



CANCELLATION POLICY

At Total Sports Coaching we do all we can to help accommodate our customers as we know circumstances can change. We also have the difficulty that we require a certain amount of staffing to ensure safety levels at our venues and staff are booked in advance based on the number of people attending our events.

Therefore we cannot fully refund all customers who have booked in advance.

Our cancellation policy is as follows:

HOLIDAY PROGRAMMES, COMMUNITY SESSIONS

- If you cancel more than 7 days before the start of the event, we will issue either a full refund or a voucher for the full amount for future events.
- If you cancel within 7 days and more than 48 hours in advance we will offer a voucher for the full amount that can be used for future events
- Any cancellations within 48 hours of the start of the event we cannot offer any refund or voucher.

AFTER SCHOOL CLUBS

- If you cancel more than 7 days before the start of the event, we will issue either a full refund or a voucher for the full amount for future events.
- If you cancel within 48 hours of the first session starting we can offer a voucher for the full amount that can be used at future TSC events.
- If you cancel after the first session has run, or any sessions are missed, we cannot offer a refund.