



Powerplay Cricket Coaching:

1-2-1 Session Cancellation Policy

We understand that plans can change, and we will always do our best to be flexible. However, to ensure fairness to both coaches and other players, the following policy applies to all 1-2-1 coaching sessions:

1. Notice Period

- A minimum of **48 hours' notice** is required if you need to cancel or postpone a session.
- If less than 48 hours' notice is given, the session will be charged at the **full rate**.

2. Rescheduling

- Any session postponed with appropriate notice may be rebooked:
 - During the **same week** (subject to availability),
 - In the upcoming **half-term break**, or
 - During the **upcoming school holidays**.
- Please note: **sessions cannot be carried over into the following term**.

3. How to Cancel

- All cancellations must be made by emailing **admin@powerplaycricket.co.uk**.
- Our admin team will then notify the appropriate coach directly.

4. Illness & Emergencies

- We recognise that illness and emergencies can arise unexpectedly. In such cases, please contact us as soon as possible. While the above terms normally apply, genuine emergencies will be reviewed on a case-by-case basis at Powerplay's discretion.

5. Coach Cancellations

- In the unlikely event that a coach needs to cancel a session, we will offer:
 - A rescheduled session at a convenient time, or
 - A full refund/credit for that session.