



COMPLETE CRICKET CANCELLATION POLICY:

1:1 SESSIONS

1. Complete Cricket understands that plans and circumstances might from time to time change and therefore seeks to be as flexible as possible in terms of issuing credits and refunds for cancelled sessions.
2. Complete Cricket will issue credits/refunds as follows:
 - a. If a customer wishes to cancel a booking 5 or more working days before the booked 1:1 session is due to take place, a full refund will be issued;
 - b. If a customer wishes to cancel a booking 3-5 working days before the booked 1:1 session is due to take place, they will receive credit which can be applied to future bookings; and
 - c. If a customer wishes to cancel a booking within 3 working days of the booked 1:1 session, no credit or refund will be given.

For the avoidance of doubt, 'working days' means Monday-Friday; therefore if a customer wishes to cancel a Monday booking, they need to have done so by the Monday before at the latest in order to receive a refund under 2a above.

3. Complete Cricket reserves the right to cancel a customer's booking if they have fallen into arrears with payments.