

## **\*Education , Events & Camps/Roadshows Booking T&Cs and Cancellation Policy**

**\*Education, Event, Camps and Roadshows hereafter referred to as 'event' in this document**

### **1.Booking Confirmation**

Your place on a Netball Northern Ireland (Netball NI) 'event' is only confirmed once you book your place(s), make payment ie £35 (plus non-refundable online transaction fee) and receive a confirmation email from Netball NI/sportlomo. We will not reserve places for individuals and cannot verbally confirm places over the phone.

\*sportlomo is the online booking system Netball NI use for events.

### **2. Closing Dates**

Applicants are advised to book early, and we cannot guarantee the acceptance of Applications received after the published closing date.

### **3. Terms and Conditions of Booking**

Should you miss any session(s) of any course/event you sign up to without prior written notice being given, Netball NI reserve the right to remove you from the course/event and no refund will be given. However, in exceptional circumstances candidates may be offered the opportunity to attend the missed session(s) on another course should availability allow. Netball NI reserves the right to charge you accordingly to recover any associated costs.

All attendees must respect the course tutor/facilitator, venue and other attendees and their points of view. If the behaviour, language or conduct is deemed 'unacceptable', 'offensive' or 'harmful' for any reason, Netball NI and the venues reserves the right to block further attendance of that attendees at that course/event and if necessary, from future courses/events.

### **4. Intellectual Property**

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### **5. Coach Education/Events Cancellation Policy**

You may withdraw from a course and cancel your allocated place at any stage. You must notify Netball NI in writing via email to [admin@netballni.org](mailto:admin@netballni.org) if you wish to withdraw. Netball NI adheres to a strict cancellation policy.

For all course/events cancellations, candidates are entitled to refunds only to the sum of:

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| Booking cancelled more than 4 weeks before start of the course | 100% of the course fee |
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| Booking cancelled 2 - 4 weeks before start of the course           | 50% of the course fee |
| Booking cancelled less than 2 weeks before the start of the course | NO REFUND             |

Consideration will be given to candidates/participants who, for health reasons are unable to attend and require a transfer to another course/event. A letter from a doctor or medical professional may be requested in these circumstances.

#### **6. Coach Education/General Events Transfer Policy**

Should you wish your application to be transferred from one course/event to another (of the same type and value) then an additional £20 administration fee will be charged. However, the request to transfer must be received on or before the closing date.

#### **7. NETBALL NI Refund Policy**

Should a course/event that you have registered on be cancelled or postponed by Netball NI then a full refund will be issued. Should you cancel your registration and request a refund, then all cancellations must adhere to the Netball NI cancellation policy stated above. If NNI cancel or postpone an event, and you wish to transfer to another event (of same type and value) instead, no transfer administration fee (pt6) will be applied.

#### **8. Eligible amounts for refund from Netball NI 'events'**

Should there be a need to process a refund for any reason, the maximum amount that may be eligible to refund is the full 'event' fee amount. The **online booking transaction fee is not eligible for refund in any instance**, this is taken at point of payment and goes directly to online payment service providers and is therefore not eligible for refund.

#### **9. Notification of cancelled / postponed course/events**

Netball NI will contact all candidates/attendees by email initially using the preferred email address stated on the Application to inform them of a cancelled or postponed course/event. This will be followed up by email to confirm either details of alternative course/event or that a refund has been requested.