

BASIC POLICY REVIEW

- This policy is designed to ensure that as a company we fully understand the cancellation process as well as trying to help our customers to the best of our ability.
- The policy states the cancellation process for holiday programmes, community sessions, after school clubs and football academy.
- We cannot fully refund all customers who have booked in advance.
- When you wish to leave the academy you must email info@tscoaching.co.uk to let us know your intended leave date.

At Total Sports Coaching we do all we can to help accommodate our customers as we know circumstances can change. We also have the difficulty that we require a certain amount of staffing to ensure safety levels at our venues and staff are booked in advance based on the number of people attending our events.

Therefore, we cannot fully refund all customers who have booked in advance.

Our cancellation policy is as follows:

HOLIDAY PROGRAMMES, COMMUNITY SESSIONS

- If you cancel more than 7 days before the start of the event, we will issue either a full refund or a voucher for the full amount for future events should you wish to attend.
- If you cancel within 7 days and more than 48 hours in advance we will offer a voucher for the full amount that can be used for future events
- Any cancellations within 48 hours of the start of the event we cannot offer any refund or voucher.

AFTER SCHOOL CLUBS

- If you cancel more than 7 days before the start of the event, we will issue either a full refund or a voucher for the full amount for future events.
- If you cancel within 48 hours of the first session starting we can offer a voucher for the full amount that can be used at future TSC events.
- If you cancel after the first session has run, or any sessions are missed, we cannot offer a refund.

FOOTBALL ACADEMY

- When you wish to leave the academy you must email info@tscoaching.co.uk to let us know your intended leave date.
- Your standing order can then be cancelled.
- If you stop attending academy sessions and fail to inform us, we will not refund payments from the period between you stopping attending and informing us.

If a session is cancelled by us

- Full refund for the session you should be attending.
- If a holiday programme the session can be used in the future should you wish to come back again.
- For an academy session an additional date will be added so the full 35 sessions are provided throughout the season.
- If an after school club we will try to add an additional week to make up for the cancelled session, if this is not possible we will refund for the session that was cancelled.

Last Review Date: 3rd September 2024

Reviewed By: Mr Craig Coles

Role: Operations Manager

Next Review Due: 1st September 2025