

Training and Courses

Safeguarding & Protecting Children Workshop Certificate

Please be aware that UK Coaching are the awarding body for issuing the Safeguarding & Protecting Children workshop certificates which take 6-8 weeks to be sent via email. Emails that have been sent by UK Coaching can sometimes appear in your Junk/Spam folder so please check this before contacting them.

If you have not received your certificate after 8 weeks please use the following email: ukcoachingworkshops@ukcoaching.org to then contact UK Coaching, who will resolve the issue.

Confirmation email

Your confirmation email confirms your booking.

Please check it, including dates and location details. The person who made the booking is responsible for the accuracy of all information provided.

Personal property

Active Essex will not take responsibility for the loss or damage of any items of personal property brought onto the site during training.

Liability

Active Essex does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £50 million.

Data Protection

To process your booking we need to collect personal details about you. We will never pass your details on to any third party.

Payment

Payment can be made as part of your online booking. You can pay for your course booking using the following credit or debit cards:



Refunds

A full refund will be provided for course booking cancellations received at least 5 full working days before the course start date. Cancellations received after this date will not be refunded. Bookings made within 5 full working days of the course start date will not be refunded.

Transfers

Transfer to an alternative course is available with at least 5 full working days notice, prior to the course start date. Requests to transfer after this date will not be accepted. Bookings made within 5 full working days of the course are not eligible for transfer.

Complaints

Active Essex is committed to ensuring that your experience is both valuable and enjoyable at our training courses.

If you are not entirely satisfied then we want to be the first to know. Complaints can be made to administration@activeessex.org.

Refunds and compensation will only be made if Active Essex is proven to have been in breach of these terms and conditions.

For more information please contact:

administration@activeessex.org