



Terms & Conditions for Course Bookings

Education is a great way to improve your knowledge, understanding and expertise in football. Whatever your experience in the game, there are always new things to learn. Suffolk FA is committed to enhancing the national game in Suffolk.

Whether you are a player, coach, administrator, parent, teacher, volunteer, first-aider or part of a club or league there are opportunities to get involved, whatever your level of knowledge. Suffolk FA Learning offer a number of courses throughout the football season, to view courses currently available please visit eventspace.thefa.com/suffolkfa/participant.

If you cannot see what you are looking for, add your details at eventspace.thefa.com/suffolkfa/registeryourinterest and we will be able to then contact you as soon as something suitable becomes available that meets your requirements.

We will do everything in our power to accommodate participants to help & support them through their qualification, but ultimately it is the responsibility of the participant to take the initiative and complete their qualification.

Please read the following terms and conditions carefully before booking on to a Suffolk FA Learning Course and ensure that you are able to meet any specified pre-requisite criteria. Should you require any further information or clarification of the content of this document, please contact us using the contact details set out in section 8 of this document.

1. How to book your place online

You can enrol on to a Suffolk FA Learning Course online at SuffolkFA.com. Making an online booking is the cheapest & most convenient method for participants to enrol on to a Suffolk FA Learning Course.

Instructions on how to book a place are available at Suffolkfa.com.

Once a course booking has been made, you will receive a course booking confirmation including details of the booking & details about the course. Participants will then receive a reminder email containing full information about the course 3-5 working days prior to the date the course commences.

By booking online you will receive a £5.00 discount from the full price of the course. This offer is not applicable to referees courses.

2. How to book a place for someone else online

You can enrol someone else on to a Suffolk FA Learning Course online at SuffolkFA.com. Making an online booking is the cheapest and most convenient method for clubs to book participants onto a Suffolk FA Learning Course.

Once you have made a booking you will receive the booking confirmation as per above. You will then need to contact the Football Development Administrator to advise them of your booking and the name, date of birth and address of the person whom you would like the space to be given to. The Football Development Administrator will then change the booking and send a confirmation to the nominated participant.

Failure to advise us of the change of participant may result in the person making the original booking receiving the qualification which cannot then be changed. Bookings made in this way are subject to the same cancellation terms as all other booking types.

3. Offline bookings

Suffolk FA Learning can accept offline bookings. In order to make an offline booking, an application form will need to be completed. An offline booking can only be processed when the application form and full payment have been received. The offline application is subject to availability - if the desired course is available when the application form is being processed, the booking will be placed. If the course is fully-booked or otherwise unavailable, the applicant will be notified & the application form will be destroyed. Application forms are available by request- please contact our Football Development Administrator (Course Coordinator) Ali Partridge on Alison.partridge@suffolkfa.com or phone 01449 776315.



Offline bookings do not attract a £5.00 discount.

4. Course Prerequisites

Some of our courses require participants to hold appropriate qualifications in order to be able to attend the course. Details of course prerequisites for each course are available on each course page in the booking section of our website. It is the responsibility of the person making the booking to ensure that all course prerequisites are met.

5. Pricing, Discounts & Reductions

All prices for any courses are stated online in pounds sterling and are valid & set until altered by us. Prices are inclusive of VAT.

6. Transfers

A candidate may transfer from one course to another upon written request. The request must be received by email or post by Suffolk FA at least fourteen days prior to the start date of the course.

The written transfer request should detail:

- Name, address, contact
- Original course date and venue of the course to be transferred FROM
- New date and venue of the course to be transferred TO

We will do our best to transfer you to your desired course, if it is not possible to transfer you because the course is fully booked, you will have the option of transferring to a later course or be fully refunded as long as you are within the time frame set out below.

7. Cancellation by the participant

A cancellation charge will be issued if the booking is cancelled by the participant as follows:

- Up to one month prior to the confirmed course start date: No Charge
- Less than one month, but at least seven days prior to the confirmed course start date: 25% of course fee
- Less than seven days prior to the confirmed course start date: 100% of course fee

Candidates who cancel due to medical reasons must provide a medical note/certificate to receive a full refund or transfer.

Cancellation fees may be waived in exceptional circumstances and upon written appeal to Suffolk FA Learning.

Bookings can also be transferred. Please see: section 5 Transfers.

8. Cancellation by Suffolk FA

Suffolk FA takes all measures as are deemed reasonably practicable to ensure it fulfils its obligation with regard to confirmed course provision.

However if on or before the date of the course and owing to either unforeseen circumstances, force majeure, low subscription of the course or emergency, Suffolk FA shall exercise the right of absolute cancellation. In such a case, the total fees for the course shall be refunded or transferred to an alternative Suffolk FA Learning course.

Suffolk FA shall not be liable to pay any compensation to candidates or any other person(s) in respect of the cancellation.

9. Contact details



Ali Partridge- Football Development Administrator (Course Administrator)
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☎ Suffolk FA Learning Hotline- 01449 776315
✉ alison.partridge@suffolkfa.com