

Sport Structures Education and Training

Booking Terms and Conditions

Please read the Sport Structures Education and Training terms and conditions carefully before making a booking. This document contains details regarding:

- Learner eligibility and course requirements
- Invoicing and payments
- Course confirmation and details
- Cancellations, transfers and refunds

Our terms and conditions are made available on our website on all course pages and on our [policies page](#).

Should you require further information regarding anything in this document, please contact education@sportstructures.com. Please note our opening hours are:

- Monday – Thursday, 9am – 5pm
- Fridays, 8.30am – 4.30pm
- Saturdays, Sundays and Bank Holidays, Closed

To find out more about Sport Structures, please visit our [website](#).

Learner Eligibility and Course Requirements

1. Before booking onto a course, please read the course description carefully to ensure the course will meet your needs or those of the individual you are booking on behalf of, and that the learner is able to meet and provide evidence of any stated pre-requisites.

2. It is the responsibility of the individual completing the booking to make Sport Structures aware of any additional learner needs. Sport Structures will aim to put measures in place to best support the learner and may contact them prior to the start of the course.

Online Courses

3. Sport Structures will provide access to relevant training platforms in order for learners to attend a course. Prior to booking onto the course, please check eligibility requirements for accessing our digital courses. It is the responsibility of the learner or the individual placing the booking to check these requirements and cancel within the required timescales if these cannot be met.

4. Access to Sport Structures' online learning platform is valid for one year. If an extension is required, one week's written notice must be given by contacting education@sportstructures.com and a charge of £15 per learner will be payable.

5. Sport Structures will not be responsible for failures to connect to virtual classrooms or our online learning platform 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.

Invoicing and Payments

6. For individual learner bookings, course fees are payable in full upon booking, unless Sport Structures have provided a payment plan option, whereby the learner agrees to the terms of our Flexible Payment Scheme.

7. Payments for individual learner bookings must be made by debit/credit card.

8. If an organisation is paying on behalf of an individual, it is not possible to request an invoice to be sent to the organisation.

9. Where an organisation books a course for a group of learners, an invoice can be issued to the organisation. Minimum learner numbers apply and vary dependent on the course, these numbers are available on request. Invoice details are required ahead of the course start date and all invoices are payable within 30 days.

10. Once an invoice has been sent, this will become payable under all circumstances, unless the course has been cancelled, as per the cancellation process.

11. Failure to pay in full an invoice or any outstanding instalments of an agreed payment plan will result in learner certification being withheld until payment has been received. We may also refuse or cancel future bookings connected to outstanding debts.

12. Where an invoice becomes substantially late, we reserve the right to pass your account to a debt collection agency. When we do this, the agency will add fees and charges to the invoice which will become your responsibility to pay.

Course Confirmation and Details

13. Learners will receive pre-course information details via email (unless requested otherwise) during the week prior to the course start date to the email address provided at the point of booking. It is the responsibility of the learner to check their junk mail and to contact Sport Structures if they have not received any pre-course information via email, rather than assume a course might be cancelled. If an individual has booked on behalf of a learner, it is their responsibility to advise the learner to expect pre-course information.

14. For face-to-face courses, we advise that accommodation, train tickets, etc, should not be booked until the pre-course confirmation email is received or a Sport Structures member of staff confirms that the course is definitely going ahead. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation, etc.

15. Sport Structures reserves the right amend any advertised content for courses without notice. This may be done due to matters out of our control, advice from relevant awarding organisations or to continually provide a high-quality service.

16. Certificates and learner resources may be issued in electronic or hard copy format depending on the requirements of each course and the format that awarding organisations provide.

17. Electronic resources and certificates will be issued to the learner email address provided to us at the point of booking. It is the responsibility of the learner to check their junk email for any resources or certificates not received and advise Sport Structures if their email address changes during the course.

18. Where hard copy resources or certificates are issued, these will be sent to the learner address provided at the point of booking. It is the responsibility of the learner to inform Sport Structures if their address changes during the course.

