

## 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](http://www.sportstherapyuk.com)

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 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 – see 15 and 16 below.
4. 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.
5. Sports Therapy UK reserves the right to refuse an application or give notice to a student to leave a course.
6. 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.
7. Sports Therapy UK will make every effort to accommodate special requirements that have been notified to them upon application.
8. Payment of a minimum of the specified course deposit secures a place on the course and is non-refundable (subject to No 10. below), unless a place on the course you have selected is not available, whereupon we will contact you and either:
  - 8.1 Offer you an alternative 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. After a period of 14 days from confirmation of your enrolment, all deposits are non-refundable.
11. Applications for refunds of any course fees paid (minus the deposit specified on our website, as per point 10 above) will only be accepted providing the request has been received from the Course Student in

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writing by Sports Therapy UK at least 28 full calendar days before the date on which the relevant practical training is due to begin.

- 12 The Course Applicant/Course Student will become liable for the total fee for the course they have enrolled upon within the 28-day period before the relevant course is due to begin, regardless of whether they attend the remainder of the practical training or not.

### Attending Your Practical Training

- 13 You must attend ALL scheduled practical training dates for the course you have enrolled upon to be eligible for your award.
- 14 Your fee payable is applicable to the course and set of dates enrolled upon and agreed by Sports Therapy UK upon confirmation of enrolment. The amount specified upon enrolment will not be altered for the duration of the course.

If, for any reason you are unable to attend part/s of your practical training we will do our best to help you fulfil your course requirements.

### Practical Training Cancellations

- 15 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.
  - 15.1 If you cannot attend the dates offered, we will at your request, provide you with a full refund.
  - 15.2 Please note that this does not extend to any reimbursement of the cost of accommodation or travel.
- 16 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.
  - 16.1 Please note under these circumstances we cannot be held responsible for any reimbursement of the cost of accommodation or travel.
  - 16.2 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.
  - 16.3 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. No transfer fees will be applicable in these circumstances.

### Examinations & Assessments

- 17 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.

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- 18 Any outstanding course fees must be settled prior to the acceptance of any exam applications.
- 19 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:
  - 19.1 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.

We do understand that some students may be nervous and/or may not be as well prepared as they would like at this stage. We would like to emphasise all scheduled assessments are compulsory but also to reassure students that by attempting the exam there is no academic disadvantage if you are unsuccessful. After exams have been marked, feedback will be given on any areas which may help students improve, thereby giving them insight to the style of exam questions and types of answers required.
- 20 All scheduled examinations dates are available on the [calendar](#) page of our website.
- 21 All final submission dates for examinations are available on the [calendar](#) page of our website.
- 22 Scheduled exam dates will be added to the **Exams & Assignments** folder in your course files on CANVAS.
- 23 An Exam Application Form may be downloaded from the [Student Centre](#) page of our website.
- 24 Exam & Assessment applications (including any related exam fees) will only be accepted up to and including the exam final submission date.
- 25 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 Guarantee

- 26 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 period (comprising no longer than 2 days) of practical training. All course textbooks must be returned in a resalable condition to Sports Therapy UK. The refund will be made within 14 days.

### Course Guide and Further Information

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

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### 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:

	Fee	Ref Nos applicable from T&Cs	Explanatory text relating to fee
Course Administration Fee	£70		Applicable to cover changes in course requirements.
Exam Fee (first attempt)	Included in Course Fee		
Exam Retake	Level 3 - £40	Nos 20 to 27	
Exam Retake	Level 4 - £60	Nos 20 to 27	
Viva Retake	No fee	Nos 20 to 27	
L3 Practical Assessment Retake	Level 3 - £70	Nos 20 to 27	
L4 Practical Assessment Retake	Level 4 - £70	Nos 20 to 27	