

## Invoicing and Refund Policy

*Effective from 1 October 2014*

**This policy applies to all Sports Leaders UK qualifications, awards and services and replaces any previous versions. Where reference is made to invoicing or refund policy in any other document produced by Sports Leaders UK, and where any inconsistencies may occur, the information in this document takes precedence.**

Sports Leaders UK will invoice the named contact person and address of your centre for products and/or services ordered.

At the point of applying for a course, centres must supply either the number of learner/candidate/delegate registration places required OR the name of each learner/candidate/delegate to be registered. Sports Leaders UK will invoice at this point the appropriate fee per learner/candidate/delegate registration place. Each invoice will display the ordered places, products and/or services and Sports Leaders UK's bank account details so that payment can be received by the preferred method of BACS.

All payments must be received within **30 days** of the invoice date. Failure to pay will affect your credit limit with Sports Leaders UK and may result in the suspension or withdrawal of products and/or services ordered (including online resource access).

### **Withdrawal of Qualification and Awards Registration Places**

Registration places (whether ordered as a number of places or named places) can be withdrawn by using the LEAP electronic system **or** by notifying customer services in writing via email: [contact@sportsleaders.org](mailto:contact@sportsleaders.org). It is recommended that you keep a copy of your request for future reference.

### **Refund Policy:**

Centres have up to **42 days** from the course start date to notify Sports Leaders of the withdrawal of registration places. Credits, where applicable, will be given as follows:

- A full credit will be given within **14 days** of the course start date.
- Withdrawals made between **14 days and 42 days** of the course start date will be refunded as the full registration fee less £2.50 per registration.
- No credit will be given for the withdrawal of registration places **after 42 days** of the course start date

### **Withdrawal of Energy Club orders**

Sports Leaders UK will refund orders for Energy Club Resource Packages **up to 28 days** from the date of the original invoice. Resources and equipment provided as part of the Energy Club package must be returned unopened/unused. Used or damaged resources will result in no refund being offered. This includes any use of the learner registrations for Playmaker included in the package.

### **Tutor Training Cancellation Policy**

Under normal circumstances, the fee for Tutor Training must be paid prior to attendance at the event. Tutor Training bookings may be cancelled **up to 14 days prior to the date of training**. Notification of cancellation must be sent **in writing** to Sports Leaders UK, **via e-mail** to: [tcancellations@sportsleaders.org](mailto:tcancellations@sportsleaders.org) and you will receive a **confirmation of the cancellation within 48 hours**. If you do not receive a cancellation confirmation within 48

hours, you should contact us on 01908 689180. Failure to do this may result in your refund not being processed.

**Refund Policy:**

- Cancellations up to **14 days** before the date of training will receive a full refund.
- No refund will be given if cancellation is received **less than 14 days** before date of training. In this case a delegate may transfer to an alternative date on one occasion only. The date transferred to must be **within 6 months** of the original date and will incur a **£15.00 administration fee**.

Refunds are given in the form of credit to the centre's Sports Leaders UK account which can be used against future orders.