

1-2-1 and small private group lessons

All 1-2-1 and Small private group coaching lessons must be booked directly through the coach and subject to the coaches' availability. Small group lessons are strictly limited to 2-4 players max. Prices for the lessons are determined by the coach and can be increased at any time. There is a strict no-show/late cancellation policy in effect as set out below.

Block bookings

There is the option to book blocks of 5 or 10 lessons which include a discount, please note that the scale of the discount is determined by the coach and can change at any time

- Blocks of 5 lessons must be used within a 10-week period.
- Blocks of 10 lessons must be used within a 15-week period,

After the agreed periods as above, any unused lessons will be void and not be refunded

No-show/Late cancellation policy for 1-2-1 lessons

- Cancellations 24hrs in advance.
- If a player fails to cancel their booking at least 24 hours prior to the start time of the session and then fails to attend the session, this will be considered a 'no-show'.
- The coach will wait on site for a maximum of 15 mins before declaring the lesson a no-show, at which point the coach may leave the site if they do not have any more lessons.
- If a Player fails to cancel more than 24 hours before their lesson, then the full amount of the lesson must be paid within 24 hours.
- Late arrivals are considered acceptable but please be aware that the time lost due to the late arrival will not be added to the lesson.
- For players who have paid for a block coaching session, the late cancellation or no-show will be removed from any outstanding credit. There will be no refunds for late cancellations except in exceptional circumstances.
- A cancellation is only valid when a player cancels their booking via the coach directly through WhatsApp or SMS, as this is the only way to open that spot to other players who might want to book a 1-2-1 session.
- Repeat offenders may also incur an admin fee of £25 if late cancellations/No-shows keep occurring.

