

## CANCELLATION POLICY



## CONTACT INFORMATION

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## PREPARE FOR YOUR MOMENT

The following is an outline of our cancellation policy of on:pitch training sessions and virtual sessions. Participants must agree to this cancellation policy in order to book and attend a training session offered by Training121 Ltd.

### DEFINITIONS

Participant = A client, member and PAYG attendee of a Training121 on:pitch session.

### 1-2-1 SESSIONS

- If a participant cancels 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant cancels 12 hours before the session, there is a 50% refund due if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from the participant to Training121.

### PRE-ORGANISED SMALL GROUP SESSIONS (2on1, 3on1, 4on1)

- If all participants cancel within 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a single participant in a small group cancels within 12 hours or longer before the session, a FULL refund will be offered to the single participant for the rate they individually pay.
- If all participants cancel within 12 hours before the session, there is a 50% refund due to each individual participant if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from each participant to Training121.

### WORKSHOPS (Shooting, SAQ, Ball Mastery, Technical)

- If a participant cancels 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant cancels 12 hours before the session, there is a 50% refund due if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from the participant to Training121.

## **CAMPS/CLINICS**

- If a participant cancels 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant cancels 12 hours before the session, there is a 50% refund due if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from the participant to Training121.

## **DEVELOPMENT GROUPS (U10-U13, U13-16, Girls Performance, Senior)**

- If a participant cancels 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant cancels 12 hours before the session, there is a 50% refund due if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from the participant to Training121.

## **SEASONAL GROUPS (WNL Underage, WNL Senior, LOI Underage, LOI Senior, etc.)**

- If a participant cancels 12 hours or longer before session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant cancels 12 hours before the session, there is a 50% refund due if payment was made prior to the session. If there has been no payment made before the session, 50% of the session rate is due from the participant to Training121.

## **VIRTUAL SESSIONS (Zoom)**

- If a participant joins the call at any time, this confirms attendance.
- If a participant cancels 12 hours or longer before the session, Training121 will attempt to reallocate the slot, if this cannot be met by both parties, a FULL refund will be offered.
- If a participant does not attend a session in its entirety, NO refund will be given to the participant.

*Last modification 15th October 2022 by Gary Biggs, MD.*