



CANCELLATION POLICY

INFORMATION

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GMG Training121 Ltd, trading as Training121, is a limited company registered in the Republic of Ireland. Our company registration number is 723388.

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 or any additional services.

DEFINITIONS

Participant = The term used for a player who avails of Training121 on-pitch training services.

Pay-as-you-go = A participant who trains with Training121 who does not hold a Training121 membership or Training121 credit pack

Session = The umbrella term used to describe the on-pitch training services.

Session credits = Training session tokens given to Training121 credit pack holders and Training121 membership holders.

PAY-AS-YOU-GO (PAYG) PARTICIPANTS

The following outlines the cancellation policy for PAYG participants.

1:1 SESSIONS

One player and one coach

- 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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

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

One, two, three or four players with one coach organised privately.

- If all participants cancel 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 single participant in a small group cancels 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, Speed & Agility, Ball Mastery)

- 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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

DEVELOPMENT GROUPS (U10-U13, U13-16, U13 - U15 Select, 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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

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.

Training121 Credit pack holders & Training121 membership holders

The following outlines the cancellation policy for participants who hold an active [no payments due] Training121 credit pack or Training121 membership.

1:1 SESSIONS

One player and one coach

- 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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

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

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- If a single participant in a small group cancels 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.

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.
- If a participant does not show up for their booked session and fails to communicate cancellation before the session start time, the participant understands that they are not entitled to a refund of any kind. If payment is not made prior to the session, the full fee is due before the participant can attend another session.

DEVELOPMENT GROUPS (U10-U13, U13-16, U13 - U15 Select, Girls Performance, Senior)

Session credits can be used for this type of service

- If a booked session is cancelled at any time before the session start time, the participant will receive their session credit back to reuse again.
- If a participant fails to attend a booked session, the participant will not be given their session credit back to use.

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

Session credits can be used for this type of service

- If a booked session is cancelled at any time before the session start time, the participant will receive their session credit back to reuse again.
- If a participant fails to attend a booked session, the participant will not be given their session credit back to use.

WORKSHOPS (Shooting, Speed & Agility, Ball Mastery)

Session credits can be used for this type of service

- If a booked session is cancelled at any time before the session start time, the participant will receive their session credit back to reuse again.
- If a participant fails to attend a booked session, the participant will not be given their session credit back to use.

Last modification 16th December 2023 by Gary Biggs, MD.