

## CANCELLATION, “NO SHOWS”, & REFUND POLICY

### CANCELLATIONS-

For whatever reason you change or cancel your booking, please contact us as soon as possible. We understand that changes in circumstances happen and for that reason it is not always possible for an individual booked onto an event/session to attend.

However, we require a notice of **24-HOURS PRIOR** to the scheduled event/training session in-order for a **FULL REFUND** or **CARRY OVER** to be granted.

### “NO-SHOWS”-

A “NO-SHOW” is defined as a moment when a client has a scheduled time for an “event/session” and does not show up for that event without any communications with the awaiting party.

Failure to attend a booked event/session without any communications with a member of the coaching team with-in **24-HOURS PRIOR** to the scheduled session, then a full charge will be applicable.

### REFUNDS-

Refunds (Full) or ‘Carry over’ options will be offered when an event/session cancellation has been made **24-HOURS PRIOR** to the session.

**\*Negotiable under emergency and extreme circumstances\***

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