

Future Stars Coaching Payment and Cancellation Policy

Cancelling of Booking by Customer

- Future Stars Coaching will no longer offer any cancellations or refunds for bookings made.
- Sessions will not be cancelled/transferred even in the event of sickness.

Transfer of bookings

- The transfer of dates must occur 3 days before the session begins.
- Transfers will not be possible if the event starts within the next 3 days.
- Tickets can be transferred to a ticket of the same value or less.
- If a lower value ticket is selected, the difference will not be refunded.
- Tickets are non-transferrable between accounts – they may only be transferred between siblings.

Cancellation of Booking by Future Stars Coaching Forced Closures

- If Future Stars Coaching is forced to close due to an external factor beyond its control (such as bad weather, infectious or contagious disease outbreak, power cut, boiler breakdown, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health), parents/carers will still be liable for fees incurred during the entire period of closure.

Schedule Changes

- Future Stars Coaching may need to amend schedules, services, dates, times and/or venues on occasions for reasons that may be out of our control. These changes will be communicated to all customers who have pre-booked.

Policy for offline payments

The payment deadline for offline payments is 14 days. It must be paid even in the event your child does not attend the session(s).