

# Aqua Sport Coaching

## Terms and Conditions 2015/16

### ***Booking Policy***

- All bookings must be made either through the online booking system or with Benjamin directly via email, we chat or verbally. You will receive email confirmation either way.
- When booking online please be sure to check the sessions you will not be able to attend, as you will be charged in full for any sessions missed unless you have cancelled according to the cancellation policy.

### ***Payment Policy***

- Payment to be made up front at the start of first lesson.
- Cash and bank transfer are accepted, bank details available on request.
- Payment must be made in RMB.

### ***Cancellations & Validity Policy – THIS POLICY WILL BE STRICTLY ENFORCED***

- Cancellations required with at least 24 hours' notice prior to lesson, a message will be sent 24 hours in advance as a reminder of the upcoming lesson. You will be given 1 hour after this to cancel as good will.
- If notice of cancellation is given after the 23 hour notice period, full lesson price will be charged accordingly. This policy will be strictly enforced.
- In the event a player in a group class cannot attend, as long as 1 player can attend the lesson, the lesson will continue at the loss of a lesson to the player/s who cannot attend.

### ***Rain & Pollution PLEASE READ CAREFULLY***

In the event of rain or high pollution levels 200+, the following conditions apply;

#### **ADULT CLASSES**

- The customer has the option to undertake any of these 4 options offered to them.
  1. Eye Coach session
  2. Video Analysis session
  3. Boxing/personal training session
  4. Run session

Options 1-3 are all held indoor, option 4 is an outdoor activity. Please see [www.aquasportcoaching.com](http://www.aquasportcoaching.com) for further information about these alternative classes.

- If the customer does not wish to proceed with any of the options offered then they will be charged for the lesson, unless they have cancelled 24 hours in advance in accordance with the cancellation policy.
- In the event rain falls during the lesson, the customer has two options

1. Forfeit the lesson at full charge.
2. Choose one of the alternatives.

### **JUNIOR CLASSES (aged 10-16)**

- Where possible the class will be moved to an indoor facility and continue as normal.

If the indoor facility is not available then the class will be cancelled with no charge, unless one of the alternative classes is preferred. See above.

### ***Communications***

Communication for cancellations or bookings should be made by the following channels

- WeChat – bendobbs1
- Email – [ben@aquasportcoaching.com](mailto:ben@aquasportcoaching.com)
- Phone or text message – 185 1210 1114

### **General Policy**

There is a no refund policy upon payment.