

## 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 even in the event of sickness (including Covid).

### **Transfer of bookings**

- In the event of a session needing to be changed, parents/carers can transfer their own bookings to more easily manage their sessions.
- Transfers may only be within the same ticket type and the event can only be moved to a different date due to restrictions on the booking site.
- Transferring is possible to tickets of the same value or less.
- It will not be possible to refund if a ticket of a lower value is selected.
- The transfer of dates must occur 7 days before the session begins.
- Transfers will not be possible if the event starts within the next 7 days.

### **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 activity programmes, 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 and will have the option of full refunds or credit notes.

### **Policy for offline payments**

The payment deadline for offline payments is 30 days. It must be paid even in the event your child does not attend the session(s).

This policy was adopted by Future Stars Coaching

Date: May 2022