

Sheffield Hallam coach education

Booking instructions and terms and conditions

1. Booking

1.1 Candidates may book onto coach education courses at Sheffield Hallam Active through the following methods.

- Visiting Sheffield Hallam Active reception at the following addresses (debit/credit card, cash or student/staff card payment options are available): Pearson Building, Collegiate Campus, S10 2BP / Norfolk Building, City Campus, Pond Street, S1 1WB.
- Calling us on 0114 225 2449.

1.2. Booking confirmation

- Your place on a coach education course at Sheffield Hallam University will be confirmed via email once full payment has been received (see section 1.1).
- We are unable to reserve places without full payment being made in advance.
- Final correspondence will be sent out no later than 1 week prior to the course commencing (where applicable).

2. Terms and conditions

2.1. Absence and conduct

- Should you miss any session(s) of any course you sign up to without prior written notice being given and accepted, Sheffield Hallam Active reserve the right to remove you from the course and no refund will be administered.
- You will respect the course tutor, course venue and other candidates and their points of view and you will understand that if your behaviour, language or conduct is deemed 'unacceptable', 'offensive' or 'harmful' for any reason, Sheffield Hallam Active (or any training provider working on behalf of Sheffield Hallam University) reserves the right to exclude you from continuing on your chosen course and if necessary, from future courses. In this case, no refund will be offered.

2.2. Course pre-requisites

- Candidates must ensure they meet all the pre-requisites of any coach education course in which they book on to.
- Refunds will not be administered to any candidate who is unable to undertake the course due to non-fulfilment of any pre-requisite.

2.3. Cancellation by you

- You may withdraw from a course and cancel your allocated place at any stage. However, costs may be incurred, as Sheffield Hallam Active adheres to a strict cancellation policy. Details of this policy are listed below.
 - Booking cancelled before 11 working days of the start date - Full refund (or transfer balance to alternative coach education course)
 - Booking cancelled within 10 days - No refund, course fee will be retained by Sheffield Hallam Active to cover incurred fees
 - Consideration will be given to candidates who, for health reasons are unable to attend any coach education course. A letter from a doctor or medical professional will be requested in these circumstances

2.4. Cancellation by Sheffield Hallam Active

- Sheffield Hallam Active reserves the right to cancel any course 10 working days prior to the course date. In this instance we will try and accommodate your booking on a course in the future, if this is not possible a full refund will be processed.