

TERMS AND CONDITIONS

This Service Level Agreement is between:

Sports Therapy UK & The *Course Applicant/Course Student*

12 Dicket Mead
Welwyn
Herts AL6 9NX

Course Applicant - any person applying to enrol on a course offered by Sports Therapy UK, by submitting the on-line booking form on the website at www.sportstherapyuk.com

Course Student – any person on payment of non-refundable deposit/full course fee

1. This agreement concerns the provision of courses by Sports Therapy UK and the Course Applicant/Course Student.
2. All information provided by Sports Therapy UK is given in good faith and Sports Therapy UK will not be held responsible for actions taken by the Student, any other individual or organisation as a result of the information provided during the training course.
3. Sports Therapy UK reserves the right to cancel or modify any training or event in its programme. In the event of a cancellation where an alternative cannot be provided, payment received in respect of that course will be refunded.
4. All course applicants/course students must be physically able to do the work, have good communication skills and be at least 18 years of age.
5. Sports Therapy UK will make every effort to accommodate special requirements that have been notified to them upon application.
6. Payment of a minimum of the specified course deposit secures a place on the course and is non-refundable (subject to 3. below), unless a place on the course you have selected is not available, whereupon we will contact you and either
 - 6.1. Offer you an alternative place,
 - 6.2. Or a full refund of all fees paid to date.
7. An application is not complete until Sports Therapy UK has confirmed that a place is available and the deposit or full payment has been received.
8. After a period of 14 days from confirmation of your enrolment, all deposits are non-refundable.
9. Applications for refunds of any course fees paid, less the deposit specified on our website, will only be accepted from the Course Applicant/Course Student, providing the request has been made in writing no later than 28 days before the practical training for the selected course commences.
10. From 28 days prior to the commencement of any practical training, the Course Applicant/Course Student will become liable for all course fees, regardless of whether they attend the remainder of the practical training or not.

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11. A course fee is applicable to the course and set of dates chosen by you and agreed by Sports Therapy UK upon confirmation of enrolment, and the amount may not be altered for the duration of the course.
12. In the event that the Course Applicant/Course Student is unable to attend a part of the practical training, they may
 - 12.1. Apply to Sports Therapy UK to defer to another course, subject to availability of places, and for which a course transfer fee will be payable.
 - 12.2. Request individual tuition by a course tutor from Sports Therapy UK before the continuation of the course at a fee to be agreed with Sports Therapy UK. This will be offered on a weekday subject to tutor availability.
13. In the event 12.1 above, a period of 4 months or more between the final practical training attended and the recommencement on a deferred date, we reserve the right to demand the student attends part or all of the practical training already attended, again.
14. In the event of a Course Applicant/Course Student transferring to another course, we do not guarantee that the content of each day will remain the same. Courses are altered in accordance with VTCT guidelines and developed following our own course reviews.
15. Sports Therapy UK reserves the right to refuse an application or give notice to a student to leave a course.
16. All Course Applicants/Course Students must attend ALL practical training dates for the course they are enrolling upon to be eligible for their award.
17. Sports Therapy UK will refund the course fee if the Course Student is not completely satisfied with standards of training and course materials offered. This guarantee will be honoured if notification and reasons are received in writing within 48 hours of completing the first practical training and all course textbooks have been returned in a resalable condition to Sports Therapy UK. The refund will be made within 14 days.
18. All first attempt Examination & Assignment fees are included in our course fees. Fees for resubmission and further attempts at examinations will be chargeable in advance.
19. All information provided by Sports Therapy UK is given in good faith and Sports Therapy UK will not be held responsible for actions taken by the Course Student, or any other individual, or organisation as a result of the information provided during the training course.
20. All course content is subject to change in accordance with directives implemented by VTCT. Sports Therapy UK will endeavour to give Course Applicants/Course Students as much notice as possible following any advance notification from VTCT.