Booking Terms and Conditions

1. Booking Workshop

- Bookings are made by completing the course booking form and making the payment.

- Upon booking you will receive an email confirming your booking and that your payment has been successful. One week before the course you will receive an email with the full venue details and contact for the event. If you require any details before this please don't hesitate to contact the workshop team sport.workshops@surreycc.gov.uk.

- The workshop fee is required in full to confirm a booking and must be received at least 10 working days prior to the workshop.

2. Allocation of Places

- Workshop places will be allocated on a ‘first come, first served’ basis.

3. Discounts

- Each workshop will have five allocated discount places. These will also be allocated on a ‘first come, first served’ basis. If all of the discounted spaces have been allocated for your chosen workshop the price will revert to the standard rates.

- Surrey Clubmark or Sport equivalent clubs are allocated access to four discounted workshops per tax year. You may be asked to provide evidence of this when booking.

We reserve the right to cancel your place on a workshop if appropriate evidence for a requested discount price is not received within 10 working days of your payment.

4. Payment

- Payment can be made using a debit card, credit card or by invoice with a Purchase Order number.

- When payment is received, either by card payment or invoice you will receive an automatic email confirming your payment.

5. VAT

- All costs and fees quoted for the workshops are Value Added tax (“VAT”) (20% of workshop fee) exclusive. The VAT for the workshop fee will be detailed on the invoice separately.
6. **Cancellation of Workshop(s)**
   - Active Surrey reserves the right to cancel a workshop due to insufficient numbers, up to one week a week before the workshop was scheduled to take place. If a workshop is cancelled a full refund will be given, or another workshop can be chosen by the delegate.

7. **Cancellation by Delegate**
   - If you are unable to attend your workshop call Active Surrey. We will make every effort to transfer you onto another workshop, but only on one occasion.
   - Cancellations/refunds will be in line with our refund policy detailed below in section 8.
   - You will be eligible for a refund in accordance with our refund policy up to 24 hours before the event. If you provide notice of being unable to attend a workshop less than 24 hours before the event then we will only be able to transfer you on to another available workshop, if it is the first occasion you are being transferred.
   - In accordance with the Consumer Contracts (Information, Cancellation and Additional charges) Regulations 2013, you are able to cancel your attendance at the workshop within 15 days of receiving an email from Active Surrey confirming your booking. In such an instance you will receive a full refund of all fees paid in respect of the Workshop.
   - After this period, Active surrey’s refund policy in accordance with section 8 is applicable.
   - If you book and/or receive an email from Active Surrey confirming your booking within 14 days of the date of the Workshop, you agree that you are deemed to have made a request for the supply of the service to have begun. Accordingly you agree that you no longer have the right to receive a full refund of fees paid upon cancellation of your attendance to the Workshop. In this circumstance Active Surrey’s refund policy in accordance with section 8 is applicable.

8. **Refund policy**

<table>
<thead>
<tr>
<th>Cancellation time before workshop</th>
<th>Amount of refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 weeks</td>
<td>Full refund</td>
</tr>
<tr>
<td>1-2 weeks</td>
<td>75%</td>
</tr>
<tr>
<td>Less than 1 week but no more than 24 hours</td>
<td>50%</td>
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</tbody>
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9. **Attendance**
• Delegates who arrive more than 15 minutes late to a workshop, will not be granted access to the workshop or receive a certificate confirming attendance of the workshop. In such circumstances the delegate will not be refunded any fees paid to attend the Workshop.

• We try to ensure all venues are accessible to all. However, if you do have access requirements, please indicate this in the appropriate space in the booking form. Active Surrey will endeavour to meet these requirements.

• If you have any needs and/or disabilities which affect your ability to complete and/or participate in the workshop; please indicate any assistance you will need during the course of the workshop in the appropriate space in the booking form. Active Surrey will endeavour to meet these requirements.

• Active Surrey reserves the right to deny access to or remove any Delegate from the Workshop if their behaviour is deemed unacceptable, inappropriate, violent or abusive by the workshop trainer or Active Surrey. In such circumstances the Delegate will not be refunded any fees paid to attend the Workshop.

10. Liability

• In respect of any liability Active Surrey’s total liability shall not exceed in aggregate 150% of the total workshop fees paid or payable by a Delegate under these Terms and Conditions. This in no way limits Active Surrey’s liability for death or personal injury to any person due its negligence or the negligence of its employees.

• Active Surrey shall not be liable to a Delegate for any direct, indirect, consequential or incidental losses; arising out of the provision of or the attendance to the Workshop.

• Active Surrey shall not be liable or responsible for the opinions or views expressed by the tutor of the Workshop.

• Active Surrey shall not be liable or responsible for any acts based on the information contained in the workshop materials or based on the views or opinions of the workshop tutor.

• If the tutor does not arrive within 30 minutes of the workshop start time, please leave the venue. Active Surrey will provide a full refund and book you onto a different workshop of your choice.

11. Substitute Delegate.

• You may make a delegate substitution no later than 2 days before the date of the workshop.

12. Ownership/ Intellectual Property Rights/ Copyright

• All materials provided for the Workshop, including the copyrights and intellectual property rights of the workshop materials are owned by Active Surrey or partner organisations at all material times. No part of the Workshop materials may be copied, uploaded, displayed, posted, linked to, or reproduced without the prior written approval of Active Surrey.
13. Professional Development

- The Lawn Tennis Association will not count any of these workshops towards coaching CPD points or re-licensing.
- The FA does not accept and safeguarding workshops other than their own for coach licensing.

14. FORCE MAJEURE

- Active Surrey shall not be liable to the Delegate under these Terms and Conditions to the extent that it is unable to perform its obligations by events outside of their reasonable control including but not limited to; war, terrorist attack, government action, fire, floods, breakdown of systems or network access and industrial disputes.

15. Governing Law

- These Terms and Conditions shall be subject to English law in all respects (including formation) and shall be construed and interpreted in accordance with English law and shall be subject to the jurisdiction of the Courts of England.

If you have any questions or would like further details on any of the above please don’t hesitate to contact the workshops team who will be happy to help.

Sport.workshops@surreycc.gov.uk

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