

## Sports Development

### Online Course Booking and Cancellation Policy

#### 1. Purpose

This policy sets out the terms and conditions relating to cancellations and refunds for Sports Development courses and programmes booked online through Ards and North Down Borough Council. It is designed to provide clarity for customers at the point of booking and to ensure a consistent and transparent approach to cancellations.

#### 2. Scope

This policy applies to all Sports Development courses, programmes and activities delivered directly by Ards and North Down Borough Council that require advance online booking and payment.

#### 3. General Booking Conditions

- All bookings for Sports Development courses are confirmed once full payment has been received.
- Places on courses are limited and allocated on a first-come, first-served basis.
- By completing an online booking, customers confirm that they have read and accepted this Cancellation Policy.

#### 4. Cancellations and Refunds

Sports Development courses are **non-refundable**. Cancellations are **not normally permitted** once a booking has been made.

Refunds or credits will only be considered in **exceptional circumstances**, such as:

- Illness or medical issues that prevent attendance (supporting evidence may be requested).
- Other unforeseen and unavoidable circumstances deemed exceptional by the Council.

All requests for cancellation or refund will be:

- Considered on a **case-by-case basis**.
- Assessed at the discretion of the Council.
- Not guaranteed, even where exceptional circumstances are cited.

## **5. Course Cancellations by the Council**

In the event that a Sports Development course is cancelled by the Council (for example due to insufficient numbers, instructor unavailability, or operational reasons), customers will be offered:

- A full refund **or**
- An alternative course or date, where available.

## **6. Non-Attendance**

Failure to attend a booked course or session, including absence due to personal commitments or scheduling conflicts, will **not** qualify for a refund or credit.

## **7. Policy Review**

This policy will be reviewed every year to ensure it remains appropriate, fair and aligned with Council procedures.

**Scheduled Review April 2027.**