19. In the event that a replacement certificate has to be re-issued, there will be a fee charged. This varies from course to course but can cost up to £25.

Cancellations, Transfers and Refunds

20. All requests for cancellations or transfers must be received in writing to education@sportstructures.com confirming the name of the learner, the full title of the course, and the date the course booking was made. If the learner did not make the booking, please also include the name and email address of the individual who placed the booking.

21. Changes to a booking will become effective on the date of written confirmation being received.

22. For cancellations, the amount of the course fee that can be refunded is determined by the notice period provided, as shown in the table below. This excludes extenuating circumstances where decisions regarding refunds are at the discretion of Sport Structures. Refunds will be processed within 10 working days.

Cancellation Notice Period Before Course Start Date	Percentage of Course Fee Refundable
More than 28 days	95%
28 - 15 days (inclusive)	50%
14 - 8 days (inclusive)	25%
7 - 1 days (inclusive)	0%
Failure to attend the course	0%
Failure to complete the course	0%

23. For courses without a set start date where a learner may book and start their course on our online learning platform at any time, the amount of the course fee that can be refunded is determined by the notice period provided, as shown in the table below. This excludes extenuating circumstances where decisions regarding

refunds are at the discretion of Sport Structures. Refunds will be processed within 10 working days.

Number of Days After Receiving Access to Course	Percentage of Course Fee Refundable
Up to 5 days	95% minus costs*
6-10 days	50% minus costs*
11 days or more	0%

*Costs may include fees applicable to the online learning platform, learner registration with an awarding organisation, transaction fees and staff costs.

24. In the event of a learner wishing to transfer their place to a different learner, this will be accepted on the condition that written notification of the substitution has been sent to education@sportstructures.com prior to the course date, acknowledged and agreed by Sport Structures and an administration fee of £10 has been paid.

25. In the event that a learner cannot attend their course and cannot or does not wish to transfer their place to another learner but instead wishes to transfer onto the same course with a different start date, the below transfer fees will apply. This excludes extenuating circumstances where decisions regarding transfers are at the discretion of Sport Structures.

Transfer Notice Period before Course Start Date	Transfer Fee (per learner)
More than 15 days	No fee
14 - 8 days (inclusive)	£25
7 – 1 days (inclusive)	No transfer available
Failure to attend	No transfer available
Failure to complete the course	No transfer available

26. Learners are only permitted to transfer to a different course start date or a learner substitution once per booking. After this the full course fee will be charged.

27. Learners must confirm the course start date they wish to transfer to in writing to education@sportstructures.com within three working days of submitting a transfer request.

28. If an individual does not wish to transfer, this is deemed is a cancellation.

29. In the event of there being insufficient numbers booked onto a course, Sport Structures reserves the right to cancel or postpone the course.

30. In the event Sport Structures cancels or postpones a course, we will endeavour to inform all learners five days before the course is due to take place via email. Please be aware that this time-scale is not always possible due to matters outside of our control. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

31. If Sport Structures cancels the course before the start date, you will have the option to request a full refund or transfer on to the next available course. Please note you will be expected to confirm with Sport Structures which option you wish to take within 10 working days of receiving the cancellation email. If this is not adhered to, Sport Structures will take no further action.

32. In the event of a tutor or assessor not being able to attend a course at short notice due to an emergency, Sport Structures will contact you by email to inform you immediately and reorganise the affected part(s) of the course. Sport Structures shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation, etc.

33. If a learner is unable to attend any part of the course due to extenuating circumstances, they must inform Sport Structures in writing by emailing education@sportstructures.com as soon as they are able. Any such circumstances will be considered by Sport Structures on a case-by-case basis.

34. If a learner is unable to attend any part of their course due to illness and wishes to transfer to another course date they must provide evidence in the form of a doctor's note. If no alternative is available, Sport Structures will consider appropriate action on a case-by-case basis.