**Grooves Golf Cancellation Policy**

Thank you for choosing our golf coaching services at Grooves Golf. We are committed to providing you with the best golf instruction and coaching experience possible. We understand that there may be situations where you need to cancel or reschedule your coaching sessions. This cancellation policy has been put in place to ensure fairness and efficiency in managing scheduling and availability. Please read this policy carefully before booking your coaching sessions.

**1. Cancellation and Rescheduling:**

1.1. Cancellation by the Client: If you need to cancel or reschedule a coaching session, we kindly request that you provide us with at least 24 hours' notice prior to the scheduled session. You can contact us by phone or email to inform us of your cancellation or rescheduling request. Failure to provide the required notice may result in the full session fee being charged.

1.2. Cancellation by Grooves Golf: In the unlikely event that we need to cancel or reschedule a coaching session, we will make every effort to provide you with as much notice as possible. We reserve the right to cancel or reschedule sessions due to unforeseen circumstances such as inclement weather, instructor unavailability, or other situations beyond our control. In such cases, we will offer you the option to reschedule the session at no additional cost or provide a full refund if a suitable alternative cannot be found.

**2. Refunds:**

2.1. Refunds for Cancelled Sessions: If you have provided the required notice for cancellation or if we have cancelled a session, we will offer you the option to reschedule the session or provide a full refund of the session fee. Refunds will be processed using the original payment method within a reasonable timeframe.

2.2. No Shows: If you fail to attend a coaching session without providing prior notice, it will be considered a "no-show." In such cases, the full session fee will be charged, and no refund will be provided.

**3. Packages and Prepaid Sessions:**

3.1. Prepaid Sessions: If you have purchased a package or prepaid sessions, the same cancellation policy applies. Cancellation or rescheduling requests must be made at least 24 hours in advance to avoid the session being deducted from your package or prepaid balance.

3.2. Package Expiration: Packages and prepaid sessions are typically valid for a specified period from the date of purchase. It is your responsibility to use the sessions within the designated timeframe. Unused sessions may not be carried forward or refunded once the expiration date has passed.

**4. Exceptions:**

4.1. Exceptions to the cancellation policy may be considered on a case-by-case basis for extenuating circumstances such as emergencies or unforeseen events. Please contact us directly to discuss your situation, and we will do our best to accommodate your needs.

**5. Changes to the Cancellation Policy:**

5.1. We reserve the right to modify or update this cancellation policy at any time without prior notice. Changes will become effective immediately upon posting the updated policy on our website. It is your responsibility to review the policy periodically to ensure your continued compliance. By booking a coaching session with Grooves Golf, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined in this cancellation policy. If you have any questions or require further clarification, please do not hesitate to contact us.

**Contact Information:**

Phone number: 01423 649333

Email address: info@groovesgolf.com

Website: [www.groovesgolf.com](http://www.groovesgolf.com)