

# SLQ Invoice and Refund Policy

## General

This policy applies to all SLQ qualifications, awards and services and replaces any previous versions. Where reference is made to invoicing or refund policy in any other document produced by SLQ, and where any inconsistencies may occur, the information in this document takes precedence.

## 1 Review arrangements

We will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views, please contact us via the details provided at the end of this policy.

## 2 Awards, Qualifications and Other Services

### 2.1 Invoicing and Terms

- 2.1.1 SLQ will invoice your centre for products and/or services ordered or contracted to, in accordance with HMRC invoicing guidance
- 2.1.2 At the point of applying for a course, centres must supply either the number of learner/delegate registration places required OR the name of each learner/delegate to be registered within 20 working days of the course start date. SLQ will invoice at this point the appropriate fee per learner/delegate registration place. Each invoice will display the ordered places, products and/or services and invoice value.
- 2.1.3 Payment terms are 30 days from the invoice date. Failure to make a payment within this timescale may result in the withdrawal of credit facility and in the suspension or withdrawal of products and/or services ordered.
- 2.1.4 Continued failure to make payment may result in legal action to recover monies and where the charge is in respect of Qualifications may also result in a regulatory non-compliance investigation.
- 2.1.5 SLQ reserves the right to vary payment terms at their discretion. This will be confirmed by SLQ as required.

## 2.2 Payment for Services

- 2.2.1 The preferred method for receipt of monies is Bacs.
- 2.2.2 The following payment alternative can be made available:
  - Debit/credit card payment accepted up to £500
- 2.2.3 SLQ require the customer to confirm payment with remittance advice to [payments@sportsleaders.org](mailto:payments@sportsleaders.org)

## 2.3 Credits and Refunds

- 2.3.1 Centres purchasing individual awards or qualifications have up to 20 working days from the initial registered course start date to notify SLQ of the withdrawal of registration places to claim a credit note on their account. Contact [payments@sportsleaders.org](mailto:payments@sportsleaders.org) for more details.
- 2.3.2 Registration places can be withdrawn by using the LEAP electronic system or by notifying Customer Services in writing via email: [contact@sportsleaders.org](mailto:contact@sportsleaders.org). It is strongly recommended that you keep a copy of your request for future reference.
- 2.3.3 Purchasers of new packages (e.g. Primary Leaders Licence, FE Packages) have up to 20 working days from the invoice date to claim a credit note on their account.
- 2.3.4 Withdrawals made 21 working days or more after the course start date (for packages after the invoice date) will not be credited and centres will be liable for the full cost.
- 2.3.5 Purchasers of resources have up to 20 working days from the invoice date to return the resources to SLQ in the condition that they were sent them before a credit note is given on their account.

## Contact Us

If you have any queries about the contents of the policy, please contact SLQ , Telephone: 01908 689180 or via email: [policies@slqskills.org](mailto:policies@slqskills.org) or via post to: SLQ Sports Leaders, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA.