10. Booking Terms and Conditions

Booking and payment

Bookings are subject to the published price, session description and terms shown at the time of booking. Parents or adult players should provide accurate contact and relevant safety information. A place is not confirmed until the business's stated booking and payment requirements have been met.

Cancellations by customers

The business will apply the cancellation period and refund rules clearly displayed at booking. Insert the actual rules here: If you cancel your appointment less than 7 days before is it scheduled to take place, you will be subject to a fee of 50% of your booking to contribute to facility hire costs. However, if we can cancel the facility with no charge or schedule a new client, then no fee will be charged.

Cancellations by the business

If a coach must cancel, the business will notify customers as soon as reasonably practicable and explain whether a replacement session, credit or refund will be offered. Weather, venue closure, illness and safety concerns may require changes or cancellation.

Missed sessions and late arrival

Unless the published terms state otherwise and are lawful, missed sessions or late arrival may not be refundable. The coach may shorten or adapt a session for safety or to avoid disrupting others. Any exceptions should be applied fairly and consistently.

Questions and disputes

Booking queries should be sent to hello@chrismanncricketcoaching.co.uk. The business will explain decisions and consider complaints under the complaints procedure.