



## Terms and Conditions for Booking STA Courses with Urban Training Centre:

STA (Safety Training Awards) is an awarding organisation that provides multi-discipline programmes in swimming teaching, lifesaving, first aid and pool plant. For more information go to <https://www.sta.co.uk/about-us/>

### 1. Introduction

Welcome to our STA-approved training centre. These terms and conditions are aimed at participants who are undertaking an STA Course or qualification with Urban Energy Training / Urban Swim Academy. This document outlines the rules and regulations for booking STA courses. By booking a course with us, you agree to adhere to these terms.

### 2. Course Bookings

- **Eligibility:** All participants must meet the STA's eligibility criteria for the respective courses.
- **Booking Process:** Bookings can be made through our website, via email, or in person at our training centre. Full payment (or an agreed payment plan) is required to confirm a course booking.
- **Confirmation:** Once your booking is confirmed, you will receive an email from [noreply@sta.co.uk](mailto:noreply@sta.co.uk) with the course invite. This must be accepted prior to the start of the course to confirm your registration

### 3. Fees and Payment

- **Course Fees:** Course fees vary depending on the course. All fees are listed on our website and include electronic training materials and certification (upon successful completion and meeting all pre-requisites). If you require a physical printed course manual, an additional fee of AED100 + VAT will apply.
- **Payment Methods:** We accept payments via bank transfer, credit/debit card or cash.
- **Refunds and Cancellations:**
  - **Cancellations by Participant:** If you cancel more than 14 days before the course start date, you will receive a full refund minus a 10% administrative fee. Cancellations within 14 days of the course start date are non-refundable.
  - **Cancellations by Us:** If we cancel a course due to unforeseen circumstances, you will be offered a full refund or the option to transfer to another course.

### 4. Assessment and Certification

- **Assessment Components:** Courses are comprised of theory and/or practical components. Participants must pass all components of the assessment to receive certification. All assessments for courses are required to be submitted in English. The assessment will be done by a qualified assessor.
  - **Theory Component:** This may include written exams, verbal exams and/or course portfolios.
  - **Practical Component:** This may include continuous appraisal by the tutor, practical demonstrations and/or teaching assessments (in water and/or on land).
- **Special Considerations & reasonable adjustments:** participants may receive a pre-course form to assess their right to benefit from special consideration or reasonable adjustment. This may include support for the assessment component of the course. For further information on our special considerations policy, please click [here](#).
- **Failure to Pass:**
  - For both practical and theory component, you have a maximum of 6 weeks to retake any failed component.
  - **Theory Component:** If you fail the theory component, you will be given the opportunity to retake the exam or assignment within a 6 week period. A re-assessment fee of AED150 will apply.
  - **Practical Component:** If you fail the practical component, you will be given feedback and an opportunity to re-attempt the assessment within a 6 week period. A re-assessment fee of AED150 will apply.
  - Should you fail either element twice, you will have to retake the full course, including all theory and practical components. Full course fees will apply.
- **Certification:** Upon successful completion of all components and after review / moderation by STA UK, you will receive an STA certificate for the course completed on your online STA Account. Certificates will only be issued once all the course pre-requisite have been fulfilled including an appropriate STA Membership for regulated courses (Refer to <https://tinyurl.com/stacourses> for pre-requisites for each course).

## 6. Code of Conduct

- **Punctuality:** Participants are expected to arrive on time for all course sessions. Late arrivals may be denied entry, resulting in removal from the course and no refund will be provided.
- **Attendance Requirements:** Full attendance is mandatory for the successful completion of the course. Failure to attend any part of the course will result in disqualification.
- **Behaviour:** Participants are expected to behave professionally and respectfully towards trainers, fellow participants, swimmers and any other venue or training centre staff. Any form of misconduct may result in immediate dismissal from the course without a refund.
- **Dress Code:** Participants should wear appropriate clothing, swimwear and footwear for both classroom and pool deck.
- **Equipment:** teaching equipment provided by Urban Swim Academy, or the Venue should be looked after, stored appropriately and returned after each use.

## 7. Health and Safety

- Medical Conditions: Course Participants must disclose any medical conditions that may affect their ability to participate in the course. A medical clearance may be required. In some instances, a medical condition may entitle you to special consideration, including more time for the exam.
- Safety Rules: All safety instructions provided by trainers and venues must be always followed.

## 8. Data Protection

- Personal Data: We are committed to protecting your privacy. Your personal data will be used solely for course administration and certification purposes and will not be shared with third parties without your consent.

## 9. Amendments to Terms and Conditions

We reserve the right to amend these terms and conditions at any time. Any changes will be communicated to participants via email or our website.

## 10. Governing Law

These terms and conditions are governed by the laws of DIFC. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of DIFC.

## 11. Contact Information

For any questions or concerns regarding these terms and conditions, please contact us at:

- Email: [ben@urbanswimacademy.com](mailto:ben@urbanswimacademy.com)
- Phone: 058 554 8130
- Address: Diamond Business Centre, Building C, Office 210.

By booking a course with us, you acknowledge that you have read, understood, and agree to these terms and conditions.