

INDIVIDUAL AND SHARED LEARNERS

Notice period required

- 3 working days (72 hours prior to your booking day/time) or more, to reschedule/cancel a booking.
- How to cancel/reschedule; completed online via your booking confirmation or reminder email

Late notice consequences *

- Pay as you go customers = Full payment lost
- Prepaid/Voucher customers = Will lose the booking/credit/voucher
- * Consequences may be waived (1 off) subject to the situation at hand and how long booking was held for.

Why 3 days notice?

- We pay facility fees in advance to secure bookings and need to mitigate opportunity cost i.e. give us some chance of refilling your canceled/rescheduled booking

JUNIOR ACADEMY LEARNERS

Option A - Make-up class

Students entitled to one (1) make up class, to be executed within the same term, assuming there is a suitable 'make up class' day/time spot available. Exception; for students requiring a lengthy rehabilitation period, we're happy for this make up class to carry forward to the next term.

Option B - Cancel entire class and receive a credit

If a make-up class is not available, the parent of the absent student can ask the other parents (within the CoachNow learning group) to have the class canceled and credited. If the other families agree to your request, respond giving no less than 3 working days (Tue/Wed/Thu/Fri/Sat) notice, the class is then canceled and credited towards your next term's invoice. It's the parents responsibility to contact the other parents via CoachNow, not the coaches.

Option C - Simply miss out

In the unlikely situation that no suitable make-up class was available, and the other families didn't want to cancel the class to accommodate your situation, then your family will simply miss out.

JUNIOR HOLIDAY PROGRAM ATTENDEES

DM the coach of your intention to pull your child out of their program. Refunded amount is a % based on booking time held vs' notice given. This was explained via the T&C's you signed off on when registering your child + on the Program Outline which can be found at www.coaches-inc.co.nz/junior-coaching-3-17-years