



Chaising Sport

Cancellation Policy

Introduction

Chaising Sport is committed to delivering an exceptional coaching experience to all of its customers. We understand that from time to time circumstances arise that may prevent attendance at a booked session, and we aim to handle such situations fairly and consistently.

However, late cancellations and non-attendance (no-shows) have a direct impact on our ability to operate effectively and affect other customers who may have wished to attend the same session. In order to protect the quality and availability of our services, Chaising Sport has implemented a Cancellation Policy, which applies to all customers and is observed without exception.

By booking a session with Chaising Sport, customers agree to the terms set out in this policy.

How to Submit a Cancellation

Cancellation requests may be submitted through any of the following channels:

- By telephone — calling our main contact number during business hours.
- By email — sending a written cancellation request to our designated email address.
- Online — via the booking or customer portal on our website.
- In person — by notifying a member of the Chaising Sport team directly.

Termly Three-Strike Policy

Chaising Sport operates a three-strike cancellation policy on a quarterly (termly) basis. The purpose of this policy is to ensure fairness to all customers and to maintain the standard of our sessions.

How the Policy Works

- Strike 1 — First cancellation within a quarter: a full refund is issued. The cancellation is recorded on the customer's account.
- Strike 2 — Second cancellation within the same quarter: a full refund is issued. A courtesy notification is sent to the customer advising that one further cancellation within the quarter will result in a charge.

- Strike 3 — Third cancellation within the same quarter: the customer will be required to pay in full for the cancelled session. No refund will be issued for this third cancellation.

The three-strike count resets at the start of each new quarter. Quarters are defined as follows: January to March, April to June, July to September, and October to December.

Case-by-Case Consideration

Chaising Sport recognises that exceptional circumstances can arise, and we are committed to handling all cancellations with fairness and understanding. In cases involving illness, family emergencies, or other extenuating circumstances, cancellations will be assessed on an individual basis and may be excluded from the strike count at the discretion of management.

Bulk Booking Cancellation

Customers who purchase sessions as part of a bulk booking package are subject to the following terms:

- Where a customer attends some sessions within a bulk booking and subsequently cancels the remaining sessions, a refund will be issued for the unused sessions that have been cancelled, in accordance with the standard cancellation terms set out in this policy.
- The three-strike quarterly policy applies to individual session cancellations within a bulk booking in the same way as it does to standalone bookings.
- Where a customer cancels an entire bulk booking prior to any sessions having taken place, a full refund will be issued provided that adequate notice has been given.

Refund Process

Where a refund is due in accordance with this policy, the following terms apply:

- All refunds will be processed using the original payment method. Chaising Sport does not issue refunds via an alternative method to that used at the point of purchase.

Cancellations by Chaising Sport

On occasion, Chaising Sport may be required to cancel or reschedule a session due to circumstances beyond our control, including but not limited to adverse weather conditions, venue unavailability, coach illness, or other unforeseen events.

In the event that Chaising Sport cancels a session, customers will be notified as promptly as possible via their preferred contact method. The following options will be made available:

- A full refund for the cancelled session.
- A credit to be applied to a future booking.
- Transfer to an alternative session, subject to availability.

Signed:

William Chaisty

Louie Chaisty

Position:

Director / Designated Safeguarding Lead

Date:

03/07/2026