

Performance Zone Coaching Cancellation Policy

1. Cancellation by the Client:

- Clients are requested to provide at least 48 hours' notice for any cancellations or rescheduling of private coaching sessions.
- Refunds will not be issued for cancelled sessions. However, cancelled sessions will be rescheduled to a mutually convenient time.
- Cancellations made with less than 48 hours' notice may result in the full session fee being charged and the session being forfeited.

2. No-shows:

- Failure to attend a scheduled coaching session without 48 hours' prior notice to the coach will result in the full session fee being charged and the session being forfeited.

3. Emergency Situations:

- In the case of unforeseen emergencies or extenuating circumstances, exceptions to the cancellation policy may be considered. Clients are encouraged to communicate such situations directly with their coach as soon as possible.

4. Coach Cancellation:

- In the rare event that the coach needs to cancel a session, reasonable efforts will be made to reschedule the session at a mutually convenient time.

5. Weather:

- Sessions that are cancelled due to poor or unsafe weather conditions will be rescheduled to a mutually convenient time.

6. Communication:

- All cancellations, rescheduling requests, or communications related to coaching sessions should be made through your coach.

By scheduling a private coaching session, the client acknowledges and agrees to abide by this cancellation policy.

Thank you for your understanding and cooperation.

Nick Mitchelmore

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