appropriate qualifications in order to be able to attend the course. Details of course pre-requisites for each course are available on each course page in the booking section of our website. It is the responsibility of the person making the booking to ensure that all course pre-requisites are met.

Should the candidate not have completed some of the pre-requisites, this will prevent the candidate from being passed by FA Learning.

**SUFFOLK COUNTY
FOOTBALL
ASSOCIATION LTD**

T: 01449 616606

F: 01449 616607

E: info@suffolkfa.com

W: www.suffolkfa.com

Registered in England No
3831570

VAT registration No.

785 7006 05

**DEVELOPING
GROWING AND
SUPPORTING
YOUR GAME**

6. Pricing, Discounts & Reductions

All prices for any courses are stated online in pounds sterling and are valid and set until altered by us. Prices are inclusive of VAT.

7. Transfers

A candidate may transfer from one course to another upon written request. Transfers may be subject to a fee; these fees will be in line with the season's cancellation policy.

The written transfer request should detail:

- Candidate FAN number
- Original course date and venue of the course to be transferred FROM
- New date and venue of the course to be transferred TO

We will do our best to transfer you to your desired course; if it is not possible to transfer you because the course is fully booked, you will have the option of transferring to a later course or be fully refunded as long as you are within the time frame set out below.

8. Cancellation by the participant

A cancellation charge will be issued if the booking is cancelled by the participant as follows:

- 29 or more days prior to the first day of the course: **No Charge**
- Between 28 and 15 days prior to the first day of the course: **25% of course fee**
- Between 14 and 8 days prior to the course taking place: **50% of course fee**
- 7 days or less prior to the course taking place: **100% of course fee**

Please note you must make every effort to contact Suffolk FA in advance if you cannot make your course. You can either call us on 01449 616606 or email us via info@suffolkfa.com

Failure to do so will result in a loss of your entire fee and a requirement for you to enrol and pay again should you wish to complete the course.

Candidates who cancel due to medical reasons must provide a medical note/certificate to receive a full refund or transfer.

Cancellation fees may be waived in exceptional circumstances and upon written appeal to Suffolk FA Learning. Please note, the below are **not** deemed an exceptional circumstance by Suffolk FA:

- Work commitments
- Misplacing your confirmation
- Wishing to move counties

Bookings can also be transferred. Please see: section 5 Transfers.

9. Cancellation by Suffolk FA

Suffolk FA takes all measures as are deemed reasonably practicable to ensure it fulfils its obligation with regard to confirmed course provision.

However, if on or before the date of the course and owing to either unforeseen circumstances, force majeure, low subscription of the course or emergency, Suffolk FA shall exercise the right of absolute cancellation. In such a case, the total fees for the course shall be refunded or transferred to an alternative Suffolk FA Learning course.

Suffolk FA shall not be liable to pay any compensation to candidates or any other person(s) in respect of the cancellation.

10. Contact details

Suffolk FA, The Buntings, Stowmarket, Suffolk, IP14 5GZ

Telephone - 01449 616606

Email: education@suffolkfa.com