



These policies relates to Volleyball England UKCC Level 1 and Volleyball England Level 2 and 3 coaching courses.

### **Volleyball England course application policy**

Applications will be processed on a first come, first served basis. (All courses are subject to limited places)

- A receipt is available on request. Please state clearly on the application form should you require a receipt.
- Confirmation of your place on a course will be sent via **email\*** no less than 10 working days prior to the course start date.
  - \* A postal confirmation will only be sent on request
- If there are changes to be made to the course you have applied for; a further confirmation with any amendments will be sent within 5 working days of the course start date.
- If you apply for a course and are put on a reserve list, your payment will not be processed (and if appropriate, returned to you)
- You may be contacted at any time to take up a place on a course. If you accept the place, full payment will then be requested immediately.

### **Volleyball England payment methods**

#### **Cheque**

Cheques should be made payable to '**English Volleyball Association**' for the full amount of the course.

Cheques should not be post dated.

#### **Online bank transfer**

Volleyball England accepts online payments direct to the English Volleyball Association bank account. For this information please contact Richard Stacey-Chapman (01509 22 77 14).

Applications will only be accepted with correct payment by cheque or online bank transfer and will be on a 'first come first served' basis. Proof of online payment must be made if paying online.

### **Volleyball England Refund/Cancellation Policy**

Please be aware that the following refund policy applies to all Volleyball England United Kingdom Coaching Certificate (UKCC) courses and Volleyball England Level 2 and 3 coaching 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**

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) or £45 (Level 2).

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).