



## Terms and Conditions for Candidates

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These terms and conditions apply to all candidates registering on ETTA courses leading to the above qualifications.

### 1. Candidates Withdrawing from a Course

- 1.1. Candidates wishing to withdraw their application for a course must do so in writing (either post or email) to the ETTA National Coaching Administrator.
- 1.2. Unless there are exceptional circumstances, candidates withdrawing from courses will be liable for fees as set out in sub-sections 1.3 to 1.6 below. Exceptional circumstances would include issues such as family bereavement or serious illness/accident. A doctor's certificate will normally be required for proof of illness/injury. Issues such as deciding to take a holiday would NOT be considered exceptional circumstances.
- 1.3. If a candidate withdraws their application for a course before the closing date for applications of that course, they will be entitled to a refund, minus a £25 administration charge *or* they may transfer to another course at no cost.
- 1.4. If a candidate withdraws their application for a course less than 72 hours prior to commencement of that course, or does not attend without giving notice, they will not be entitled to a refund.
- 1.5. If a candidate withdraws their application for a course after the closing date, but at least 72 hours prior to commencement of the course, they will not be entitled to a refund, but may be transferred to another course upon payment of a £25 administration charge.
- 1.6. If a candidate withdraws after the first day/part of the course, in exceptional circumstances they may transfer to the second day/part of another course (if places are available) upon payment of an additional 50% of the course fees. Please note that the ETTA will not accept applications to attend the first day/part of one course and the second day/part of another course.

### 2. Cancellation of Courses

Although every effort is made to ensure courses take place as advertised, in some circumstances the ETTA reserves the right to cancel a course; e.g. if insufficient candidates have registered, or the venue becomes unavailable at short notice through unforeseen circumstances.

- 2.1. If a course is cancelled prior to pre-course resources being sent to candidates, the candidate is entitled to a full refund, *or* to transfer (at no cost) to another course at the same level.
- 2.2. If a course is cancelled after pre-course resources are sent to candidates, but prior to commencement of the first day, candidates will either be entitled to a full refund *if* the resources are returned, in their original condition, to the ETTA National Coaching Administrator, *or* to transfer to another course at no cost. If candidates opt for a refund but do not wish to return the resources, there will be a £25 charge.
- 2.3. If the second day of a course is cancelled through unforeseen circumstances, the ETTA will provide opportunities for candidates to transfer to other courses at no extra cost. If within 12 months the candidate has been unable to transfer to a suitable course they will be entitled to a refund.

### 3. Change of Venue

- 3.1. If there are unforeseen circumstances causing a change of venue (e.g. fire etc) the ETTA will make every effort to find an alternative venue within the same area. However, this may not be possible, so the ETTA reserves the right to relocate the course to the nearest suitable venue.
- 3.2. If it is also necessary to change the dates of the course due to the venue becoming unavailable, candidates will have the same rights as if the course were cancelled (see Section 2).