

## Cancellation policy (Junior groups)

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- All payments for pre paid sessions must be made 72 hours prior to the start of the group/ camp to ensure correct coach to player ratios can be met and the session is viable. Any bookings cancelled before the 72 hour window will be due a credit or a refund in full.
  - If in the event a session is called off due to weather, a make up session will be provided at the end of term. If more than two sessions are cancelled and a make up session cannot be provided, the cost of one session can be carried across to another appropriate session booking in the week or a holiday camp booking. If this isn't possible, a credit can be carried over to use against the following term's fees.
  - If a session has begun and has run for 15 minutes or more before the session has to be called off due to weather, no credit, make up session or refund will be due.
  - It is to the coaches judgement & discretion whether the session will go ahead in the event of ambiguous weather conditions.
  - The coach will always try and give notice of a minimum of one hour where possible if the session needs to be cancelled due to weather.
  - If the coach needs to cancel a session due to unforeseen circumstances unrelated to weather, a make up session will be provided at the end of term.
  - If a player cannot attend a pre paid group session, through no fault of the coach, no make up session, credit or refund will be due.
  - it is at the discretion of the head coach as to whether a refund or credit will be due if a player can no longer attend regular sessions, after making a pre payment and inside of the 72 hour period previously mentioned.
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