



### **Terms and Conditions of Booking**

1. Each applicant must have fulfilled all of the course pre-requisites as stated on the relevant booking forms or in each syllabus.
2. The application will only be accepted and secured provided that:
  - a) The application is confirmed in writing on the official application form.
  - b) The application is accompanied by payment.
  - c) The application is signed.

(The above is at the discretion of the organiser, applications may be accepted on the day of the event as long as the applicant has informed the organiser in advance and pre-requisites met.)
3. Any changes to bookings must be received in writing either by letter or email.
4. Candidates who request a transfer from any courses will incur an administration charge of no more than £10 per transfer.
5. Cancellation by candidate will invoke administration charges. Such charges will depend on amount of notification given. Any candidate cancelling within 14 days of the course the full amount paid will be forfeit.
6. Cancellation due to injury or illness must be accompanied by a letter/note from their doctor/hospital or physiotherapist.
7. No monies will be refunded for non-attendance of a course without prior notice.
8. Snowsport England will refund appropriate monies if the decision is made by Snowsport England to cancel all or part of a course.
9. Snowsport England reserve the right to alter the venue and/or dates without prior notice or warning but in all cases Snowsport England will do their best to notify all concerned within 7-10 days of start date of course. In this event, Snowsport England will refund monies of candidates who become unable to attend, due to the change in dates or if the venue is too distant.
10. Any persons found under the influence of alcohol or drugs during any course will be removed without refund.
11. Members under the National Coach Award Scheme will be required to have a CRB check completed before they hold any licence as from 1<sup>st</sup> January 2007.
12. Except for death or personal injury arising through the negligence of Snowsport England, Snowsport England shall not be liable for any loss or damage arising whether in respect of death, bodily injury, illness suffered or contracted, loss, costs, damages or expenses incurred.
13. In order to benefit fully from the course content candidates will be expected to ski/board during a refresher. If candidates believe that they will be unable to ski during the day they should contact the Snowsport England office PRIOR to attending the day. The Snowsport England office will then liaise with the course tutor to determine whether the candidate will be able to attend the refresher or should defer their attendance to a later date .

### **IF YOU HAVE A COMPLAINT**

If you have a problem during a course you must inform Snowsport England Head Office on 0121 501 2314 or [info@snowsportengland.org.uk](mailto:info@snowsportengland.org.uk) as soon as possible after the completion of the course in writing providing all relevant details. Snowsport England aims to deal with all complaints within 3 months of receipt of the complaint in writing. Receipt of any complaint will be acknowledged immediately.

Snowsport England  
SportPark  
3 Oakwood Drive  
Loughborough  
Leicestershire  
LE11 3QF

Tel: 01509 232323  
Fax: 01509 220410  
Email: [info@snowsportengland.org.uk](mailto:info@snowsportengland.org.uk)