

Cancellation Policy

Full Course Booking

All workshops require a minimum of 10 attendees, except for 1st 4 Sport Courses, which require a minimum of 12 attendees. Should a course need to be cancelled either due to insufficient attendees booked for a workshop/course or for some other reason that StreetGames is not responsible for (excluding environmental factors), a cancellation fee will be charged.

In the event that a course is cancelled due to insufficient attendees, the following fees will be applied:

	More than 7 days before the course	Less than 7 days before course	Less than 48 hours before the course
3 hour workshop (Activator or Doorstep Sport Skills)	£150	£350	Full Cost
Accredited RSPH Health courses	£150	£350	Full Cost
Youth Mental Health First Aid Awareness (3 hours)	£150	£350	Full Cost
Youth Mental Health First Aid 1 Day & 2 Days	£150	£550	Full Cost
Level 1, 2 & 3 Accredited 1 st 4Sport courses	£150	£550	Full Cost

In the unlikely event that StreetGames should need to cancel due to unforeseen circumstances, we will endeavour to inform you ASAP but please note that this may not always be possible. Any fees paid to StreetGames will be fully refunded or the payment will be transferred to another StreetGames workshop/course. StreetGames will not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred including transport or accommodation.

Individual Places Booked

No certificate(s) will be issued while there is an outstanding balance due to StreetGames

All requests for cancellation must be made in writing. Notice of cancellation will be dealt with as follows:

Notice given	Refund available
20 days or more	Full refund
11-19 days	50%
1-10 days	No refund

Failure to attend without prior contact will result in the full cost being incurred. If unable to attend due to extenuating circumstances you must inform SG in writing within 5 days. If you were unable to attend due to illness you must provide evidence of a doctor's note.