

# ***CANCELLATION POLICY***

Please be aware that the following refund policy applies to all coaching and refereeing courses organised by Volleyball England.

## ***INSUFFICIENT NUMBERS***

In the event of there being insufficient numbers booked onto a course, Volleyball England will cancel the course. All candidates booked on to that course will be notified and have their candidate fee reimbursed or transferred to another volleyball course that they are able to attend.

## ***CANCELLATION POLICY***

If a candidate wishes to cancel their place on a course, the following cancellation policy applies:

- Cancelled more than 20 working days before the start of the course – full refund
- Cancelled less than 20 working days before the start of the course – full refund minus an administration fee (£18)
- Cancelled less than 10 working days before the start of the course – no refund

## ***EXTENUATING CIRCUMSTANCES***

If you were unable to attend any of the course due to extenuating circumstances you must inform Volleyball England in writing five days from the day of the course that you missed. If you were unable to attend due to illness you must provide evidence of a doctor's note.

## ***MISSED TUTORING OR ASSESSMENT DAYS (UKCC LEVEL 1, UKCC LEVEL 2 & VOLLEYBALL ENGLAND LEVEL 3)***

Should you miss any of the tutoring days you are not permitted to attend the assessment day until you have attended the missed days on another course. To book onto the days of another course you will incur an additional charge of £25 (Level 1), £45 (Level 2) and TBC (Level 3).

If you fail to attend both tutoring days on your original course, you will not be able to receive a refund or transfer to another course.

If you fail to attend your assessment day you will be classed as 'Not Yet Competent' (NYC) and you will be required to attend the assessment day of another course. To book onto another assessment day you will incur an additional charge of £25 (Level 1) or £45 (Level 2).

If you have any questions about this policy, please contact Fiona Sweetman, Workforce Officer, on 01509 227714 or [f.sweetman@volleyballengland.org](mailto:f.sweetman@volleyballengland.org)



## ***COURSES CANCELLED BY VOLLEYBALL ENGLAND***

If a course is cancelled by Volleyball England only the course fee will be refunded.

Volleyball England will not be able to refund travel or accommodation expenses, please take this in to account when booking on to a course.