

Performance Zone Coaching Cancellation Policy

1. Cancellation by the Client:

- Clients are requested to provide at least 24 hours' notice for any cancellations or rescheduling of private coaching sessions.
- Cancellations made with less than 24 hours' notice will result in the full session fee being charged and the session being forfeited.
- Refunds will not be issued for cancelled sessions. Sessions cancelled more than 24 hours in advance will be rescheduled to a mutually convenient time.

2. No-shows:

- Failure to attend a scheduled coaching session without 24 hours prior notice to Performance Zone 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 Performance Zone representative 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.
- Where a session is interrupted, delayed, or cannot proceed as planned due to poor weather or unsafe conditions, the session shall, where reasonably possible, be completed by alternative means, including but not limited to indoor coaching, verbal instruction, tactical discussions, demonstrations, or skills analysis.
- Where it is not reasonably possible to complete the session by alternative means, the remaining portion of the session shall be rescheduled and completed at a mutually convenient time.

6. Communication:

- All cancellations, rescheduling requests, or communications related to coaching sessions must be made directly with your Performance Zone representative.

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
Head Coach at Performance Zone

Email: nick@performancezone.co.za

Contact Number: 071 678 1834



PERFORMANCE
ZONE