



## Ace Sports Coaching - Refund Policy.

### Circumstances where we will offer a refund

If for any reason we as a company are unable to fulfil the allotted sessions (e.g. if the coach was ill and we were unable to find a suitable replacement), then we would initially attempt to run the session at an alternate date, offer a voucher for future provisions OR offer a voucher for an alternative camp/club. ONLY if we cannot offer a voucher for a future provision OR an alternative provision then we will refund the customer in full for the sessions missed.

From the time that Ace Sports Coaching have confirmed they will issue a refund this will be processed and will be in your account with 10 working days.

The refund will be issued to your card that you made the booking with via our online booking system.

### Credit Notes

On our holiday clubs, we will offer a credit note for someone who misses a full day due to circumstances out of their control and they cannot attend an alternative session.

This credit is valid until the next holiday clubs from the date when the session was missed and should be claimed by making us aware within 14 days of the absence. We also reserve the right to decline this offer if we feel the system is being abused/ repeatedly taken advantage of. Unfortunately, we cannot offer a credit for half days.

Additionally, we are unable to apply credit notes to sessions missed at after school clubs as this is not logistically feasible and does not allow us to cover our costs.

### Circumstances where we may offer a refund

We only offer a full refund in extreme circumstances where there has been severe hardship or tragic family event or where due to family circumstances the child cannot take part. We can not offer a refund if your child / children are attending a play date etc.

Additionally, if there was a safeguarding issue where it was no longer safe for the child to take part, then we could offer a refund for the sessions missed. We also reserve the right to decline this offer if we feel the system is being abused/ taken advantage of.

### Circumstances where we will not refund

We are unable to offer a refund for every instance where a participant misses an after-school session. We are a service-based company and must cover costs such as hire of venues and payment of coaches. Our dates and session times are published online at [www.acesportscoaching.co.uk](http://www.acesportscoaching.co.uk) at the start of each course so unfortunately we cannot offer a refund for sessions/ days/ weeks missed mid-course because of other family commitments or doctor's appointments, for example.

Nor can we offer a refund mid-course because a participant decides that they do not wish to attend anymore. Most of our after-school courses occur in 5 to 7-week blocks and so enrolling on a course signifies a commitment to attend for that time period.

We will try and reschedule the session planned however, due to future sessions already being in place and staff's time being occupied by this, we may be unable to reschedule the session and it will be cancelled indefinitely.

As a company we always try to be open and transparent about our refunds policy with our valued customers.

By signing a participant on to one of our provisions we understand that you have read through all the terms and conditions in this document and agree to abide by everything described throughout.

Any queries about our refunds and credits policy should be directed to [admin@acesportscoaching.co.uk](mailto:admin@acesportscoaching.co.uk)

Thank you

Nick  
Ace Sports Coaching