

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.

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

Enrolling on Your Course

1. This agreement concerns the provision of courses delivered 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 applicant, student or 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 – see **Payments & Refunds** below.
4. All course content is subject to change in accordance with directives implemented by VTCT. Sports Therapy UK will endeavour to give Course Students as much notice as possible following any advance notification from VTCT.
5. Sports Therapy UK reserves the right to refuse an application or give notice to a Course Student to leave a course without any refund of fees.
6. Upon enrolment, all Course Applicants must be physically able to do the work, have good communication skills and be at least 18 years of age at the time the practical training for that course commences.
7. Sports Therapy UK will make every effort to accommodate '*Reasonable Adjustments*' that have been notified to them upon application.

Payments & Refunds

8. Payment of the specified course deposit secures a place on your selected course and the scheduled dates pertaining to that course only. The fee paid is non-refundable unless a place on the course you have chosen is not available, whereupon we will contact you and either:
 - 8.1 Offer you a place on another course,
 - 8.2 Or a full refund of all fees paid to date.
9. 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.
10. The amount specified upon enrolment will not be altered for the duration of the course.

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11 Payment may be made online by credit or debit card using the [Worldpay](#), online payment system. All major credit and debit cards are accepted.

11.1 If payment is made using a credit/debit card not in the Course Applicant's/Course Student's name permission must be sought from the card holder and by making such payment on-line you are confirming that permission has been sought and obtained.

11.2 Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. Sports Therapy UK will not accept any liability for costs incurred as a result of applications deemed void in this manner.

11.3 Payments may also be made via Paypal, direct debit, cheque or bank transfer. With the latter any bank charges need to be met by the payer.

12 After 14 days from the date of enrolment until 28 days before the start of the practical training, course deposits are non-refundable.

12.1 For CPD and Short courses where the full course fee is payable upon enrolment, no refunds are offered after 14 days from the date of enrolment.

13 From 28 days onwards before the start of the practical training for your course, the Course Applicant/Course Student will become liable for the total fee for the course they have enrolled upon whether they attend the remainder of the practical training or not.

14 Applications for refunds of any course fees paid according to the conditions above, will only be accepted providing a written request (by post or email) has been received by Sports Therapy UK from the Course Applicant/Course Student and subject to the safe return of any course materials, textbooks, etc, in good condition.

We will acknowledge receipt of applications for refunds. If you do not receive this, please contact us by phone.

15 We reserve the right to charge interest and administration fees in relation to any overdue payments, or changes requested to the course you enrolled upon.

16 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

Cooling Off Period.

17 All course fees are fully refundable subject to receipt of a written request from the Course Applicant for a period up to 14 days after the date of enrolment, and subject to the safe return of any course materials, textbooks, etc, in good condition.

17.1 Where the 14 days since enrolment falls within the 28 days prior to the start of the practical training, this condition will take precedence.

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Attending Your Practical Training

18 You must attend ALL the practical training for the course you have enrolled upon, and in the chronological order scheduled.

Missing Up to 2 Days of Your Practical Training

19 If after commencing your practical training, you are unable to attend part of your scheduled course, you may arrange individual tuition (a 'catch-up session') with a course tutor from Sports Therapy UK.

19.1 This must take place before the continuation of the practical training for the course you are enrolled upon, at a fee specified by Sports Therapy UK. We will charge a minimal fee to cover our tutor costs and administration only.

19.1.1 If this comprises the final day/s of your course, you must accept individual tuition offered within 2 calendar months of your course date/s missed.

19.1.2 If it is not possible for you attend any dates offered for individual tuition, please refer to the section on *deferring* below.

19.2 These 'catch-up' sessions may be offered on a weekday or weekend, subject to tutor availability.

19.3 'Catch-up' sessions normally cover the content missed in half the scheduled practical training time because one-to one tuition is usually more succinct, but this is subject to the content missed and confirmation from our academic staff.

Missing more than 2 Days of Your Practical Training.

20 Please note that the maximum number of training days that you may cover by individual tuition is 2 days from any one course. Once you exceed this limit, missing any further tuition must be addressed by deferring to another course as indicated below.

Deferring Part of Your Practical Training.

21 You may apply to Sports Therapy UK to defer and continue another course, subject to:

21.1 Your application to defer being received in writing by Sports Therapy UK no later than 21 days after the period of practical training days missed (where applicable).

