

**Surrey FA Refund Policy**

As everyone is aware, the outbreak of the coronavirus has introduced some unforeseen challenges and meant the complete postponement of all Surrey FA courses. As a result, we have reviewed our terms and conditions, in particular the refund policy which will apply to all those who have booked a course affected by the coronavirus.

Firstly, it should be noted that all coaches, referees and/or grassroots administrators who have booked a course will be offered a space on the same course at a later date, as soon as these places become available.

Below is a summary of our refund policy to help those who have already paid for courses. This will be consistently reviewed until things are back to normal.

**I have booked a course but wish to cancel my place entirely…**

Should you no longer wish to take up the offer to transfer to the next available course, Surrey FA will issue you a full refund to the account used to purchase the place. If your place was purchased by a club, league or other party then the refund will only be issued to this person/organisation.

**I have booked a course and wish to keep my place…**

When Surrey FA is able, we will schedule a new set of course dates and you will be given priority to attend the course that best suits you. We cannot guarantee all courses will be like for like in terms of their delivery structure or tutor but will do our best to keep changes to a minimum.

You do not need to do anything further at this time as we will contact you when we have further information. We kindly ask that you do not contact us to chase dates due to the high volume of courses and nature of the current outbreak.

Should you decide later that you no longer wish to attend, or the new dates do not suit you, then please contact us and we shall refund you as per our updated policy.

**I have booked a course, wish to cancel but my place was funded by a bursary…**

Surrey FA is not able to provide anyone who has received a bursary with a refund or cash alternative and therefore the bursary will need to be returned to Surrey FA.

If you received a bursary for part of the course then you will receive a refund equal to the amount that was paid by you, a club, league or other party.

We will still honour this bursary, subject to availability, should you wish to take up your place on the same course at a later date.

**I have booked a course which has already started (FA Level 1, FA Level 2, Referee courses or Futsal courses only)…**

Our priority is to support you to complete the course as soon as possible and we shall allow a transfer to the same course, at the same stage where you had reached prior to the postponement. We will relax our transfer policy which would have previously incurred a fee for switching to other courses during this time.

Should you still wish to receive a refund please be aware you will only receive a partial refund depending on how much of the course is still left. For example, if you have are completing the FA Level 2 and have completed block 1 only, you will receive a £300 refund (150 for each remaining block).

Please note that if you chose to receive a refund you will not complete the respective qualification and will not be eligible for certification. You may also be liable to pay the full course costs should you apply again at a later date. This decision will be at the discretion of Surrey FA.

**How to get in contact?**

For all referee course enquiries contact referees@surreyfa.com

For all other course enquiries including coaching, safeguarding and first aid contact education@surreyfa.com.

Alternatively you can call 01372 373 543 and you will be directed to a member of staff (please note staff are working from home during this period during which the Surrey FA office is closed).