

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).

If you have any questions about this policy, please contact **Roman Neveykin** on 01509 01509 227730 or r.neveykin@volleyballengland.org