



## **COMPLETE CRICKET CANCELLATION POLICY:**

### **GROUPS**

1. When booking a place on a Complete Cricket Group session, a customer is committing to the whole term of sessions and the related cost of those sessions.
2. In making this commitment, the customer accepts that their child(ren) may miss some sessions due to holidays, minor injury, illness or other reasons, and that a refund will not be issued for missed sessions. Complete Cricket will however offer players sessions in another Group session (where appropriate, and subject to availability) to compensate for any missed sessions.
3. In the event that a player sustains an injury or has a medical issue which means they will not be able to attend sessions for a prolonged period of time, the customer should contact Complete Cricket to discuss an appropriate credit/refund for the sessions that will be missed.
4. Complete Cricket reserves the right to cancel a customer's booking if they have fallen into arrears with payments.
5. Complete Cricket reserves the right to cancel a Group session if there are insufficient bookings to proceed. In such circumstances, customers will be given as much notice as possible and a full refund will be issued.