



## Badminton Wales Course Cancellation and Refund Policy

### Coach Education

Please be aware that the following refund/cancellation policy applies to all BADMINTON Wales United Kingdom Coaching Certificate (UKCC) courses.

### CANCELLATION FEES

The following cancellation fees apply should you cancel your place on the course:

Cancelled 4 weeks or more prior to the course start date	100% refund (or transfer to another course)
Cancelled 2 – 4 weeks prior to the course start date	50% refund (or transfer to another course)
Cancelled less than 2 weeks prior to the course start date	No refund

Once the course has started fees are **non-refundable** and **non-transferrable**, unless there is evidence of extenuating circumstances.

### WHAT HAPPENS IF YOU MISS ONE OF YOUR TUTORING DAYS?

Should you miss any of your tutoring days you are not permitted to attend the assessment day until you have attended the missed days on another course. To book on to any days of another course you will incur a charge of £25 (Level 1) or £45 (Level 2) per day.

### WHAT HAPPENS IF YOU MISS YOUR ASSESSMENT?

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 a charge of £25 (Level 1) or £45 (Level 2).

### EXTENUATING CIRCUMSTANCES

If you were unable to attend any part of the course due to extenuating circumstances or due to illness, you must inform BADMINTON Wales in writing no later than five days from the day of the course that you missed.

If you have any questions about any of the above, please contact the BADMINTON Wales office on 0845 045 4301.