

CANCELLATION, NO-SHOW & REFUND POLICY

We understand that plans can change and, on occasion, you may be unable to attend a booked session. If you need to cancel or amend a booking, please contact PDCoaching as soon as possible by calling or texting **07341 375205**.

1:1 / 1:2 PRIVATE SESSIONS & ENHANCED GROUP SESSIONS

For **1:1/1:2 Private Sessions** and **Enhanced Group Sessions (EGS)**, we require a minimum of **24 hours' notice** for cancellations.

- **24+ hours' notice:** Full refund or session carry-over available.
- **Less than 24 hours' notice:** No refund or carry-over will be provided, and the session will be charged in full.

DEVELOPMENT GROUP SESSIONS — INCLUDING GIRLS' ONLY

Bookings for our **Development Group Sessions**, including **Girls' Only sessions**, are **non-refundable, non-transferable and cannot be carried over** if you choose to cancel or are unable to attend.

Once a booking/payment has been confirmed, the payment is considered final and cannot be transferred to another date, session or service.

ADVERSE WEATHER & CIRCUMSTANCES BEYOND OUR CONTROL

On rare occasions, **extreme weather or other circumstances outside of PDCoaching's control** may mean that a session cannot safely go ahead.

In these circumstances, **refunds, credits or session carry-overs will not be available.**

PDCoaching commits to and pays for facilities in advance, and these costs may still be incurred even when circumstances beyond our control prevent a session from taking place. Unfortunately, this means families may miss out on the scheduled session while PDCoaching also remains responsible for the associated facility costs.

Cancellations of this nature are rare and will only be made when necessary. **The safety and wellbeing of all children, families and coaches will always take priority.**

NO-SHOWS

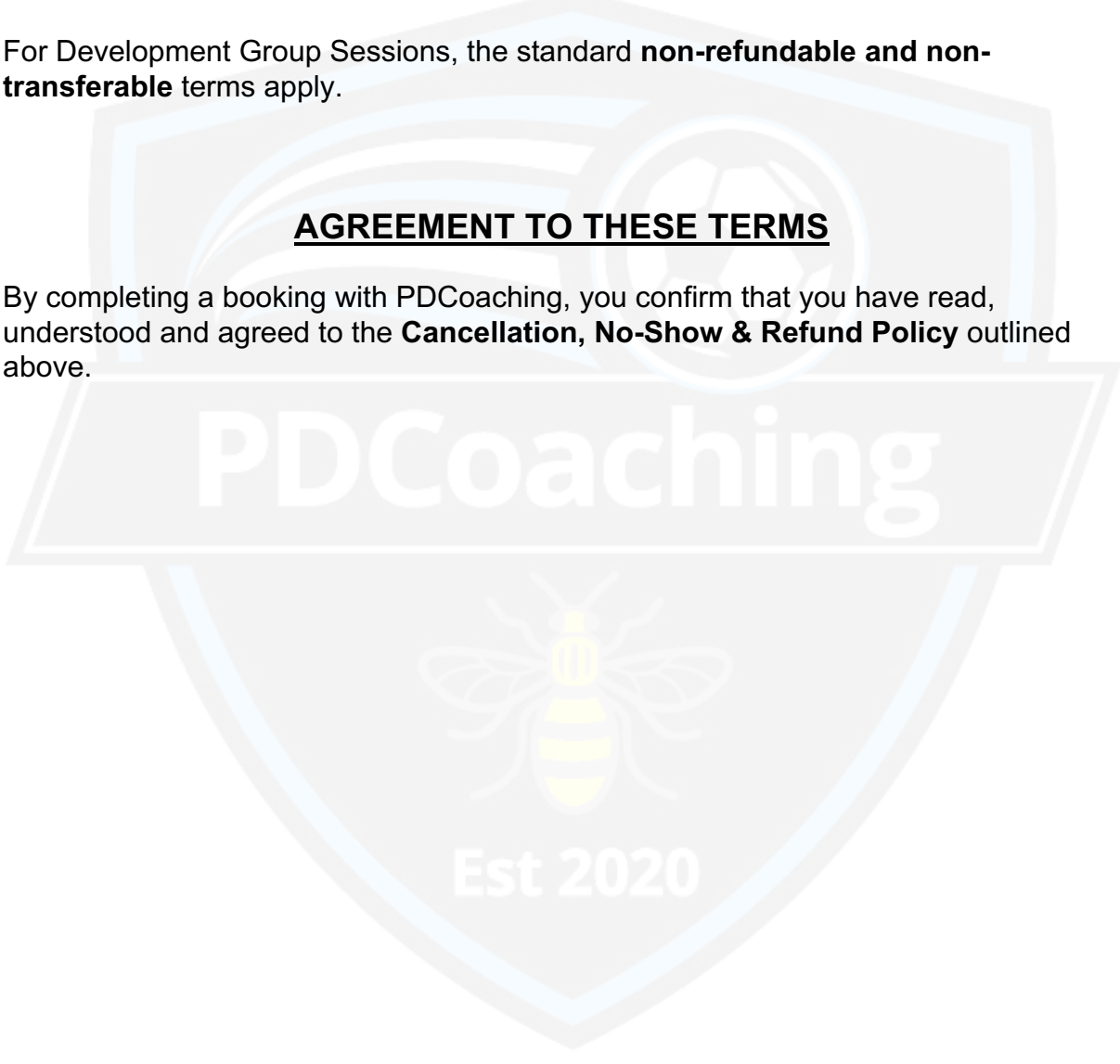
A “**No-Show**” occurs when a participant does not attend a booked session and has not provided the required notice.

For **1:1/1:2 Private Sessions and Enhanced Group Sessions**, failure to attend without providing at least **24 hours’ notice** will result in the session being **charged in full**, with no refund or carry-over provided.

For Development Group Sessions, the standard **non-refundable and non-transferable** terms apply.

AGREEMENT TO THESE TERMS

By completing a booking with PDCoaching, you confirm that you have read, understood and agreed to the **Cancellation, No-Show & Refund Policy** outlined above.



PDCoaching

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