

PhysicalEd+ Booking & Cancellation Policy

At PhysicalEd+, we are committed to providing top-quality sports coaching in a professional and reliable manner. To ensure smooth operations and clarity for all clients, please review the following **Booking and Cancellation Policy** before making your booking:

1. Block Booking Commitment

- **Duration:** Sessions are booked in blocks of 6 to 8 weeks.
 - **Non-Refundable:** Once booked, all sessions within the block are non-refundable. Please ensure that you are available for the duration of the block prior to booking.
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2. Weather Policy

- **Outdoor Sessions:** All sessions will take place outdoors and will proceed in all weather conditions, including rain, snow, or cold temperatures.
 - **Dangerous Conditions:** In the event of extreme weather that could pose a danger (e.g., severe storms, lightning, floods), we will assess the situation and may cancel or reschedule the session. Clients will be notified via email, SMS or phone call of any cancellations.
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3. Cancellations & Postponements

- **Client-Initiated Cancellations:** If you are unable to attend a session, we regret that missed sessions cannot be refunded or rescheduled. Please make every effort to attend your booked sessions.
 - **Company-Initiated Cancellations:** If we are forced to cancel a session due to dangerous weather conditions or any other unforeseeable circumstances, we will attempt to:
 - Reschedule the session at a convenient time, OR
 - Offer to transfer the session to a future block booking, subject to availability.
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4. Transfers & Flexibility

- **Transfer of Bookings:** At our discretion, we may allow the transfer of bookings to a later block if you are unable to attend due to exceptional circumstances (e.g., injury, illness). Requests must be made to us in good time before the next session, and will be considered on a case-by-case basis.
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5. Payment & Confirmation

- **Full Payment:** All block bookings must be paid in full at the time of booking. Your space is not secured until payment is received.
 - **Confirmation:** Once payment is confirmed, you will receive an email or SMS confirming your booking along with the schedule of sessions.
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6. Attendance & Punctuality

- **Arrive on Time:** Please arrive at least 10 minutes before the start of your session to ensure you have time to warm up and prepare.
 - **Late Attendance:** If you arrive late, the session will continue as scheduled, and no additional time will be provided to compensate for missed minutes.
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By making a booking with PhysicalEd+, you agree to abide by this policy. We appreciate your understanding and cooperation as we strive to deliver the best possible coaching experience for all participants.

If you have any questions regarding this policy, please do not hesitate to contact us at richardlightfoot@physicaled.co.uk or andrewgreene@physicaled.co.uk.

This policy ensures clarity and transparency for all participants and allows us to maintain consistent, high-quality coaching services.