21.2 Availability of places, whereupon you will be required to continue your practical training on the agreed dates and which must also conform to the overall training period specified under **Attending Your Practical Training**, below.

21.3 Receipt of the specified administration fee (see table below).

22 You may also apply to defer to another course before your scheduled practical training has started and, in this instance, will also be subject to 21.1 to 21.3 above where applicable.

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- 23 You may defer to another course once only. If you do not complete the practical training on the specified and agreed deferred course, you will be required to enrol on the course again and the terms under **Restarting Your Practical Training** below will apply.
- 24 In the event of a 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.
- 25 When deferring part of your practical training please note that the practical training must be completed within 6 months of your original start date of the practical training at Level 3, and within 8 months at Level 4. Practical training must be completed within the specified periods to ensure continuity and that any assessments completed are deemed to be current.
- 25.1 If you are not able to conform with this, or no places are available on another course that fall within this period at the time you wish to defer, you will be required to start the course again – see below.

Restarting Your Practical Training.

- 26 If, after commencing your practical training, you are unable to continue with your scheduled course, and you are unable to conform with the conditions under **Attending Your Practical Training** above, you must restart your practical training, subject to
- 26.1 Availability of places, and
- 26.2 Restarting your practical training no more than 12 months from the date of your first enrolment.
- 26.3 Receipt of your retraining course fee (see table below) which will be due immediately upon confirmation of the new course date.

Practical Training Cancellations by Sports Therapy UK

- 27 We avoid cancelling any advertised course unless necessary. However, if we do not have enough applicants to proceed, we will reschedule and offer alternative dates.
- 27.1 If you cannot attend the dates offered, we will at your request, provide you with a full refund.
- 27.2 Please note that this does not extend to any reimbursement of the cost of accommodation or travel.
- 28 If we are forced to cancel any part of our practical training due to circumstances beyond our control, such as inclement weather conditions, we will immediately schedule new date/s to cover the part of the course missed, and where appropriate this will be before the next scheduled part of the course training.
- 28.1 Please note under these circumstances we cannot be held responsible for any reimbursement of the cost of accommodation or travel.

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- 28.2 We will try to match any weekend days cancelled, with rescheduled weekend dates and the same with weekdays but this will be subject to available training dates, tutors, and training facilities.
- 28.3 We understand that not all students may be able to attend the new date/s and in these circumstances, you may apply to defer your practical training. We will liaise with you to advise on available course dates.

Examinations & Assessments

- 29 All first attempt Examination & Assignment fees are included in our course fees, which must be settled prior to the release of any results. Fees for further attempts at examinations will be chargeable in advance (see table below).
- 30 If you reach the final part of your training and do not feel ready to take an exam or assessment being held during the practical training, please note that exams (such as A&P at Level 3) and practical assessments which are embedded within your practical training, form an integral part of the course and are covered by your course fees.

When you attend the practical training, you must take all exams and assessments at the scheduled times on your course.

- 31 All scheduled examinations dates and final dates for applying to take exams are available on the [calendar](#) page of our website.
- 32 All final application dates for examinations are available on the [calendar](#) page of our website.
- 33 Scheduled exam dates will be added to the **Course Dates** webpage on our website at [Sports Therapy UK](#).
- 34 An Exam Application Form may be downloaded from the [Student Centre](#) page of our website.
- 35 Exam & Assessment applications (including any related exam fees) will only be accepted up to and including the exam final application date.
- 36 If you live more than 30 miles from our exam venue, you may apply to sit written papers with a local invigilator – see [Exam Application Form](#) for full details.

Course Guide and Further Information

Please see your Course Guide for more guidance notes and answers to questions you may have.

Course Fees

Note: All **full course fee** payment options and available discounts may be found on each course webpage. The following table shows any additional fees, and where they are applicable:

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	Fee	Explanatory text relating to fee
Theory Exam Fee (first attempt)	Included in Course Fee	
Theory Exam Retake	Level 3 - £40	
Theory Exam Retake	Level 4 - £60	
Viva Retake	No fee	
L3 Practical Assessment Retake	Level 3 - £70	
L4 Practical Assessment Retake	Level 4 - £70	
Administration Fee	£60	Applicable for alterations to course enrolled upon such as deferrals, etc.
Restarting Your Course Fee	£330	For students who are required to restart their practical training.