



Cancellation of Sessions Policy

We aim to deliver all scheduled coaching sessions; however, there may be occasions where sessions need to be cancelled or postponed. This policy outlines how we manage those situations.

1. Cancellations Due to Staff Absence

If a member of staff is unwell or unable to attend:

- We will make every effort to arrange a qualified replacement coach.
- The school or venue will be informed promptly.
- If we cannot provide cover, we will attempt to reschedule the session within the same term.
- If rescheduling is not possible, parents will receive **either a refund or a credit note**, depending on their preference or future enrolment.

2. Venue Cancellations

If a hired venue cancels or becomes unavailable at short notice:

- We will attempt to reschedule the session.
- If we cannot rearrange it, parents will be offered **a refund or a credit note**.

3. Weather-Related Cancellations

Outdoor sessions may be cancelled due to unsafe conditions such as frozen or waterlogged pitches.

- We will do our best to reschedule affected sessions within the term.
- **Refunds are not offered for weather-related cancellations**, as agreed to in our Terms and Conditions at the time of booking.
- Player safety remains our priority, and sessions will only run if the playing area is safe.

4. School-Initiated Cancellations

PE Sessions (School-Funded):

- Schools must provide at least **3 days' notice** if they need to cancel a PE session.

After-School Clubs (Parent-Funded):

- If the school cancels an after-school club, we will attempt to rearrange the session.
- If rescheduling is not possible, fees for the session are lost.
- **Refunds are not provided** in these circumstances.

5. Cancellation Policy – Sports Club Sessions

- In the event that a sports club session must be cancelled due to unforeseen circumstances, including but not limited to adverse weather conditions, staff illness, or the venue being unavailable or required for alternative use, we will provide notice to participants as soon as reasonably possible.
- Where a session is cancelled under these circumstances, a credit equivalent to the value of the cancelled session will be applied to your account. This credit may be used toward future bookings, subject to availability.

We appreciate your understanding and will always endeavor to minimise disruption wherever possible.

6. Communication of Cancellations

- Parents will be notified of cancellations via **email or text message** as soon as possible.
- Where sessions are rescheduled, the new date and time will be communicated promptly.
- We aim to give at least **24 hours’ notice** wherever possible, but in emergencies (e.g., sudden staff illness or weather) this may not always be possible.
- When sending the communications we ask parents for a response to confirm they have received the message. If they do not respond, we need to prompt them followed by a phone call to confirm they have received the message.
- All communications will clearly explain whether a session will be rescheduled, or if a refund or credit note will be issued.

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Position: Director

Signed: Jack Dillon