



**IGA**

# **IGA COURSE POLICIES CANCELLATIONS & REFUNDS**



## COACHING COURSE POLICIES

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At IGA, we understand that unforeseen circumstances may arise, leading to the need for cancellations or adjustments to course bookings. Please review our Cancellation and Refund Policy outlined below for your reference:

### **Injury Before Course:**

- Coaches who sustain an injury before their booked course may receive a full refund. To qualify, a valid doctor's note must be provided to mark them as exempt.

### **Sickness Before Course:**

- Coaches who fall ill before their booked course will be re-booked onto the next nearest available course. Please notify IGA as soon as possible.

### **Course Cancellation (14 Days & 30 Days Prior):**

- Coaches canceling their course booking at least 14 days before the course date will receive a 50% refund.
- Coaches canceling their course booking 30 days before the course date will be 100% refunded.
- As IGA understands the importance of participating in our courses, we will always be open to re-booking courses at the nearest available date.

### **IGA Course Cancellation:**

- IGA reserves the right to cancel coaching courses under certain circumstances deemed beyond our control (e.g., unforeseen events, venue issues). In such cases, affected coaches will be promptly informed, and efforts will be made to re-book them onto the next available course.

It's essential to keep communication lines open. If you find yourself in any of the situations mentioned above, please reach out to us promptly. We're here to assist and ensure a smooth process for all involved.

Thank you for your understanding and cooperation.