

Course Organiser Terms and Conditions

Cancellations / Transfers

1. All requests for cancellations/ date change must be received in writing.
2. Cancellations are subject to the following charges;
 - 2.1. 15-10 working days – no fee
 - 2.2. Between 9-6 working days - £50 admin fee
 - 2.3 Between 5-1 working days - £100 admin fee

We will endeavour to contact you in advance of the 9 days to confirm whether the course will be going ahead.

3. If you need to change the date of the course, we will require at least 2 weeks notice prior to the original date. If you go onto cancel the new date, you are liable to clause 2.3 of a £100 admin fee
4. For online courses, Sport Structures will not be responsible for a learner who fails to connect to the course due to software or hardware requirements, internet drop-outs or failures, issues with firewalls or being unable to download the required software due to internal security policies.

Tutor Withdrawal

5. In the event of a tutor not being able to deliver the course at short notice due to an emergency, Sport Structures will inform you immediately and explore options to re-organise the course with you.

Booking details

6. Before confirming your booking to organise a course, please ensure you have read the course description to ensure the course will meet your needs. It is important that course organisers are aware of the pre-requisites and minimum numbers required to run the course. If you require any clarification, please contact us.
7. It is the responsibility of the individual completing the course booking form to ensure the venue booking is organised. Sport Structures shall not accept liability to cover any facility fees (including cancellation fees) that may be incurred, unless stated otherwise.
8. We will require all learners to register for the course prior to attending. As the requirements for each course are different, the information we need to collect varies from course to course. We usually request the following details:

- Full name
- Address
- Email address
- Phone number
- Date of birth
- Disability
- Special requirements

We can capture this via our online registration form or via an excel format. Alternatively, course organisers can use their own system. Please be aware that if you do use your own system, you are required to gain consent (in line with GDPR regulations) to pass personal information onto Sport Structures for administration purposes

9. Please ensure that if delegates have special requirements (such as accessibility arrangements) that you inform us as soon as possible prior to the course so suitable arrangements can be made.
10. For online courses, we will provide access to relevant training platforms to enable learners to attend a course. Prior to booking the course, please check eligibility requirements for accessing our digital courses.

Payment

11. It is responsibility of the individual completing the course request form to ensure a valid invoice address and contact number is provided.
12. When organising a course, there is a minimum number of learners required in order to run the course. This is stated on the course request form. It is the responsibility of the course organiser to ensure minimum numbers are achieved. We can support advertising externally should minimum numbers be a challenge to reach. If the

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number of learners fall below minimum, the course organiser will still be charged for the minimum number of learners.

13. We will invoice you based on the number of learners that plan to attend the course at least 1 week ahead of the course. Invoices will be sent via email to the name and address provided on the course request form.

Invoices must be paid **within 7 days**.

14. Additional learners may be booked on the course up to 4 days prior to course start date. An additional invoice will be generated for any additional learners and will be payable upon receipt. Please be aware that any late bookings of this nature may result in resources not arriving on time for learners that have booked on late.

15. Payment must be made by credit/debit card or via bank transfer.

16. No certificates shall be issued whilst there is an outstanding balance due to us.

Course confirmation

17. It is the responsibility of the individual completing the course request form to ensure pre-course information details are received by the learners, unless stated otherwise. Pre-course information will either be sent by us directly to the learners or via the course organiser to distribute. This is sent a minimum of 1 week prior to the course.

Post workshop

18. We are always looking to improve our service to you. Once the course has taken place, we will send you a course feedback survey about your experience with us. We would be grateful if you could spend a few minutes of your time to complete this.